

# Prioritizing Health on Campus: Opportunities for Student Leadership

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# Objectives

1

Communicate the need for student action on healthcare

2

Discuss the Vaden Student Healthcare Advisory Council (VSHAC)

3

Explain how the UGS can get engaged

# Context

# Background

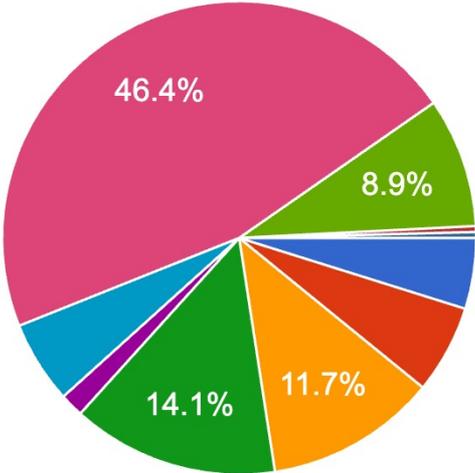
- We face some of the most expensive student health insurance in the Bay Area (\$7000+)
- Classmates have raised concerns about the quality of care of Vaden
- There are few avenues for structured feedback between administrators and students on healthcare
- Healthcare is an essential part of providing wellness on campus

**Our goal:** Create a survey to understand student health on campus

# Survey Introduction

What is your academic standing?

248 responses



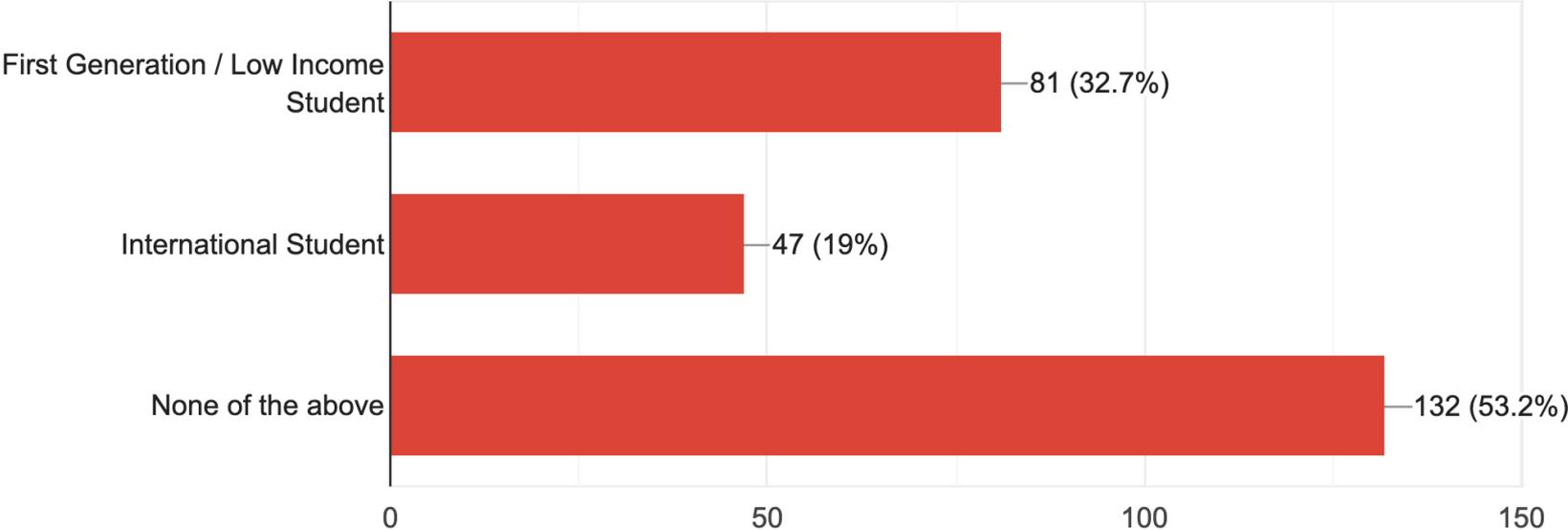
- Freshman / First Year Undergrad
- Sophomore / Second Year Undergrad
- Junior / Third Year Undergrad
- Senior / Fourth Year Undergrad
- Co-term
- MA
- PhD
- Professional Degree (e.g., JD, MD)

