

Student Health Service
Benchmarking Progress Report
July 24, 2003

Benchmarking activities at the SHS during the 2002-03 year consisted of three major thrusts: clinical services, health promotion, and student insurance. The institutions involved were Bowling Green State University, Ball State University, Miami University of Ohio, and Illinois State University. An overview of the work completed is shown below.

CLINIC - The overall purpose of this study is to begin to define the methods by which University Student Health Programs can conduct cooperative inter-institutional clinical "Quality Improvement" studies. This study is a part of efforts to aid in the effectiveness of evidence based medicine, monitoring of program quality, and compliance with current standards of care.

After communication among representatives from the four schools it was decided to assess some parameters of HIV testing. All four schools agreed on the topic and a list of "comparative parameters" was developed. A "Data Collection/Survey form" was developed and distributed to all participating schools. The conclusions and recommendations are as follows.

1. All schools included in this initial benchmarking study offer anonymous and confidential HIV testing to students. Each school has individualized staffing and funding patterns that appear to influence the "preferred" testing personnel and the "usual mode" of testing (anonymous vs. confidential).
2. Due to the differences between these four schools, it would be difficult to develop a "best practices" recommendation from the data collected in this study that would be universally applicable to all schools.
3. Continue to offer both anonymous and confidential HIV testing. To reduce any real or perceived "barriers" to testing, offering the anonymous testing option and reducing the cost of testing are two important methods to reduce student fears/concerns.
4. Despite reliance on email and phone communication modes, the four schools and their respective Quality Improvement/Quality Assurance committees were able to effectively work together on this first benchmarking study. All schools would be willing to have additional opportunities in the future to continue cooperative benchmarking studies.

Addendum Note: The study as an exercise.

The four participating schools are very pleased with this first benchmark study. There were some minor organizational difficulties, but this collaborative effort accomplished the overall purpose of giving the participating health services experience with a clinical benchmark study. We wish to thank all staff at the four institutions that contributed!

Health Promotion - Members of the Health Promotion Office (HPO) staff created a list of questions pertaining to different focus areas (alcohol, tobacco, sexual health, social norms, etc). In addition to the benchmarking schools, Northern Illinois University and Western Illinois University were included in this study. A summary of their findings follows.

All HPO offices were housed in the Student Affairs division and were a department of the Student Health Service, although one university combined Student Health and Counseling (Ball State).

- None of the universities require a reproductive health class. Several mentioned that a required class would create barriers for students seeking services.
- Only one university held smoking cessation classes but all were providing some sort of service for students and/or staff wishing to quit smoking (mostly one-on-one counseling). One is completely restructuring their program at this time.
- All were conducting social norms marketing campaigns; the topics differed by campus.
- All provided an alcohol class for sanctioned students.
- All provided emergency contraceptives in their health clinics.
- All provided free condoms (most limited the number you could take at one time).
- 3 of the 5 schools had peer education programs. Two required an academic credit class prior to becoming a peer educator. One school is currently attempting to obtain grant funding to begin a peer education program.
- Got some great ideas for campus-wide collaborative efforts!

As a result of this study, the reproductive class at ISU will no longer be required beginning fall 2003.

Student Health Insurance - Staff conducted a survey of insurance program enrollment methods and benefits. As shown below ISU is in a different universe when comparing student insurance plans.

	<u>Ball State</u>	<u>Miami Univ.</u>	<u>Bowling Green</u>	<u>Illinois State</u>
Cost/year	\$450	\$624	\$795	\$244
Enrollment (# Ins. as % of # Eligible)	389 / 2%	2,000 / 12%	1,200 / 6%	17,000 / 91%
Mandatory/optional	Optional	Optional	Hard waiver	Hard waiver
Deductible	\$100 / year	\$150 / year	\$50 / condition	\$50 / year
Maximum	\$50,000	\$25,000	\$5,000 / \$50,000	\$1,000,000
Stop loss	no	\$1,200	\$3,000	\$1,000
Eligibility	all students	full-time Optl for p-time	8 hours	9 hours
Dependent coverage?	Yes	Yes	Yes	No
Must use SHS first?	Yes	Yes	No	No
Secondary?	Primary	Primary	Secondary	Secondary
On site claims mgmt?	No	No	No	Yes

This study affirmed our commitment to maintain those parameters of the IUS Insurance Program which contribute to the enormous success evidenced by the benchmarking comparisons (hard waiver, strong benefits, secondary position, on-site claims management).