



Graduate Student Council Meeting Minutes

1005 Student Center

12pm, 10/29/2004

1. Call to order
2. Kevin McIntire introduced John Neuberger of Sigma Xi:
 - a. Sigma Xi is a research society with a long history at KU
 - b. A student chapter would focus on issues of career development, CV development, etc...
 - c. Sigma Xi would provide logistical assistance for formation of a student chapter
 - d. Contact John Neuberger, jneuberger@kumc.edu, for more information or visit sigmaxi.org

3. Ramsey McIntire presented on the GSC Outreach Program
 - a. Annual Ronald McDonald House Dinner hosted by GSC
 - i. RMH has enough sponsors for the rest of the year.
 - ii. GSC will prepare a dinner in early January, the 3rd and 7th were mentioned
 - iii. Volunteers are needed to help prepare the food
 - iv. Email Ramsey if you are interested in helping rmcinitre@kumc.edu

 - b. Girl-in-China Project
 - i. Cost of sponsoring one girl through high school has risen, now \$200
 - ii. GSC has only \$150 allocated for this

iii. Ramsey McIntire moved to increase allocation for the project, funds to be taken from contingency, Christina Newport seconded, passed unanimously.

4. Kevin McIntire brought up the KU Graduate & Professional Organization's Research Summit in Topeka.
 - a. The KUGPO organizes a poster session for Kansas legislators yearly and has invited KUMC graduate students to participate.
 - b. Kevin McIntire has spoken with Vice Chancellor for External Affairs David Atkins who will support GSC as necessary for events like this

5. Karen Cole shared the state of the library
 - a. Guaranteed features include: 24hr facility, 72 individual study spaces, 13 group study rooms
 - b. 6 email kiosks have been installed in the lounge area east of the old ERC, 2 more to be placed in SON
 - c. Alex Dajkovic asked if titles were being added or dropped to make space, Karen assured that they were being added
 - d. Furnishing the library space will be done in waves, next year has 79K budgeted most of which will go to the testing center.
 - e. The library website Student Technology link has a webboard for discussion and commentary, <http://library.kumc.edu/studenttech/index.htm> . The link will also appear on the GSC website.
 - f. Printing should be available Jan. 3, 2005
 - g. 2nd floor work should also be done, with ground floor work beginning Jan. 3
 - h. As part of the transfer of computers to the library, 2nd floor Orr-Major mezzanine computer kiosks will be phased out.
 - i. A briefing was distributed by Karen Cole and can be seen below

6. Dorothy Knoll – Dean of Students, Sara Honeck – student insurance coordinator and Rebecca Vaughn – Director of the Student Health Center (SHC) were available to answer questions regarding student health service provision.
 - a. Dean Knoll outlined the problem of increased use without increased staff.
 - b. In the past there have been problems with the Family Medicine referral procedure. These issues have been addressed with a log and follow-up protocol and a change in the contract.
 - c. Dean Knoll reminded us that Sara Honeck is available to help advocate for us concerning the MegaLife Student Health Insurance policy.
 - d. Christina Newport suggested that the Insurance policy is not the root of the problem. Rather, inadequate care at the SHC is the cause of student discontent.
 - e. Ramsey McIntire suggested that greater staff experience would help reduce billing issues. Rebecca Vaughn and the SHC committee will research what billing activity is possible in this type of facility.
 - f. Laboratory test copay issues will be followed up by Sara Honeck.
 - g. KUMC is currently stated as a uncovered entity, this is a problem with the hospital coding. KU Hospital IS a provider and should be reimbursed as such
 - h. Drug samples come in on a rotation
 - i. SHC is 70% supported by student fees. There is no way to get state money for SHC support.
 - j. Policy in place for urgent care. Student is given a referral. Contact Rebecca Vaughn if policy is not followed. ***The only exception being if there is only one employee in the SHC.
 - k. Serious thought is being given to hiring a full time health care provider.
 - l. If a student wants to see a specific HCP, then they simply need to request. There should be no discussion from SHC staff.
 - m. The Student Health Outreach Team will meet in a few weeks to discuss possible plans for the SHC. Once the plans are presented each SHOT member will bring them back to their respective governing groups
 - n. Minutes from the last Student Health Forum are reprinted below

Library Briefing

Share what ITC/Library is to be for students - givens

- Library building will be a 24 hour facility
- Only center/location where there will be student technology, information
- Combining electronic/print information resources with application software for student use
- Library building will have minimally a 90 seat online testing center
- In the library building there will be between 150 - 200 workstations for student use
- There will be at least 30 wireless laptops available for check-out and use
- The library building support wireless devices that students bring to campus
- There will be at least 80 individual quiet study spaces
- There will be 13 group study rooms of various sizes for students to reserve and use equipped with pc's, video, dvd, monitors, etc.
- There will be at least 6 kiosks located ????? for student use to quickly check e-mail between classes or during breaks
- Food court minimally with vending in the building

Brief history

- January 2002 group of faculty and student representatives developed

program for a renovated library building that accommodated the "givens"

- Proposal including costs were presented to KUMC Administration and approved to proceed over a two year period to remodel and repurpose the library building
- Winter 2003 began the print collection reconfiguration
- Summer 2004 remodeling of the top floor

Known issues and what is happening

- Lindsay Rome shared an e-mail: pc's in ITC networking

o We have individuals who check the ITC and Mezz machines at least 3

times per week o We have placed signs on devices if not working, but have found those removed and people utilizing them - we will be removing the "bad"

machines and not just place an "Out of Order" sign on them

o The ITC and east side Mezz machines have a now known hardware defect

that we're getting the company to fix - bad motherboards – that began showing up about 1 year ago. AS OF TODAY WE'LL STEP OUR

REQUEST FOR REPLACEMENT!

