



8/14/19

RFP #90-0002 Student Health Center Operational Review

Addendum 2

RFP #90-0002 is hereby amended to incorporate the following:

QUESTIONS & ANSWERS

ADDITIONAL INFORMATION ABOUT THE SHS

Q1: Section B, Services Required, page 3, include this provision in the first subsection: "Conduct a comprehensive assessment of SHS existing operations including, but not limited to, current administrative and operational practices; UCSHIP administration; patient scheduling and communication practices; staffing ratios and roles; clinic policies, procedures, and processes; administrative and medical record keeping and documentation; quality assurance practices; use of current physical space to perform office and medical functions; and compliance with federal, state, and local laws. This assessment should be done in accordance with standards set forth by the Accreditation Association for Ambulatory Care." Relative to compliance, please respond to the following questions:

Is the intent to have the consultants provide a review of federal, state, and local laws that are unique to the operation of Student Health Services? Yes For example, the consultants would not look at non-discrimination in employment practices since this would be applicable to all departments within UC Hastings. This is correct

Is it the intent to have the consultants' report risk management or compliance concerns that are observed during the course of site visits and review of documents or does UC Hastings desire a comprehensive compliance audit? Yes

Please explain the intent of the last sentence regarding reference to AAAHC accreditation standards.

A1: AAAHC sets the highest of standards in terms of accreditation. Although the clinic is not seeking to become accredited at this time, Hastings would like to "aim high" using AAHC standards as an ideal goal in terms of assessment and operations.

Q2: Section B, Services Required, page 3, Draft a comprehensive report detailing the results of the foregoing assessment. What type of narrative report is required?

A2: The narrative report should include the information requested in the RFP. No particular format is required.

Q3: Is UC Hasting open to an alternative written report cost option that that will meet objectives for clearly conveying consultant findings and recommendation?

A3: Yes. Hastings is open to a report that is formatted in a way that the consultant would like to use but includes all of the information requested in the RFP.

Q4: Section A. Requirements, page 4, include personnel with a M.D. degree with a college health background, a Master's Degree in Health Administration, or experience in the administration of health clinics or similar health care facilities. Is the intent to have a MD and a MHA or equivalent as part of team?

A4: Yes. An MD with experience at a SHS or within the UC system is preferred.

Q5: Given scope of services include mental health, would you also expect consultant team to include Psychologist or trained equivalent?

A5: This depends on the consultant's experience and background. If the consultant has experience overseeing a similar integrated clinic, a mental health professional may not be needed as a member of the team. If the consultant does not have mental health experience, the team should include a mental health professional.

Q6: Guidelines for Submission, page 6, please explain intent of the request to provide limited representation of illustrative materials such as graphics and page setup. Does this refer to report format? Do you want examples from previous consultative reports?

A6: The language referenced is from a different RFP and is not applicable to your response.

Q7: Guidelines for Submission, page 6, please confirm the request for outline of College's feedback will be incorporated at various stages of implementation of the digital marketing and demands nurture campaign is not applicable to this RFP?

A7: The language referenced is from a different RFP and is not applicable to your response.

Q8: The RFP Addendum does not appear to provide the information that we were seeking (e.g., number of professional staff that would need to be interviewed, confidentiality policy, informed consent, and patient rights and responsibilities). We would also like to have access to recent annual reports, strategic plans, or other documents that would address mission and program assessment.

A8: The number of professional staff to be interviewed is approximately 6-8. Additionally, there is an administrative staff member who should be interviewed. The clinic adheres to HIPAA. There are not policies re: confidentiality policy (aside from a standard HIPAA Privacy Notice and Policy, HIPAA consent forms, and release of information forms). The clinic does not have a mission statement. Please see the attached additional information.

Q9: Pricing, page 6. Provide a comprehensive pricing strategy that ties back to the stated goals, expectations and deliverables. Please advise as to whether a proposal deviation not providing guaranteed would not be automatically disqualifying.

A9: Not automatically disqualifying. Pricing will be reviewed and considered as part of the overall evaluation of proposals.

