

Total University Student Health

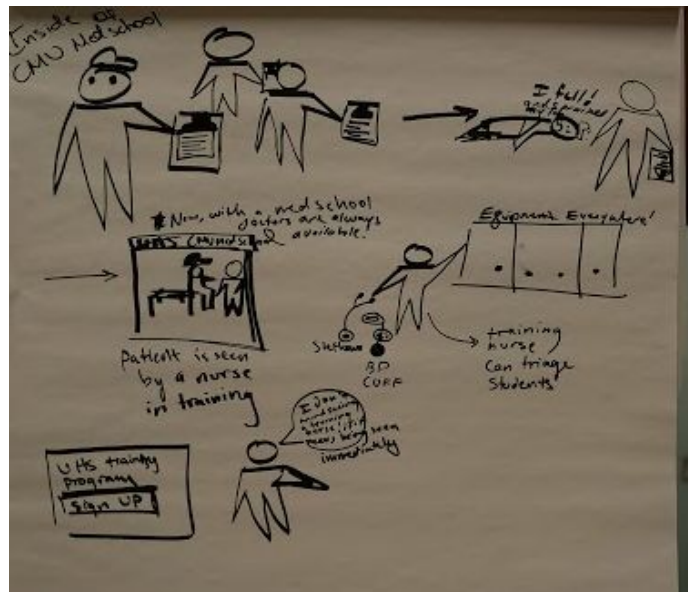
Team Dark Lime

What is the problem we've chosen to address?

There are two major problems that we have chosen to address. One of the largest problems stated by 46% of the negative comments from our participants who visited UHS is the excessively long wait time. This wait time may occur before the student has been brought to a room to be examined, or even while in a room waiting for a nurse or doctor.

Ultimately, we learned that a large reason for students to not want to return to UHS is because of the long wait time. As a result, students often either hope they will recover on their own, or the situations deteriorates and they end up needing more urgent care. Long wait times also makes UHS a more unpleasant experience and students who have used UHS discourage their peers from going by word of mouth. We uncovered that understaffing is the largest cause of long wait times but we also

understand UHS is operating under limited resources from university and UHS cannot simply hire more people to address this problem.



Why is it an important problem to address?

The long waiting time issue discourages patients from going to UHS and stems from the common problem of utility maximization. Students value how well their time being spent in the UHS during their visits (Participant 1, 3, 4), and from our interviews, many of them think their time was not well spent. It is reasonable and common for patients to weigh the utility of their time because time is such a precious resource, especially in CMU community. Therefore, the need for solving understaffing issue is important because it directly relates to the quality and utility of every patient's experience in UHS.

What is the solution?

The solution we propose, called Total University Student Health (TUSH), is to create a program run by UHS that helps to train future nurses, doctors, EMTs, and other medical professionals, by providing them with the needed hospital hours required to get the certification. This training program will be run by professionals who help guide and train future professionals from the

student body, nearby hospitals, and larger community. Our hope is that this solution will improve the patient experience at UHS, improve general health awareness on campus, and help health services reach their goal of creating a healthier campus.

Why will it work?

By transforming UHS into a training facility, UHS will gain a significant amount of human resource without a major increase in budget. In fact, it is possible that training programs will pay UHS to provide these future medical professionals with training. Trainees in the UHS will take a large portion of work while the trainer can focus on treat the patients with serious condition and ensure the quality of care provided by trainee. With more staff, students are likely to have less waiting time and will have better overall experience at UHS. UHS with more staff will also improve the UHS's image because most patients tends to believe facility with many employees are more capable of treating patient.

Why is it feasible?

