STANDARD 12: MEDICAL STUDENT HEALTH SERVICES, PERSONAL COUNSELING, AND FINANCIAL AID SERVICES

A medical school provides effective student services to all medical students to assist them in achieving the program’s goals for its students. All medical students have the same rights and receive comparable services.

12.0 SUPPORTING DATA

<table>
<thead>
<tr>
<th>Table 12.0-1</th>
<th>Tuition and Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide the total tuition and fees assessed to first-year medical students (both for in-state residents and out-of-state non-residents) for the indicated academic years. Include the medical school’s health insurance fee, even if that fee is waived for a student with proof of existing coverage.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2017-18</th>
<th>2018-19</th>
<th>2019-20 (as available)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-state</td>
<td>$36,133</td>
<td>$38,569</td>
<td>$39,726 (estimated)</td>
</tr>
<tr>
<td>Out-of-state</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Table 12.0-2 | Support Services at Regional Campuses (if relevant)

If the medical school operates one or more regional campuses, indicate how the following services are made available to students at each distributed campus by placing an “X” in the appropriate columns(s). Add additional rows for each service/campus. Note: this question only applies to schools with regional campus(es).

<table>
<thead>
<tr>
<th>Available to students via</th>
<th>Campus</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Personal counseling</td>
</tr>
<tr>
<td>Personnel located on regional campus</td>
<td>Everett</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Spokane</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Tri-Cities</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Vancouver</td>
<td>X</td>
</tr>
<tr>
<td>Personnel located in the local community</td>
<td>Everett</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Spokane</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Tri-Cities</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Vancouver</td>
<td>X</td>
</tr>
<tr>
<td>Visits from central campus personnel</td>
<td>Everett</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spokane</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tri-Cities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vancouver</td>
<td></td>
</tr>
<tr>
<td>E-mail or tele/videoconference</td>
<td>Everett</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Spokane</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Tri-Cities</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Vancouver</td>
<td>X</td>
</tr>
<tr>
<td>Students travel to central campus</td>
<td>Everett</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Spokane</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Tri-Cities</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Vancouver</td>
<td>X</td>
</tr>
</tbody>
</table>
12.1 FINANCIAL AID/DEBT MANAGEMENT COUNSELING/ STUDENT EDUCATIONAL DEBT

A medical school provides its medical students with effective financial aid and debt management counseling and has mechanisms in place to minimize the impact of direct educational expenses (i.e., tuition, fees, books, supplies) on medical student indebtedness.

12.1 SUPPORTING DATA

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Class entering in 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of financial aid administrative services</td>
<td>91.38%</td>
</tr>
<tr>
<td>Overall financial education*</td>
<td>94.83%</td>
</tr>
</tbody>
</table>

*ISA Team replaced “Overall debt management counseling” with “Overall financial education”
Table 12.1-2 | Financial Aid/Debt Management Activities

Describe each of the financial aid debt management counseling/advising activities (including one-on-one sessions) that are or will be available for first-year and second-year medical students during the 2018-19 academic year. Note whether each was required or optional and if each counseling/advising activity is available for students in the first year, second year, or both years. Add rows as needed.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Required or Optional</th>
<th>First, Second or Both Years</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Financial Aid Counseling</td>
<td>Optional</td>
<td>First</td>
<td>In-person or phone session with Financial Aid personnel to explain the student loan program and determine appropriate types and amounts. First and second year students have the option to meet as needed with financial aid counselors on a continuing basis to discuss concerns or receive additional information about the financial aid process or student loans and student loan repayment options.</td>
</tr>
<tr>
<td>One-on-One Financial Introduction Session</td>
<td>Required</td>
<td>First</td>
<td>The Director of Financial Education and Scholarship Support calls each admitted student during the summer before matriculation to explain the financial education program and discuss housing plans, existing debt, a typical budget and student loan minimization.</td>
</tr>
<tr>
<td>Financial Education Zoom Video Conference</td>
<td>Optional</td>
<td>First</td>
<td>The Director of Financial Education and Scholarship Support hosts a session before matriculation to discuss the success plan, sample budgets, the ESFCOM scholarship process, student loan basics, and first-year summer planning.</td>
</tr>
<tr>
<td>Financial Education Orientation Session</td>
<td>Required</td>
<td>First</td>
<td>The Director of Financial Education and Scholarship Support holds a session during orientation to discuss loan specifics, debt minimization, financial education website, one-on-one session scheduling, communication channels, and budgeting.</td>
</tr>
<tr>
<td>One-on-One Financial Education Sessions</td>
<td>Required</td>
<td>Both</td>
<td>These are hour-long sessions with the Director of Financial Education and Scholarship Support. First year topics include student loan basics, budgeting, emergency fund, AAMC's MedLoans® Organizer and Calculator, credit reports, debt minimization and debt management. Second year topics include student loan repayment and forgiveness options, USMLE testing costs, budgeting for residency interview costs, identity theft protection, consumer debt, and debt management.</td>
</tr>
<tr>
<td>Cougar Money Management Workshop Series</td>
<td>Optional</td>
<td>Both</td>
<td>Financial sessions sponsored by the WSU Spokane Financial Aid Office, covering topics such as budgeting, credit and credit scores, investing, insurance and financial organization.</td>
</tr>
<tr>
<td>Financial Wellness Fair</td>
<td>Optional</td>
<td>Both</td>
<td>WSU Spokane Financial Aid Office sponsors this annual fair of local financial representatives who offer information on student loans, credit cards, budgeting, investing, identity theft, tax tips, buying your first car and money management.</td>
</tr>
<tr>
<td>Quarterly Lunch and Learn Financial Education Sessions</td>
<td>Optional</td>
<td>Both</td>
<td>The Director of Financial Education and Scholarship Support hosts a quarterly session to provide information on relevant financial topics, including budgeting, student loan basics, identity theft protection, scholarships, consumer debt, financial goals, credit reports, and debt minimization.</td>
</tr>
</tbody>
</table>
12.1 NARRATIVE RESPONSE