X _____
Bidder acknowledgement of Addendum 1
SIGN AND RETURN WITH YOUR RFP RESPONSE

Name of authorized signer

Date

Sincerely,

Darryl Sweet, CPSM, C.P.M.
Director of Business Services
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UC Hastings College of the Law Counseling & Psychiatry Statistics
2017-2018 Academic Year- Prepared by Laurie Brookner, RN, Manager SHS

Approximately 190 students, 20% of the student body, were seen for varying lengths of time during the 2017-2018 academic year by SHS mental health practitioners. Students were seen for short term treatment with exceptions made on a case by case basis, according to the student's need and at the discretion of the practitioner. Students attended 775 individual appointments with mental health providers during the academic year.

The number of students who were seen by mental health practitioners decreased slightly- 9 fewer students were seen this academic year than last year. In comparing this year's statistics to the previous academic year, these trends were present: There was a significant increase in students seen for adjustment disorder, up from 19.6% to 28%. The number of students seen for ADHD/ LD increased 4.4%. 6% of students were seen for a new diagnosis (to SHS), Phase of Life Problem.

Breakdown by primary diagnosis- Fall and Spring 2017-2018

- Adjustment Disorder- 53
- Anxiety-39
- Affective Disorder/ Depression-37
- ADHD/ Learning Disorder(s)- 34
- Phase of Life Problem- 12
- Bipolar Disease –5
- PTSD- 4
- Addiction- 3
- Eating Disorder- 2
- Grief- 1
- Psychotic Disorder-0

Breakdown by primary diagnosis for Academic Year

- Adjustment Disorder- 28%
- Anxiety- 21%
- Affective Disorder/ Depression- 19%
- ADHD/ Learning Disorder(s)- 18%
- Phase of Life Problem- 6%
- Bipolar Disease –3%
- PTSD- 2%
- Addiction- 1.5%
- Eating Disorder- 1%
- Grief- 0.5%
- Psychotic Disorder- N/A

UC Hastings College of the Law Counseling & Psychiatry Statistics
2018.2019 Academic Year- Prepared by Laurie Brookner, RN, Manager SHS

Approximately 205 students, 21% of the student body, were seen for varying lengths of time during the 2018-2019 academic year by SHS mental health practitioners. Students were seen for short term treatment with exceptions made on a case by case basis, according to the student's need and at the discretion of the practitioner. Students attended 795 individual appointments with mental health providers during the academic year. Of note is that 2 students were seen for psychotic disorder this year, requiring a great deal more time and resources than norm; including psychiatry, case management, and nursing visits.

The number of students who were seen by mental health practitioners increased slightly. 15 more students were seen this academic year than last year, an increase of 1%. 21% of the student body received mental health care at SHS.

Breakdown by primary diagnosis- Fall and Spring 2018- 2019

- Adjustment Disorder- 53
- Anxiety-51
- Affective Disorder/ Depression-47
- ADHD/ Learning Disorder(s)- 25
- Bipolar Disease –5
- PTSD- 9
- Addiction- 1
- Eating Disorder- 0
- Grief- 5
- Psychotic Disorder-2
- Other- 7

Hospitalization/ 51.50- 2

Breakdown by primary diagnosis for Academic Year

- Adjustment Disorder- 26%
- Anxiety-25%
- Affective Disorder/ Depression- 23%
- ADHD/ Learning Disorder(s)- 12%
- Bipolar Disease – 2.5%
- PTSD- 4.5%
- Addiction- 0.5%
- Eating Disorder- 0
- Grief- 2.5%
- Psychotic Disorder- 1%

Student Health Services Medical/ Nursing Visits and Referrals 2017- 2018

Year	Medical/ Nursing Visits	Medical Visits	Gynecology Visits	Nursing Visits	Referrals to Specialists	Blood draws, urine tests, PAPS, etc	Enrolled Students	**UCSHIP Enrollees
2017- 2018	2035	935	188	912	872	312	962	437