Our proposed solution is feasible under the circumstance that, first, CMU has been planning on major and significant expansion over the next few decades, thus it is reasonable to also expand UHS because cost-wise the training program would not be as expensive as a new academic buildings. Currently, UHS occupies considerable amount of physical space, which makes reconstruction more plausible than new construction. Second, we know how much CMU students and staffs value time and perform better work. All of these require good health. students and staffs' health is by no means to be ignored and TUSH program is a possible way to better solve their health problem and improve their health in general. It is part of CMU's responsibility to ensure that members in the community is healthy and when they have health problems, UHS is a good resource to ask for help. Finally, TUSH program would help train more professional staffs and such training could potentially gain support from UPMC. The expansion of UHS would also increase UHS' community outreach so that it could improve patients' current perception of UHS.

Total University Student Health

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We propose:

A training program for medical professionals

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IMPROVED
PATIENT
EXPERIENCE

IMPROVED
TRUST
IN UHS

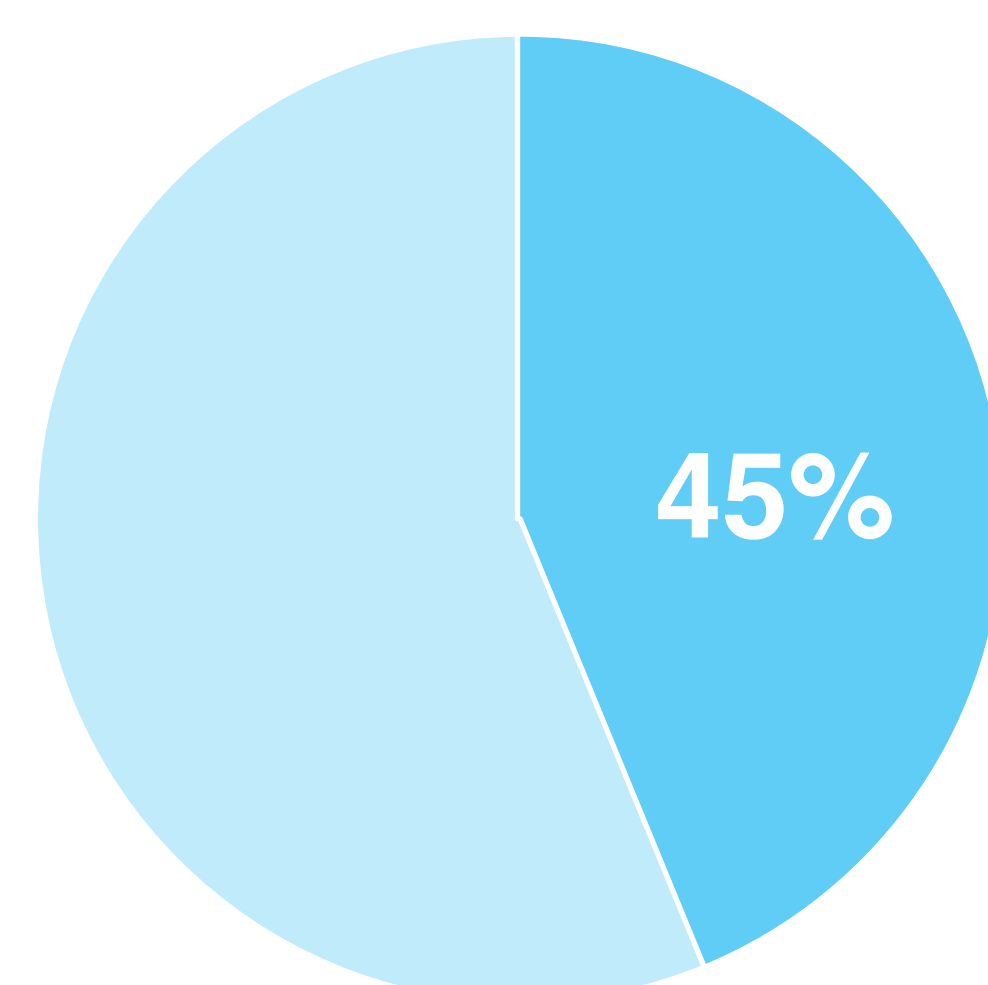
IMPROVED
HEALTH
AWARENESS

HEALTIER
CAMPUS

Important issues for patients

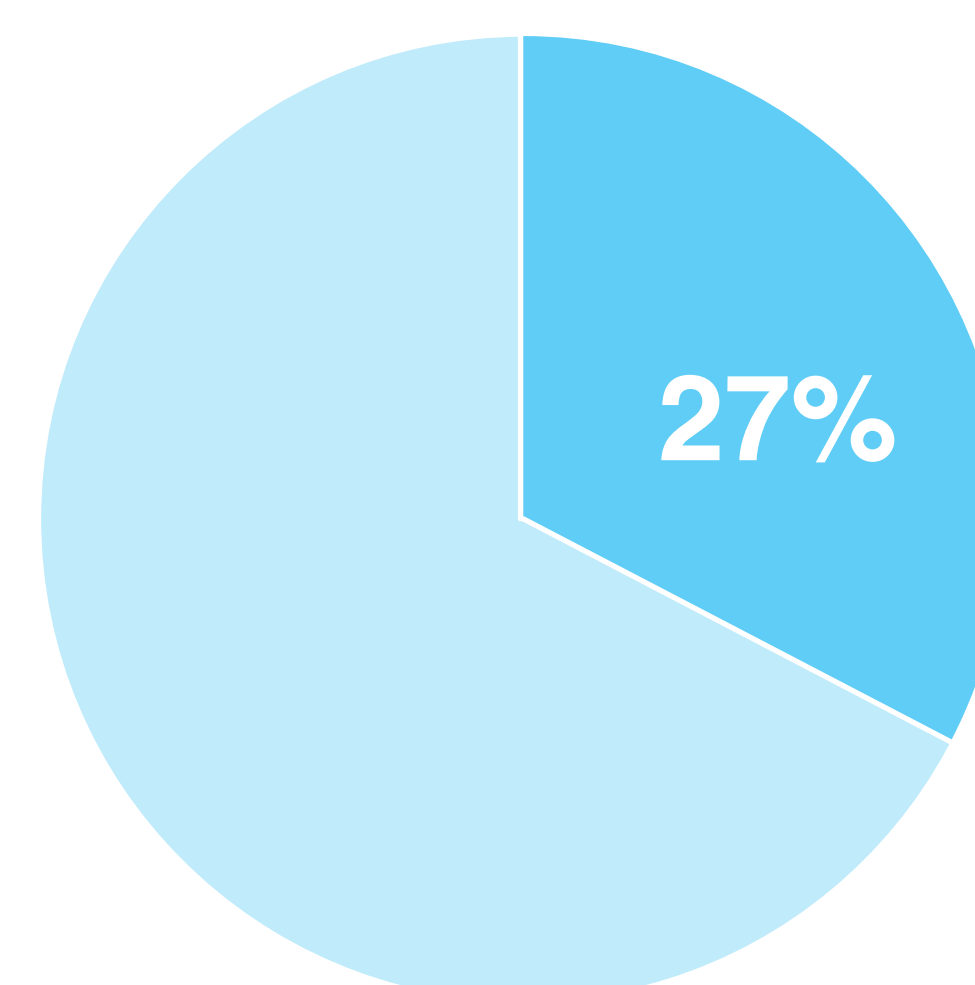
Wait times

Comments about wait times made up a major portion of all of the negative sentiments we recieved.



