**If you could choose one thing that makes your functional area at UCR Student Health special/unique, compared to other Student Health Centers and/or Community Clinics, what would it be & why?**

*(Functional Areas: Provider, Nurse/MA, Lab, Pharmacy, Patient Services)*

* There is great teamwork within the various teams. The providers trust each other, consult with each other to ensure positive patient care. The other teams feel comfortable and appreciate the ability to have direct access to the providers to provide high level of care and education to students.
* Lab and pharmacy teams have the ability to communicate directly with the providers to ask questions and work to provide the best care and treatment to students. Close proximity is key.
* Being the only campus with in-hours ultrasound services.
* New Building that kept the students experience in mind including the integration of other HWS units within the building, which allows us to provide holistic care to all patients.
* Our Pharmacy goes beyond simply dispensing medication, there is a large educational component to the service that is provided, including educating students on how to access outside pharmacy services.
* STAT and same day appointments that are scheduled by staff and that are easily accessible to students.
* Students can request STI screening without seeing a medical provider.
* We have a quick turnaround time in all areas of the clinic, including appointments, lab and imaging results.
* Continually trying to improve on the technology, including trying of various AI platforms that will help improve care to students and documentation in charts.
* Strong and knowledgeable orientation team, that educates students on insurance and services in SHS.
* We have a fabulous team of providers, nurses, medical assistants, phlebotomist, and CLS that care about providing high quality health care to our students.
* Being a part of the HWS organization which has a holistic vision for student access and care.
* Being a part of the Okanagan Charter that ensure we put holistic wellness in everything we do.
* Having state of the art laboratory equipment so that we can be leaders/models on campus and within the UC system when it comes to laboratory testing.

**In regards to student access and/or care what would you want to see more of in your functional areas in the next year? What unique ideas could help us achieve this?**

*Functional Areas: Provider, Nurse/MA, Lab, Pharmacy, Patient Services)*

* Establish one form of communication across the clinic to help serve the patients quicker. Having one communication tool will allow all areas to be more efficient and effective in their areas. We currently have to many channels of communication (zoom, teams, email, phone). This is inefficient and delays care to students and can be frustrating for them id one team is waiting on another team’s response.
* Focus on continuing to improve communication across all teams: clinical, lab, pharmacy, administrative, IT, and compliance.
* Policy improvements with written procedures that can be updated and shared regularly within the teams.
* Transparency across all units through metrics, reports, and productivity reports outs regularly.
* Investments in lab technology to be able to run more test at a time and to not have so many drops in network access when using other software.
* Better computer system for patient workflow and communication and to introduce efficiencies in the clinical operations.
* Re-establish the workflow work group with representatives from all areas to improve clinic operations. Many teams found this beneficial to understanding pain points from another team’s perspective.
* Would like to see more in-house specialties such as dermatology, gynecologist, and psychologist.
* Add more diversity in committees so the same people are not on all the committees.
* STAT Referrals are a time-consuming process for the MA/Nurse team and can take hours to complete. We would like to look at this process to determine a better more efficient process and to see if this can be a collaboration with the insurance team or can we bring someone in to help schedule these appt.
* Looking at alternative hours to increase patient access
* Better online appointment options and more efficient scheduling
* More staffing
* More telehealth rooms
* More Comfortable chairs in the breakroom
* Ensuring we are living our mission (work/life balance)
* Nursing Station 1 needs a barrier/privacy since it is open and students can wander through