a. Describe the staffing of the financial aid office that supports medical students and the reporting relationship(s) of the director of financial aid. Note if the financial aid office resides organizationally within the medical school or at the university level. If the latter, list the other schools/programs supported by financial aid office staff.

WSU Spokane financial aid office supports medical students and is staffed by a Financial Aid Coordinator and assistant. Both positions report to the Vice Chancellor for Student Affairs at the WSU Spokane campus and reside organizationally at the campus level. Financial aid personnel support all WSU students on the campus, including the College of Nursing and College of Pharmacy.

In addition to WSU’s financial aid personnel, medical students are supported by the Director of Financial Education and Scholarship Support. The Director has a 1.0 FTE appointment, is a Certified Financial Planner, reports to the ESFCOM Associate Dean for Student Affairs and coordinates financial education and scholarship support for all medical students.

b. Indicate the number of financial aid staff who are available to specifically assist medical students. Describe how the medical school determines and evaluates the adequacy of financial aid staffing.

The ESFCOM Director of Financial Education and Scholarship Support is responsible exclusively to medical students. The Director has adequate capacity to assist every student as the student body expands to all four classes. Adequacy is determined by the ability for the Director to meet one-on-one with each student annually, to respond to emails/phone messages within one business day and for students to be able to schedule an appointment within five business days.

While not exclusive to medical students, the Spokane campus financial aid office has two members to assist medical students. In addition, personnel at each regional campus assist with basic financial aid questions, although most issues are routed back to the Spokane financial aid staff as they are involved in packaging financial aid and coordinating changes. Students can expect a response from a phone call or email within two business days and an appointment can be set within two business days, except for high volume times when an appointment could take up to five business days. Finally, during the last term of Year 4, financial aid personnel from the Spokane campus along with the Director of Financial Education and Scholarship Support travel to each campus to provide loan exit counseling, which is offered in-person or via video conference.

c. Provide a description of the types of print and/or online debt management information available to medical students. Note if students are required to use some or all of these materials (e.g., as part of financial aid/debt management sessions).

The ESFCOM financial education website includes information on financial literacy, debt management and links to other resources at: https://medicine.wsu.edu/md-program/student-affairs/financial-education/

Specific resources include:

- AAMC’s Education Debt Manager for Matriculating Medical School Students: The document is available for download and a link is provided to the 22-minute video. Several pages of the document are provided and discussed during one-on-one sessions. Viewing the video is required during the first year.
- AAMC’s Financial Information, Resources, Services and Tools (FIRST): A link is provided to the AAMC FIRST site, which includes a wealth of debt management information including videos, webinars, fact sheets, downloads and documents. The use of FIRST resources is encouraged but not required.
- AAMC’s MedLoans® Organizer and Calculator: A link to the calculator is provided. Students are required to import NSLDS data into the calculator before their first one-on-one session with the Director of Financial Education and Scholarship Support. Projections are run and updated annually.


• Expenses and Loan Planner: A monthly expenses planner is available for download and includes usual expenses. Some form of a budget is required of all students by their first one-on-one session with the Director of Financial Education and Scholarship Support. Students may use the sample provided, an application such as Mint, their bank’s budgeting program, or any other version that works for them.
• Identity Theft Protection Steps: This document outlines several steps to take when developing an identity theft protection plan and are optional.
• Slack (internal social media) posts: Posts on the #financial-education channel tend to be short reminders or thoughts on financial and debt management topics. Subscribing to the #financial-education informal channel is optional.