- o When we go to these areas and a known machine is occupied by a student, we have asked about trying to repair and been told - not now, go away.
- o We do NOT get information from students or others that equipment is **NOT** working

- Handouts

- o This is a service provided by the **ITC/Library**, but is based upon faculty choosing to do this.
- o Handouts can NOT be printed/copied immediately if we have not received the handouts from faculty
- o We need at least 4 working days to get these printed, collated, stapled and

punched.

- o Costs of the handouts is \$.08 per page with no charge for stapling, punching or collating. This is the same price as photocopying or printing.

- Printing

- o At this time there is no printing at the **ITC** or Student Service Center
- o Working with Student Technology Committee and students on the Library

Committee a solution for printing has been identified, but we're waiting on State approval

- o Currently there is printing in the library.
- o Currently there is color printing available in the library.
- o We are in the process of bidding printing equipment and software for the

ITC and Student Service Center. Anticipated **ETA = 2 months**

^ Student issues/student solution

Student Health Care Forum

Below are the questions that were discussed during the Health Center meeting with the students. These were identified as questions that would be helpful in understanding the challenges faced by the **SHC** yet allow us, the students, to look for possible areas of improvement.

Additionally, we were able to compile some core issues with possible solutions. They can be classified into three categories:

1. Issues that need to be addressed without a fee increase

a. A feedback survey/form for each student after their visit or available at anytime, online perhaps, that would be sent to either the director or Dean Knoll, as well as have a copy sent to a governing student body for chronological documentation of specific issues. This would NOT be handled by employees of the SHC.

b. Follow-up appointments should be scheduled for students whose problem is not resolved at the time of the initial appointment. These visits can be allocated into 15 minute time slots instead of 30 but would ensure continuity of care. In addition, **NPs** should acquire test results from departments that students are referred to so that a student does not get lost in the system after leaving the SHC.

c. All staff at SHC should be able to perform some form of patient care. I.e. more than just scheduling.

2. New services provided to better serve the students

a. Mega Life and other insurance claim submission for the student. b. SHC serve more as a liaison between Mega Life and the student. SHC acts as the

student advocate. c. Special coding for SHC for in house labs available in the hospital. Mega Life

currently charges \$5 for labs that can be processed through SHC, but since we

have no ability for that, it's a benefit that goes unused by **KUMC**. d. **Optometry**, Hearing, Dental checks - **By** appointment only a couple of times a

year.

3. Issues with a fee increase - \$100 increase to match what Lawrence campus students pay a. Full time health care provider - Preferably a doctor with experience. b. This provider would also serve as the SHC Director c. Fee increase would only be approved if specific guidelines are met, i.e. **fulltime** provider, or other guidelines as determined by a committee.

Student Health Center Forum **October 19**, 2004 SON BO 11

Initial Categories of Concerns:

- 1 Communication with Insurance Companies (**MegaLife** in particular)
- 2 Medical Care Concerns
- 3 Services Available
- 4 **Staff** Issues

Questions for Rebecca **Vaughn** and Dean Knoll to address at student governing body meetings in the next few weeks:

- 1 What is the breakdown of **SHC** usage by the following criteria:
 - a. Insurance Provider — How many active patients of the SHC (not those who only get **TB** tests or vaccinations) have **MegaLife**?
 - b. Services rendered — what are the percentages of students seen for sickness, well-visits, emergency visits?

c. How many students are seen per day/week/month? (Not how many appointments are available, how many actual students are seen?)

d. How many students use the SHC for services other than TB tests or vaccinations? What is the breakdown of these students by school? (i.e., 25% graduate SOM, 25% med students, 25% graduate SON, 25% graduate SAH)

e. How many students have chronic illnesses monitored by SHC staff?

i. Do these visits account for most appointments at SHC or a minimal percentage?

f. How many student family members are seen per day/week/month?

2 What are the criteria for charging a visit fee? What's the difference between a

Female Annual Exam with Pap smear and a Gyn/Well female exam? What is the reasoning behind the fees that are charged?

3 Which drugs are most commonly prescribed at SHC? Can they keep a stash of these on hand? (BC pills, antibiotics, ibuprofen, etc.) Samples?

4 Which lab tests are done in house?

a. What are the most common tests? Can these be processed in house?

b. Can we have lab samples taken at the SHC processed at the hospital lab under the billing code "SHC" so that they will be covered by MegaLife for the \$5 co-pay?

5 Policy questions:

a. What is the policy for handling "overflow" students who call for an appointment the same day?

b. What happens to SHC patients after being referred to a department outside of SHC? Is there any SHC follow-up required? Does SHC staff actively manage patients' cases?

c. Is the staff informed as to where to refer patients so MegaLife will cover?

6 Required TB X-rays are to be covered up to \$50 by Mega Life. Can SHC make a deal with some place to only charge \$50 to KLJMC students so Mega Life will be billed directly and pay the entire amount?

7 What is the budget for KUMC's SHC and for KU's Watkins Health Center on the

Lawrence campus? Where does the money come from for running both SHCs? How are the expenditures broken down? (personnel, supplies, etc.) How can this be optimized at KUMC without increasing student

fees?

- 8 Can the SHC bill MegaLife directly so that students do not have to pay the visit fee up front then file a claim for reimbursement?

University of Kansas Medical Center

Send mail to kmcintire@kumc.edu with questions or comments about this web site.
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