▲ 1/2 ▼

# FLI and International Status

Are you a

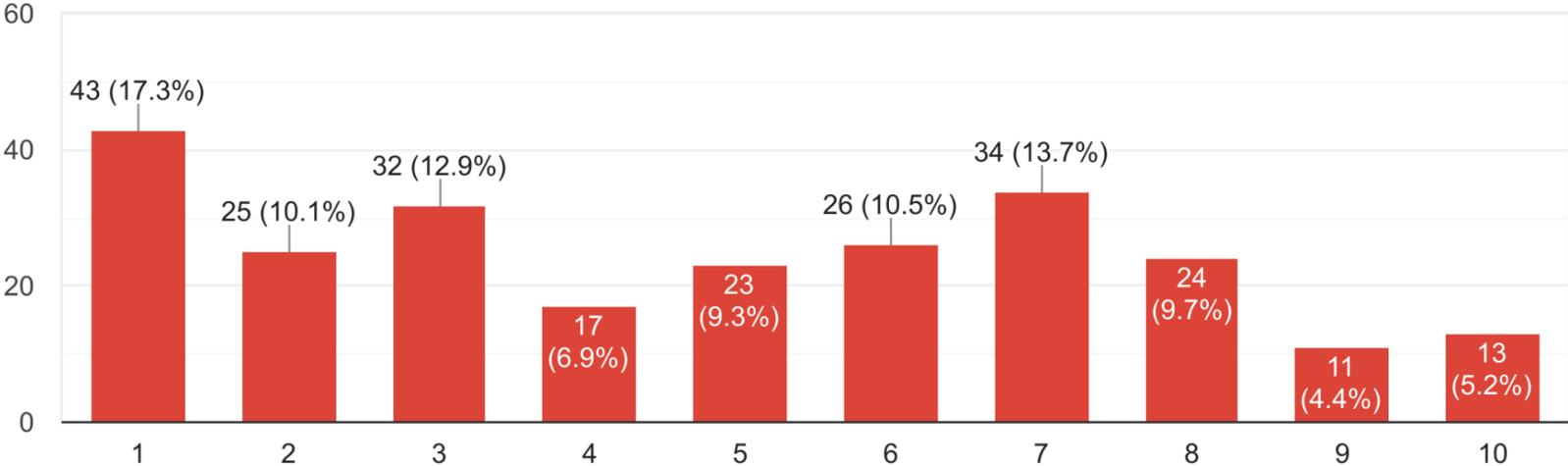
248 responses



# Students did not seem to trust or recommend Vaden

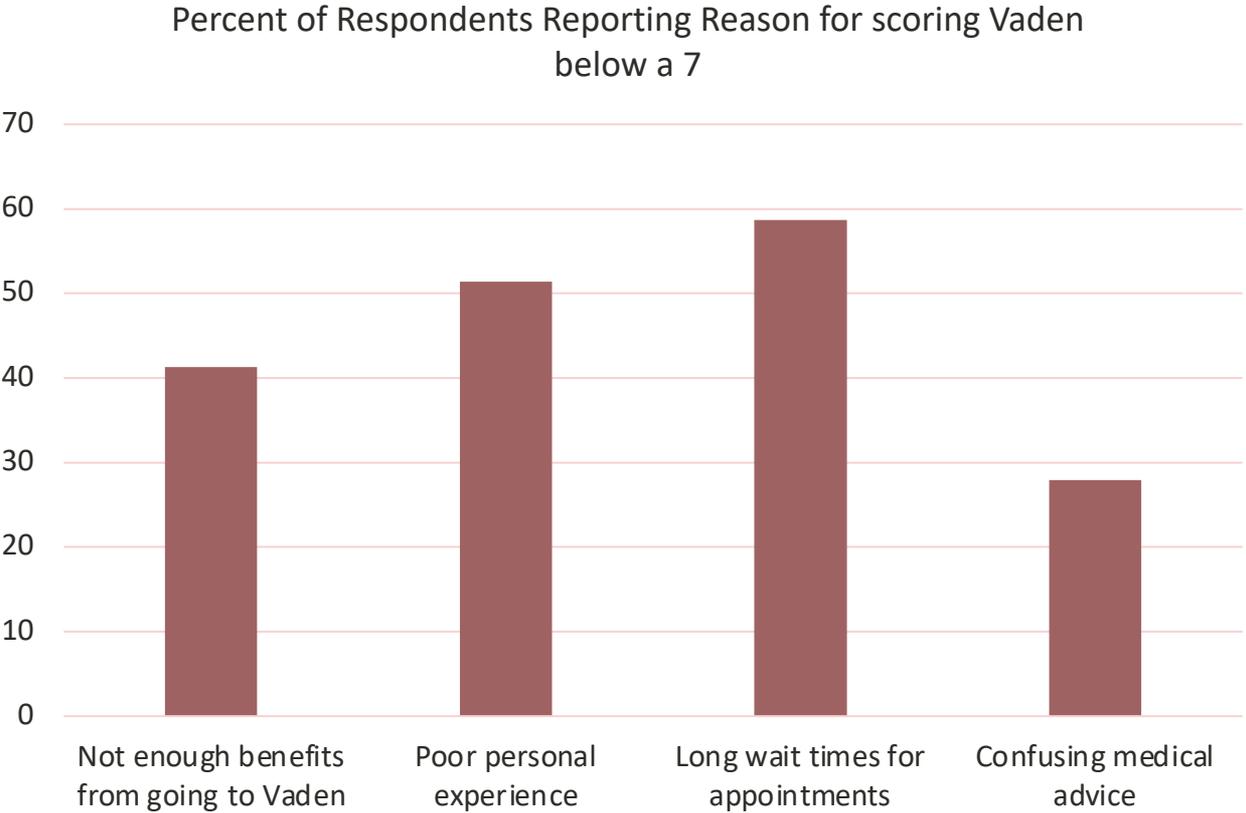
On a scale 1 to 10 how likely are you to recommend Vaden to a friend / other classmate?