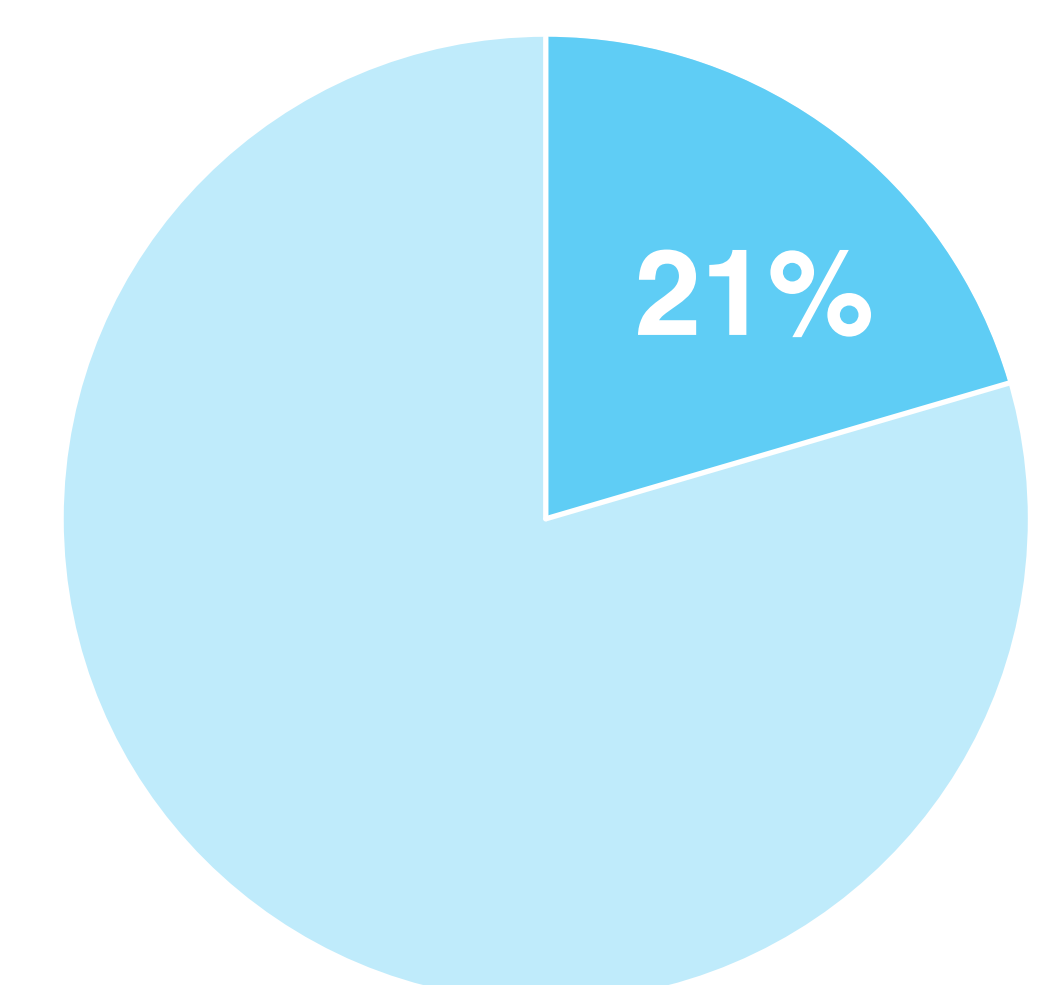
Staffing

Staffing issues were mentioned second most in our negative sentiments at just over 27%.



Scheduling

The patients we talked to also found scheduling appointments to be a challenge and source of discontent.



Key statements

Statement 1

When interviewing our first interview subject they told us that they had to wait 45 minutes to be seen and they were upset, not because of the wait but because their had been not estimate.

Statement 2

When interviewing our third interview subject they told us that once they were called to be seen they were taken into another room where they once again had to wait for a long time. They were disappointed because they thought it was finally their time to talk to a doctor.

Statement 3

When interviewing our third interview subject they told us "The receptionist didn't give me an answer when I asked how much longer it would take and this made me sort of upset".

Statement 4

When interviewing our fourth interview subject they told us that they were really upset by the receptionist who seemed stressed and was not as warm or friendly as they would have hoped.

Statement 5

When interviewing our third interview subject they told us that the nurse who brought them into the observation room did not feel confident in her ability to diagnose and treat the patient's issue. The nurse would go to get a nurse practitioner to come and look at the patient.

Statement 6

When interviewing our fifth interview subject they told us that they were upset that the scheduling system on the website was so hard to use and did not show availability even though health services was empty when they arrived.