

Health Services Advisory Council Committee
Western Kentucky University

Report to University Senate

Date April 21, 2015

From: Tonya Bragg-Underwood, Senate Representative

Committee members in attendance: Gary Meszaros, Bill Walter, Stacy Garrett, Josh Marble, Kathryn Steward, Tonya Bragg-Underwood

Graves Gilbert in attendance: Chris Thorn, Chief Executive Officer

The Health Services Advisory Council met on April 21, 2015 to discuss faculty and staff reported experiences with the use of Graves Gilbert Health Services during the 2014- 2015 academic year.

Josh Marble, Stacy Garrett and Tonya Bragg-Underwood had sought out comments from faculty and staff prior to this meeting. Numerous positive comments were reported such as friendly Graves Gilbert (GG) staff and quick service.

When discussing negative comments, Chris Thorn addressed each individually.

1. Increased wait times:

Chris admitted that in the beginning with an electronic medical record changeover, wait times were increased. He stated that wait times were much improved since first opening.

2. Rotating physicians (not seeing the same physician with follow up visit):

Chris explained that all physicians rotated with a schedule and that those same physicians could be seen across town at another location if the patient chose to see a certain physician or return to Health Services on the physician's rotation day.

3. New patient fee:

Chris was unsure was not aware of any fees. It was further discussed that when seeing a new physician that the patient was charged as a 'new patient'. Chris reported that he would follow up on this.

4. Unfriendly treatment:

A few reports of unfriendly treatment were reported. Chris stated that he would relay this to the GG staff and work on this.

5. Student being advised to transport self to emergency department:

Chris reported to the council that he had transported three people from Health Services to the emergency department during the '14-'15 school year. Some discussion ensued regarding a procedure for transporting non-immediate life threatening emergencies. This was tabled for future discussion and resolution.

6. Unaware of hours and services provided:
 Signage was discussed to improve awareness of hours and services provided.
7. Incorrect TB skin test technique:
 Chris stated that he would follow up on this.
8. Incorrect billing (should have been billed to a WKU department instead of WKU employee):
 Chris stated that this happened several times and that they hoped that this problem was now corrected.
9. Student given misinformation regarding immunization titers:
 Chris will relay and follow up.

The next meeting of the Health Services Advisory Council Committee will be held during in the fall of 2015 with exact date to be determined.