248 responses



- Implied NPS of  $9.6 - 67 = -57.4$  lower than bottom 10% of Health Care Firms

# Reasons for scoring below a 7 were accessibility & quality

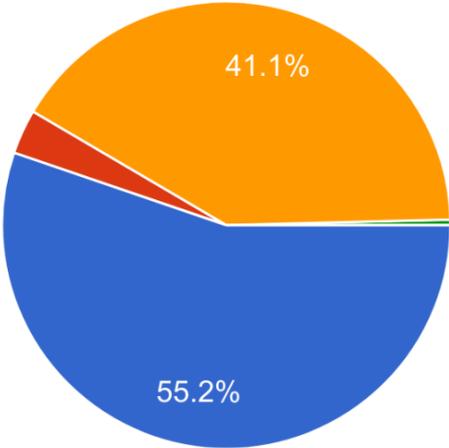


• N = 179

# Strong desire for more student engagement

Would you want an organization that includes students to oversee Vaden's (including CAPS) cost and quality?

248 responses



- Yes
- No
- Maybe, need more details
- Yes, but only if the students on this organization have experience with health care, insurance, and disability. In my experience, people who are generally healthy do not understand the challenges that some students face accessing care, and push for changes...

# All this work led to legislation

## **JOINT RESOLUTION TO CREATE the HEALTHCARE OVERSIGHT COMMITTEE (HOC)**

**AUTHOR:** Priyanka Shrestha, UGS Senator; Gurmenjit Bahia, UGS Faculty Senate Representative; Jason Anderson; GSC Chair;

**SPONSOR:**

**DATE SUBMITTED:**

**ACTION REQUESTED:** 2/3 of the Undergraduate Senate, 2/3 of Graduate Student Council

**FINAL STATUS:** Passed by GSC 5/9/23, Passed by UGS 5/9/23

**WHEREAS** a Stanford Health Care Survey was sent out to the student body and garnered 248 responses as of 4/29/23 consisting of, 32.7% of responses from FLI students, 19% consisting of International Students, 36.6% undergrads, and 69.8% of respondents had Cardinal Care.

**WHEREAS** the Net Promoter Score of Vaden was almost -57.4 based on the survey data below:

# Need finding revealed two areas for advocacy

## Create a Student Health Committee    Ask for a Student Health Survey

- Meets need for formalized feedback to Vaden
  - Allows students to learn more about how healthcare works on campus
  - Promotes long term improvements to student health
- Formalize the survey we create
  - Ask questions on quality and accessibility
  - Balance undergrad health needs with grad students when it comes to insurance

# VSHAC Draft Charter

# Preamble

VSHAC is an advisory board that represents the entire student population at Stanford University to Stanford Vaden Health Services, the Executive Director of Vaden Health Center, and the Vice Provost of Student Affairs on matters regarding university healthcare administration.

VSHAC members can expect to gain an understanding of student healthcare services at Stanford and navigate issues in healthcare and insurance administration, positively influencing health and student well-being at Stanford.

# Specific Goals

- Create an organized dialog between students and administration regarding
  - student physical and mental health wellness needs
  - quality and accessibility of care at Stanford and in the surrounding area for students
  - student preferences in the administration and fee structures of Stanford University's health insurance plan(s) and the Vaden Health Center
  - financial and accessibility barriers and ease of use of Vaden Health Services
  - educational and informational needs of students regarding healthcare
- Provide program and service advice and consultation
- Gather feedback on current student well-being and health services and emerging issues
- Be a conduit between aggrieved students willing to work with Vaden to improve and incorporate feedback.

# Membership

Emphasize diversity of student voices

- Core members from Student Government offices (GSC, UGS, Exec, CPs, Nom Coms) and Vaden Health Care appointments asked to come to most meetings
- Additional members from campus community centers (e.g., Black House, A3C, El Centro, QRS, etc.), prioritizing voices of those historically marginalized in healthcare
- Any walk-in student who has attended the previous three consecutive VSHAC meetings
- Key administrators from Vaden Health Services and VPSA

# Link to full draft charter

<https://docs.google.com/document/d/1gYhR1lKuk946dNPTBedfkJSQDbzq7ZexJfYrrQ1Rec4/edit?usp=sharing>

We would encourage the UGS to look over the VSHAC and comment on relevant material since

# Next Steps

# Ways to get involved

- Follow-up with VSHAC and add in potential comments
- Push for a healthcare town hall in fall quarter
- Think of topics to include in a healthcare survey
- Join Joy Molloy on the Healthcare Action Team
  - Undergrad and Grad working group on healthcare work on campus



Thank You