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<b>SUBJECT</b>	Health and Wellbeing Services at UBC Okanagan
<b>SUBMITTED TO</b>	Board of Governors People Community and International Committee
<b>MEETING DATE</b>	March 13, 2024
<b>SESSION CLASSIFICATION</b>	Recommended session criteria from Board Meetings Policy: OPEN
<b>REQUEST</b>	For information only - No action requested

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<b>LEAD EXECUTIVE</b>	Dr. Lesley Cormack, Principal and Deputy Vice-Chancellor Dr. Ainsley Carry, Vice-President Students
<b>SUPPORTED BY</b>	Gaya Arasaratnam, Director, Wellbeing and Accessibility Services Dale Mullings, Associate Vice President Students

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#### PRIOR SUBMISSIONS

The subject matter of this submission has been considered previously by the People Community and International Committee on the following occasions:

1. September 13, 2023 [Student Health and Wellbeing Vancouver Campus](#) (Open Session)

#### EXECUTIVE SUMMARY

Student health and wellbeing is one of our most important shared responsibilities. UBC is committed to supporting and enhancing the health and wellbeing of our students as a foundational practice in advancing the teaching, learning, and research mission of the University.

To continue to meet our students' evolving health and wellbeing needs, and in recognition that 81% of UBCO students are unattached to a healthcare provider in the Okanagan region, a comprehensive, collaborative, integrated approach including all stakeholders (e.g., UBCO, Interior Health, Students Union Okanagan, non-profit organizations, etc.) is necessary.

The regional integrated approach allows UBCO to create a seamless student-centered, student health and wellbeing experience for students to access primary care, specialists, counselling, mental health care, and health promotion and educational programming. The presentation outlines wellbeing-related services provided to students and recent enhancements to UBCO's Wellbeing and Accessibility Services.

The presentation will include a summary of the Okanagan context, the collaborative model of healthcare delivery, and emerging projects and priorities.

#### PRESENTATIONS

1. Health and Wellbeing Services at UBCO

# Health & Wellness Services UBC Okanagan

Board of Governors | PCI Committee



**Gaya Arasaratnam**  
Director Wellbeing & Accessibility Services

**Dale Mullings**  
Associate Vice President Students

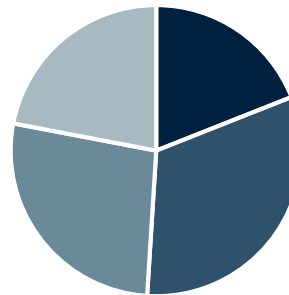
## CONTEXT: STUDENT POPULATION

12,000 students:

- Okanagan: 2,280 (19%)
- British Columbia: 3,840 (32%)
- Other provinces & territories: 3,240 (27%)
- International: 2,640 (22%)

**At least 81% of UBCO students** are unattached to a healthcare provider in the Okanagan (broadly), and many more are unattached in Kelowna (specifically)

Region



- Okanagan
- British Columbia
- Other provinces & territories
- International



# CONTEXT: WELLBEING AND ACCESSIBILITY SERVICES (JUN 2022)



## Student Health Clinic

4 GP (1.3 FTE) (FFS)  
0.8 FTE NP  
1 FTE RN  
2.5 FTE MOA



## Disability Resource Centre

5 FTE Advisors  
4 FTE Exams  
2 FTE Admin



## Student Counselling Services

6.8 FTE Counsellors  
1 FTE Admin



## Campus Wellness & Education

1.3 FTE Food Security  
0.6 FTE Harm Reduction  
0.6 FTE Health Education



## CONTEXT: CONSIDERATIONS

- Large unattached patient population
- Small teams (relative to demand)
- Fiscal pressures and responsibilities

*... but*

big ambitions to meet demand



# HEALTH & MENTAL HEALTH SERVICES (2022)

## Baseline (2022)

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### **Student Health Clinic**



### **Student Counselling Services**

In 2022, we started with:

- Integrated services (clinic / counselling)
- One Electronic Medical Record for shared patient care
- Limited partnerships



# STRATEGIC CHANGES

Building a new Directorate...

- Name (~~Student Wellness~~ → Wellbeing and Accessibility Services)
- Mission, Vision, Values, Purpose Statement

... that works towards anti-racism and decolonization:

- Directorate contributions to the ISP: **29 commitments**, including:

*Collaborate with Indigenous Programs and Services to embed anti-racism and cultural safety into Directorate values and purpose statement*