- Internal medicine
 - Most common reasons for visits (in order of most frequent to least frequent)
 - Follow up with MD, Dermatology, Musculoskeletal injuries, Cold/Flu/ Allergy/ Strep, Prescription Request, Referral to Specialist, STI check, Physical Exam, Vaccination/ Travel consult, GI, ENT (ear, nose, throat), Procedures (skin procedures, ear lavage, nebulizer for breathing issues, suture placement and removal, removal of foreign object, dressing changes, etc), Eye Issues, Genitourinary, Cardiovascular, Gynecology (urgent), Headache, Psych presentation, Endocrine/ Diabetes, Truvada (HIV prevention).
- Gynecology
 - Most common reasons for visits
 - Preventative services (annual exams, screening for cervical cancer, STI screening), Gardasil vaccines, Patient education, Contraception/ emergency contraception, Urgent visits (vaginal symptoms, urinary tract infections, pelvic pain, etc.)
- Registered Nurses
 - Triage patients
 - Drop in visits
 - Patient Teaching
 - Blood pressure monitoring
 - Nursing protocols authorized by medical director
 - Most commonly used: Urinary tract infection, upper respiratory infection, Musculoskeletal injuries, birth control refills, emergency contraception, STI screening, headaches, gastrointestinal issues, menstrual cramps
 - Onsite labs- pregnancy test, test for urinary tract infection, rapid strep test
 - Phlebotomy per MD orders done by RN
 - centrifuge bloods, package them
 - Daily pick-up by Quest Laboratory
 - UCSF Pathology pickup as needed
 - Immunizations including flu vaccine clinics, Tdap, Gardasil, Depo-Provera, etc
 - Tuberculin skin testing
 - Review mandatory Student Health Form required of all new students
 - Screen for meeting UC-wide immunization requirements and advise students how to meet UC criteria
 - Identify and facilitate contact with students in need of medical or mental health follow-up
 - Mental health intakes and triage (not included in above figures)

- Crisis intervention/ Supportive listening and counseling
- Coordinate with UCSF PD, SHS and outside providers
- Case management on urgent basis

