Counseling and Psychiatry Services (CAPS)

Student Forums
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Rationale

• Increased demand for mental health services within our student population consistent with national trends.

• Provide adequate and timely direct service to students, better meet the demand for appointments, and respond effectively to the acuity and severity of student issues.

• Support student success and advancement
Timeline

- May 2016
  - President Simon mandates integration of Counseling Center and Student Health Services
- July 2016
  - Action Committee Convened under Dr. Karen Klomparens
    - Membership: Student Health Services, Counseling Center, University Physician, Faculty Representatives
- August 2016
  - Keeling and Associates named as consulting firm
- September 2016
  - Report and recommendations submitted to the President, Provost, and VPSAS
- January 2017
  - Core group begins work regarding integration, space, resources, clinical systems
- February 2017
  - CAPS administrative unit formed within the MSU HealthTeam
Highlights from the Executive Summary: Organizational Structure

• New multi-disciplinary, inter-professional model of care and services for students integrating not only Psychiatry Services and the Counseling Center, but also Student Health Services, including Primary Care and Health Promotion.
• The fully integrated service: Student Health and Wellness Services
• First step to establish the integrated Counseling & Psychiatry Services (CAPS) – February 1, 2017
  • Included all clinical and associated personnel from the Counseling Center, including the MSU Testing Office and the Sexual Assault Program, as well as all providers from Psychiatry Services
  • Appointment of Interim Director of Counseling and Psychiatry Services
Proposed Organizational Chart

Vice President for Student Affairs and Services

Provost

Associate Provost of Health and Wellness

Executive Director of Student Health and Wellness

Director, Health Services
- Primary Care
- Specialty Care
- Ancillary Services
- Travel Clinic
- Neighborhood Clinics

Director, Counseling and Psychiatric Services
- Psychiatry
- Counseling
- Training
- Neighborhood Clinics

Assistant Director, Sexual Assault Program

Executive Director of Employee Health and Wellness

Director, Wellness
- Health Promotion/Education
- Student Engagement
- Surveys/Research

Director, Business and Operations
- Administrative Operations
- Facilities
- Fundraising
Highlights from the Executive Summary: Human Resources

- Increase complement of counseling providers
  - All current and future counselors offered 12-month appointments (1-2)
    - Allows for planning and programming over summer months
    - Better coordination with REHS and AOP
    - Improved ability to recruit and retain skilled counselors
  - Current recruitment efforts
    - Finishing recruitment and hiring of at least 3 counselors – start date Fall 2017 (3-4)
    - Hired counselor as CAMP liaison (1)
    - Posting for 2 counselors to serve in trial as neighborhood liaisons (2)
      - Funded through REHS
    - Further positions as defined through clinical systems review and recommendations

- Recruit a Director of Counseling and Psychiatric Services
  - Retaining Keeling & Associates as search firm to ensure a diverse pool of qualified applicants.
Highlights from the Executive Summary: Space

• Co-locate delivery of counseling and psychological/psychiatry services (CAPS)
  • MSU has contracted architectural design services to assist process
    • TMP Architecture
    • Plans to be evaluated over the next month – involves multiple units
Highlights from the Executive Summary: Access & Service Delivery

• Students will access counseling and psychological/psychiatry services through a single point of entry (personalized triage).

• All students who wish to secure an appointment will do so either in person (at a central location or in the Neighborhoods), by telephone, or—ultimately—online, regardless of how or where they first come into contact with or are referred for services in the integrated continuum of care.
Highlights from the Executive Summary: Campus-Wide Health and Wellness Network (1 of 2)

- **Embed licensed counseling providers (1) in the Neighborhoods,** in addition to existing primary care providers and health promotion and education programs, **and (2) in the University’s colleges,** where they might be cross-trained with academic advisors.

- **Expand the use of group therapy and workshops in the Neighborhoods.**

- Consider the **development of advisory groups** that include representatives from the web of connections on campus - in university administrative offices, colleges and departments, programs and services, and student clubs and organizations—and off campus partners among local healthcare providers and agencies.
Highlights from the Executive Summary: Campus-Wide Health and Wellness Network (2 of 2)

- Implement a 24-hour phone hotline for all integrated services

- Negotiating services through Morneau Shepell for international students
  - Accessible and culturally-appropriate support that complements on-campus resources.
Highlights from the Executive Summary: 
Inter-Professional Care and Services

• Student Health and Wellness Services should affirm and 
embrace the values of teamwork, collaboration, and diversity 
through:
  - A collaborative, team-based approach to care. Collaborative teams will 
include an interdiscipli nary blend of providers and staff - psychiatrists, 
counseling and clinical psychologists, social workers, nurses, primary care 
providers (physicians, physician assistants, and nurse practitioners), and 
allied health professionals—who will work with students to develop 
individualized health care plans, goals, and intended outcomes.
  - A commitment to diversity and inclusion in which (1) multicultural 
competence is a shared expectation, responsibility, and requirement for 
going training and professional development; and (2) leadership 
prioritizes increasing and maintaining the diversity of providers and 
staff across the integrated entity.
Highlights from the Executive Summary: Online Services

• Implement a shared EHR system, AthenaHealth®
  • When AthenaHealth® can ensure appropriate support for our integrated model of care
Next Steps

- Areas of Focus
  - Clinical Systems
  - Online Services / Technology
  - Electronic Health Record Optimization
  - Fostering Multicultural Competency
  - Health Promotion
  - Communications
  - Space & Facilities
Questions

• Questions can be emailed to caps@msu.edu

• Periodic updates will be posted online. Access current CAPS information at http://olin.msu.edu/CAPS/Introduction.htm