# STRATEGIC CHANGES



## Student Health Clinic

3 GP (1 FTE) (FFS + LFP)

1 FTE NP (PCN)

1 FTE RN

2.5 FTE MOA

0.2 FTE Clinical Psychologist



## Campus Wellness & Education

1.8 FTE Food Security

0.6 FTE Harm Reduction

0.7 FTE Health Education



## Student Counselling Services

7 FTE Counsellors

1 FTE Admin



## Spiritual & Multifaith Services

7 Chaplains (volunteer)

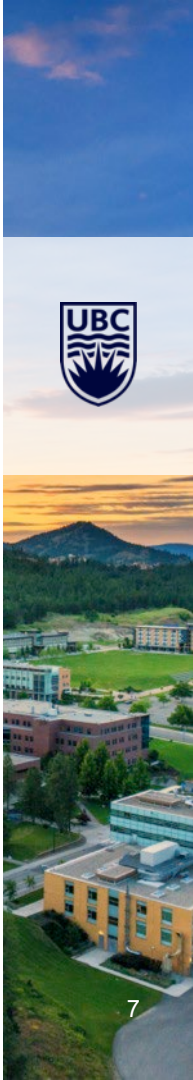


## Disability Resource Centre

5 FTE Advisors

4 FTE Exams

2 FTE Admin





# STRATEGIC CHANGES



## Student Health Clinic



## Student Counselling Services

- Only campus clinic in BC to adopt **Longitudinal Family Physician plan**

### Longitudinal Family Physician (LFP) Payment Model



The Longitudinal Family Physician (LFP) Payment Model was developed by the BC Ministry of Health in consultation with BC Family Doctors and Doctors of BC. An alternative to the fee-for-service model, the LFP payment model is a blended model to support physicians in family practice who provide longitudinal family medicine care. It was developed to:

- Recognize the complexity of longitudinal care
- Value the time spent with patients
- Resource family medicine clinics as critical healthcare infrastructure
- Acknowledge the value of indirect care and clinical administrative services
- Support physician agency and flexibility in practice

It supports family physicians by compensating for time, patient interactions, and the number and complexity of patients in their practice. On February 1, 2023, eligible family physicians in BC who registered for the LFP Payment Model started billing under the LFP Payment Model.



# STRATEGIC CHANGES



## Student Health Clinic



## Student Counselling Services

- UBCO's first **IHA-funded NP (PCN)**



Specialty

## Nurse Practitioner

[← Return to Results](#)

IHA-9772

**NEW**

Status  
Open

Site Type  
Clinic

## ROLE AND FACILITY INFORMATION

This full-time NP position will serve UBC's Okanagan campus and attach students/patients to the PCN. The NP will work on-campus at the Student Health Clinic and will have flexibility in setting their schedule. They are expected to panel 1,000 patients over the course of their 3-year contract.



# STRATEGIC CHANGES



## Student Health Clinic



## Student Counselling Services

- **New faculty partnerships**
  - Embedded clinical psychologist in Clinic
  - Embedded counsellor (SMP)
- **New UBCV partnership**
  - SOGI counsellor (virtual appointments)
- **New community partnership**
  - Surge counselling for final exams
- **New Counselling Practicum Placements**



# STRATEGIC CHANGES



## Student Health Clinic



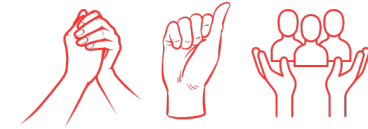
## Student Counselling Services

### Expanded scope of service:

- Medical examinations
- Vaccinations
- Allergy tests
- STI testing
- Contraception
- Prescriptions
- Gender Affirming Care
- Psychological assessments
- Counselling + embedded (GEO, SVPRO, IPS, SMP)



# STRATEGIC CHANGES



## Student Health Clinic



## Student Counselling Services

### Expanded scope of service:

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Accessibility considerations

Low-barrier

Religious considerations



# STRATEGIC CHANGES



## Student Health Clinic



## Student Counselling Services

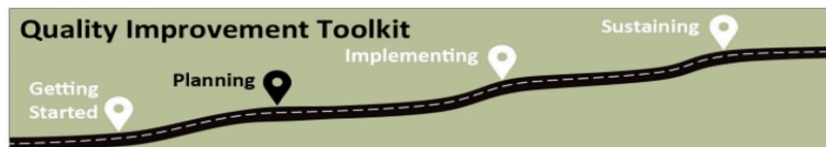
- **Patient Journey Mapping**
  - FNHA recommendation
  - Funded by VPS Strategic Initiatives Fund
  - Focus: mental healthcare (clinic + counseling)



## Divisions of Family Practice

An FPSC initiative

### Mapping the Current Situation



### 3. Planning Your Improvements: Mapping the Current Situation Using Patient Journey Mapping

#### What is it and how will it help?

A visual representation of the patient experience as they move through a specific health care pathway.



## WILDFIRE BURSARIES

Row Labels	Count of Student #	Sum of Amount
<b>Graduate</b>	<b>207</b>	<b>75,800</b>
Domestic	67	24,200
International	140	51,600
<b>Undergraduate</b>	<b>679</b>	<b>262,675</b>
Domestic	414	156,710
International	265	105,965
<b>Visiting/Unclassified</b>	<b>7</b>	<b>3,000</b>
Domestic	4	1,800
International	3	1,200
<b>Grand Total</b>	<b>893</b>	<b>341,475</b>



# FUNDRAISING

Raised:  
**\$200,215**

Appeal was done by email, phone, mail, excluding fire impacted regions in BC.

Number of donors:  
**1,021**

Ask resonated with alumni across both campuses and attracted a high number of first time donors to the university.

In all, **886** offers of assistance were made to impacted students, totaling **\$333,785**.

Success was thanks in part to tight and responsive collaboration between DAE colleagues in Vancouver and Okanagan, AVPS, Enrolment Services and University Relations at UBCO





## ON THE HORIZON (2024 / 2025)

### Academic Concessions

- Support ADs in developing a campus-wide protocol and self-certification form

### VOICE 6

- Participatory Action Research: social wellbeing
  - 3,000 sample
  - 120 co-researchers (HES students) and partnership with SFU
  - Emerging themes

### WAS Decolonization Plan

- 29 commitments. Spark national conversations