Student Health Services Base Budget Request 2018-2019

Account	Object	2016-17 Actual	2017-18 Budget	Actual To Date	Current Encumbrances	Budget Balance Available	2018-2019 Base Budget Request	Comments
09774004015	HEALTH SERVICES FEE	-\$655,000.02	-\$692,671.00	-\$692,920.84	\$0.00	\$249.84	-\$692,614.00	Based on 958 enrollment
09774004400	INVESTMENT INCOME	-\$4,760.47	-\$5,000.00	-\$4,203.93	\$0.00	-\$796.07	-\$5,000.00	
09774004420	REALIZED GAIN/LOSS	-\$130.93	\$0.00	-\$60.78	\$0.00	\$60.78	\$0.00	
09774004515	RENTAL INCOME	-\$440.00	-\$500.00	-\$332.50	\$0.00	-\$167.50	-\$500.00	
09774005121	REGULAR STAFF SALARIES	\$225,725.52	\$210,774.00	\$168,736.85	\$0.00	\$42,037.15	\$223,769.00	Includes anticipated 2.5% increase (7/1/18); and changes for Mairead and Cindy
09774005127	OVERTIME WAGES	\$8,944.50	\$8,000.00	\$414.74	\$0.00	\$7,585.26	\$8,000.00	
09774005134	TEMPORARY HELP-NO BENEFITS	\$147,382.51	\$152,099.00	\$127,787.50	\$0.00	\$24,311.50	\$157,104.00	Includes anticipated 2.5% increase (7/1/18)
09774005150	BENEFITS PROVISION	\$81,463.09	\$74,383.00	\$57,511.47	\$0.00	\$16,871.53	\$78,801.00	(34% of reg staff & OT)
09774005201	MAIL	\$72.31	\$100.00	\$32.42	\$0.00	\$67.58	\$100.00	
09774005234	CONTRACTED TEMPORARY HELP	\$2,079.00	\$0.00	\$2,079.00	\$0.00	-\$2,079.00	\$0.00	
09774005241	EQUIPMENT MAINTENANCE	\$225.00	\$185.00	\$0.00	\$0.00	\$185.00	\$475.00	Microscope and autoclave maintenance
09774005247	CONTRACT-OTHER	\$72,669.48	\$87,000.00	\$56,208.86	\$30,791.14	\$0.00	\$90,000.00	Dr. Cooney, Dr. Tehall, Dr. Chu. Independent Ks. Massage therapists. (increase \$3,000)
09774005270	TRAVEL	\$3,648.91	\$7,646.00	\$338.14	\$0.00	\$7,307.86	\$8,000.00	Conferences for RNs (ACHA, Psychiatry, Gyne, UC), continuing Ed for Admin. No change.
09774005280	INSURANCE	\$33,511.82	\$33,112.00	\$28,342.00	\$0.00	\$4,770.00	\$28,342.00	Pending final numbers from Ins Co.
09774005290	PRINTING & REPRODUCTION	\$1,062.83	\$1,600.00	\$1,817.02	\$0.00	-\$217.02	\$1,800.00	Increasing \$200 to match current expense
09774005370	SUPPLIES	\$9,218.86	\$13,000.00	\$6,172.09	\$0.00	\$6,827.91	\$13,000.00	No change
09774005390	CREDIT CARD	\$0.00	\$50.00	\$8.48	\$0.00	\$41.52	\$50.00	No change
09774005405	TRAINING	\$1,968.00	\$354.00	\$354.00	\$0.00	\$0.00	\$0.00	Incorrect itemization
09774005406	ADMINISTRATIVE OVERHEAD	\$78,653.00	\$83,180.00	\$0.00	\$0.00	\$83,180.00	\$83,174.00	(12% of fee & rental income) to general fund
09774005420	MEMBERSHIPS	\$932.36	\$965.00	\$957.36	\$0.00	\$7.64	\$965.00	ACHA membership
09774005440	BOOKS, PERIODICALS & CONT.	\$161.35	\$200.00	\$0.00	\$0.00	\$200.00	\$200.00	No change
09774005537	SPECIAL REPAIRS & MAINTENANCE	\$0.00	\$290.00	\$290.00	\$0.00	\$0.00	\$0.00	Moved to 5241
09774005670	EVENTS, ENTERTAINMENT AND MEETINGS	\$683.48	\$500.00	\$135.99	\$0.00	\$364.01	\$500.00	SHAC and other meetings
	subtotal for SHS	\$8,070.60	-\$24,733.00	-\$246,332.13	\$30,791.14	\$190,807.99	-\$3,834.00	-\$3,834.00
11774014017	HEALTH INS. STABILIZATION FEE	-\$46,304.65	-\$51,230.00	-\$51,408.01	\$0.00	\$178.01	\$0.00	No longer collecting. Confirm plan for funds
	subtotal for SH INS. STBLZTN FUND	-\$46,304.65	-\$51,230.00	-\$51,408.01	\$0.00	\$178.01	\$0.00	\$0.00

STUDENT HEALTH SERVICES

	<u>2017-18</u>	<u>2018-19</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Enrollment	941	958	931	931	931	931
GSHIP Enrollment	376	383	372	372	372	372
% In GSHIP	40%	40%	40%	40%	40%	40%
Health Center Fee	\$ 683.00	\$ 683.00	\$ 717.00	\$ 753.00	\$ 791.00	\$ 831.00
Increase	5.0%	0.0%	5.0%	5.0%	5.0%	5.0%
	\$ 33.00	\$ -	\$ 34.00	\$ 36.00	\$ 38.00	\$ 40.00
GSHIP Admin Fee	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Increase	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Health Center Fee	642,703	654,314	667,527	701,043	736,421	773,661
GSHIP Admin Fee	37,600	38,300	37,200	37,200	37,200	37,200
Total Revenue	\$ 680,303	\$ 692,614	\$ 704,727	\$ 738,243	\$ 773,621	\$ 810,861

STUDENT HEALTH CENTER
Five-year Budget Model

	Year-end Actual 2014-15	Year-end Actual 2015-16	Midyear Budget 2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
REVENUES									
Fees - Campus Services and GSHIP Admin	637,497	619,403	653,620	680,303	692,614	704,727	738,243	773,621	810,861
TOTAL OPERATING REVENUES	\$ 637,497	\$ 619,403	\$ 653,620	\$ 680,303	\$ 692,614	\$ 704,727	\$ 738,243	\$ 773,621	\$ 810,861
EXPENDITURES									
Regular Staff Salaries, Temp Help, Overtime (5121, 5122, 5127)	223,804	209,981	214,463	214,463	231,769	238,722	245,884	253,260	260,858
Temporary Help, No Benefits (5134)	178,033	180,864	149,005	152,528	157,104	161,817	166,671	171,672	176,822
Staff Benefits	70,661	70,035	72,917	72,917	78,801	81,166	83,600	86,108	88,692
Consultants and Contracted Services	54,643	67,377	83,571	86,571	90,000	92,700	95,481	98,345	101,296
Insurance	34,356	33,512	33,512	33,512	28,342	28,342	28,342	28,342	28,342
Supplies, Books, Equipment	5,238	12,616	12,080	13,200	13,200	13,200	13,200	13,200	13,200
Printing and Reproduction	2,460	1,250	1,399	1,200	1,800	1,800	1,800	1,800	1,800
Telephone	0	0	0	0	0	0	0	0	0
Mail	104	44	100	100	100	100	100	100	100
Travel, Training	2,504	2,019	7,050	8,000	8,000	8,000	8,000	8,000	8,000
Miscellaneous (Equip Maint, Credit Card, Memberships)	1,239	1,429	1,490	1,490	1,490	1,490	1,490	1,490	1,490
Events	494	507	500	500	500	500	500	500	500
Overhead Pro Rata (5% Operating Expenditures)	28,676	-	-	-	-	-	-	-	-
Overhead Pro Rata (12% Operating Revenues) eff 2015-16	-	77,393	78,479	81,636	83,114	84,567	88,589	92,835	97,303
TOTAL OPERATING EXPENDITURES	\$ 602,213	\$ 657,026	\$ 654,566	\$ 666,117	\$ 694,220	\$ 712,404	\$ 733,658	\$ 755,653	\$ 778,402
NET OPERATIONS	\$ 35,284	\$ (37,623)	\$ (946)	\$ 14,186	\$ (1,606)	\$ (7,677)	\$ 4,585	\$ 17,968	\$ 32,459
NONOPERATING REVENUES (EXPENSES)									
Investment Income	7,546	3,765	5,000	5,000	5,000	5,000	5,000	5,000	5,000
Realized/Unrealized Gain/Loss on Investments	72	(52)	-	-	-	-	-	-	-
Other Revenue	-	25,535	370	-	-	-	-	-	-
TOTAL NONOPERATING REVENUES (EXPENSES)	\$ 7,618	\$ 29,248	\$ 5,370	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
TOTAL CHANGE IN NET ASSETS	\$42,902	(\$8,375)	\$4,424	\$19,186	\$3,394	(\$2,677)	\$9,585	\$22,968	\$37,459
Ending Net Assets	\$214,520	\$206,145	\$210,569	\$229,754	\$233,148	\$230,472	\$240,057	\$263,025	\$300,484
ASSUMPTIONS:									
1. Employee Compensation growth at 3% per year after 2018-19.									
2. Staff Benefits at 34% of Regular Staff Salaries (including overtime).									

Account	Object	Program	2017-18 Actual	2018-19 Budget	Actual To Date	Current Encumbrances	Budget Balance Available	2019-2020 Base Budget Request	Comments
09774004015	HEALTH SERVICES FEE	STUDENT HEALTH SERVICES	-\$692,919.76	-\$695,357.00	-\$693,426.63	\$0.00	-\$1,930.37	-\$705,127.00	per CarolCole
09774004400	INVESTMENT INCOME	STUDENT HEALTH SERVICES	-\$6,015.11	-\$6,000.00	-\$4,074.17	\$0.00	-\$1,925.83		
09774004420	REALIZED GAIN/LOSS	STUDENT HEALTH SERVICES	-\$123.02	\$0.00	-\$0.28	\$0.00	\$0.28		
09774004515	RENTAL INCOME	STUDENT HEALTH SERVICES	-\$362.50	-\$392.00	-\$407.50	\$0.00	\$15.50	-\$500.00	more private practitioners, increased revenue
09774005121	REGULAR STAFF SALARIES	STUDENT HEALTH SERVICES	\$221,121.74	\$223,769.00	\$147,397.17	\$0.00	\$76,371.83	\$230,482.00	3% compensation pool increase per CFO
09774005127	OVERTIME WAGES	STUDENT HEALTH SERVICES	\$733.01	\$8,000.00	\$149.62	\$0.00	\$7,850.38	\$2,000.00	Decrease \$6000
09774005134	TEMPORARY HELP-NO BENEFITS	STUDENT HEALTH SERVICES	\$167,852.03	\$171,025.00	\$140,745.98	\$0.00	\$30,279.02	\$207,397.00	Increase \$40,918 (Transfer \$22,732 from 5247 & increase 4 psychiatry hrs/wk at \$18,186)
09774005138	STAFF STIPENDS	STUDENT HEALTH SERVICES	\$0.00	\$4,000.00	\$1,999.92	\$0.00	\$2,000.08	\$0.00	Remove, was for Title IX
09774005150	BENEFITS PROVISION	STUDENT HEALTH SERVICES	\$79,291.82	\$78,801.00	\$50,165.86	\$0.00	\$28,635.14	\$78,364.00	34% of reg staff salaries
09774005201	MAIL	STUDENT HEALTH SERVICES	\$45.82	\$100.00	\$32.38	\$0.00	\$67.62	\$100.00	no change
09774005241	EQUIPMENT MAINTENANCE	STUDENT HEALTH SERVICES	\$469.63	\$475.00	\$160.00	\$0.00	\$315.00	\$400.00	decrease \$75
09774005247	CONTRACT-OTHER	STUDENT HEALTH SERVICES	\$69,045.52	\$92,079.00	\$56,341.06	\$35,737.94	\$0.00	\$73,893.00	transfer \$22,732 to 5134
09774005270	TRAVEL	STUDENT HEALTH SERVICES	\$367.94	\$7,833.00	\$475.75	\$0.00	\$7,357.25	\$8,000.00	ACHA & other conferences, education for staff, no change
09774005280	INSURANCE	STUDENT HEALTH SERVICES	\$28,342.00	\$15,852.00	\$15,852.00	\$0.00	\$0.00	\$15,852.00	No change, based on last years figure
09774005290	PRINTING & REPRODUCTION	STUDENT HEALTH SERVICES	\$2,316.45	\$1,800.00	\$1,695.44	\$0.00	\$104.56	\$1,800.00	no change
09774005370	SUPPLIES	STUDENT HEALTH SERVICES	\$14,135.52	\$13,602.00	\$7,009.33	\$0.00	\$6,592.67	\$12,000.00	decrease \$1600
09774005390	CREDIT CARD	STUDENT HEALTH SERVICES	\$8.48	\$50.00	\$7.38	\$0.00	\$42.62	\$50.00	no change
09774005405	TRAINING	STUDENT HEALTH SERVICES	\$354.00	\$2,000.00	\$1,716.00	\$0.00	\$284.00	\$0.00	remove, was for Title IX
09774005406	ADMINISTRATIVE OVERHEAD	STUDENT HEALTH SERVICES	\$83,193.87	\$83,490.00	\$0.00	\$0.00	\$83,490.00	\$84,615.00	12% budget
09774005418	COPYRIGHTS	STUDENT HEALTH SERVICES	\$0.00	\$375.00	\$375.00	\$0.00	\$0.00	\$0.00	eliminate forom budget
09774005420	MEMBERSHIPS	STUDENT HEALTH SERVICES	\$957.36	\$1,155.00	\$1,188.35	\$0.00	-\$33.35	\$1,200.00	ACHA
09774005440	BOOKS, PERIODICALS & CONT.	STUDENT HEALTH SERVICES	\$72.95	\$200.00	\$76.94	\$0.00	\$123.06	\$200.00	No Change
09774005670	EVENTS, ENTERTAINMENT AND MEETINGS	STUDENT HEALTH SERVICES	\$155.99	\$500.00	\$515.05	\$0.00	-\$15.05	\$800.00	Increase \$300, SHAC meetings, annual mtg for practitioners (new)
09774005815	IT EQUIPMENT - NONCAPITAL	STUDENT HEALTH SERVICES	\$0.00	\$1,577.00	\$1,576.62	\$0.00	\$0.38	\$0.00	
		subtotal for STUDENT HEALTH :	-\$30,956.26	\$4,934.00	-\$270,428.73	\$35,737.94	\$239,624.79	\$11,526.00	\$11,526.00