The WSU Spokane Financial Aid office maintains a Cougar Money Management Center website at https://spokane.wsu.edu/studentaffairs/cougar-money-management-center/. Resources are optional and include:
• Creating a Spending Plan
• Credit and Credit Card Debt
• Student Loans and Repayment
• Identity Theft
• IRS Tax Credits for Education
• Insurance
• Investing Basics

d. If the medical school has one or more regional campuses, describe which of the required and optional sessions were available at each campus during the most recently completed academic year.

The ESFCOM has four regional campuses; students do not relocate until AY 2019-20. Sessions are available as described below.

The initial financial aid counseling session, one-on-one financial introduction session, financial education Zoom video conference, and financial education orientation session are all directed to Year 1 students only and have no applicability at the clinical campuses.

The required one-on-one financial education sessions with the Director of Financial Education and Scholarship Support are available at each campus. During Years 1 and 2, sessions are face-to-face in Spokane. During Years 3 and 4, sessions are held via ZOOM video conference in all locations, with optional face-to-face sessions in Spokane.

The Cougar Money Management Workshop Series and Financial Wellness Fair are optional events and only available at the Spokane campus. Regional campus personnel are discussing ways to replicate the Workshop Series or provide video conference to the Spokane workshops. In addition, subject matter is most relevant to Years 1 and 2 students.

The quarterly Lunch and Learn Financial Education sessions are optional and available at each campus. While the sessions are tailored and unique to each class, all students are welcome at any session. The sessions for Year 1 and 2 students are held face-to-face in a large classroom. The sessions for Years 3 and 4 students are held via ZOOM video conference.

e. Describe current activities at the medical school or university to increase the amount and availability of scholarship and grant support for medical students (e.g., a current fund-raising campaign devoted to increasing scholarship resources). Describe the goals of these activities, their current levels of success, and the timeframe for their completion.

The ESFCOM has committed $250,000 for scholarships annually for each class. In addition, WSU contributes $100,000 for scholarships and grants annually, for each of the first four classes. The ESFCOM development team is working to build endowments to a level that replace WSU’s contribution once its commitment ends.
One of the programs the ESFCOM has developed is a “60 for 60” endowed student scholarship initiative. The “60 for 60” campaign target is $3,000,000 - sixty donors supporting the charter class with sixty $50,000 endowed scholarships. This initiative not only impacts the charter class but future medical school students as well. Thirty endowed scholarships have been secured since the start of the “60 for 60” endowed scholarship initiative and the intended completion is June of 2021.

During AY17-18, the ESFCOM Development Office added two additional development professionals with a focus on growing the current use fund for student scholarships as well as endowed student scholarship gifts. Activities during AY18-19 included a gala/auction where 350 community supporters donated over $390,000 and a fall mailing campaign to invite over 2,000 potential donors to give directly to the ESFCOM scholarship fund.

f. Describe other mechanisms, such as limiting tuition increases, that are being used by the medical school and the university to limit medical student debt.

All students admitted are required to have a connection to Washington State. They either meet a definition of “resident student” as defined by state law or meet three of four Washington State ties listed below:

1. Born in Washington
2. Childhood address in Washington as indicated on AMCAS
3. Graduated from a Washington high school
4. Parent/guardian currently lives in Washington

Because of the connection requirement, all students are charged the same tuition, with no increased rate that is typically charged for non-Washington state resident students.

The ESFCOM Dean collaborates with WSU administration to limit tuition increases and to minimize the impact of medical student indebtedness. While this effort starts with campus administrators, education efforts are ongoing with state legislatures, administrators and financial donors. The mechanisms implemented to limit student debt include: philanthropy, in-kind support, research funding, and inter-professional funding.

The ESFCOM provides a tuition plan for students who are required to take a fifth year of medical school due to a leave of absence or administrative leave. Eligible students pay a tuition cost that is 10% of full tuition, plus mandatory fees. Prorated amounts are calculated based on the number of terms that a student needs to complete within the fifth year (e.g., prorated 10 percent tuition cost of each term). If a student passes a term, the student does not have to repeat it. This tuition plan is outlined in the ESFCOM Medical Student Leave, Withdrawal and Readmission Policy (appendix 12-01-1).

12.1 SUPPORTING DOCUMENTATION

1. The school’s most recent LCME Part I-B Financial Aid Questionnaire.

Appendix 12-01-2 LCME Part I-B Financial Aid Questionnaire
12.2 TUITION REFUND POLICY

A medical school has clear, reasonable, and fair policies for the refund of a medical student’s tuition, fees, and other allowable payments (e.g., payments made for health or disability insurance, parking, housing, and other similar services for which a student may no longer be eligible following withdrawal).

12.2 NARRATIVE RESPONSE

a. Briefly describe the tuition and fee refund policy. Describe how the policy is disseminated to medical students.

Tuition refund policies are set at the university level and are reflected in the ESFCOM’s Tuition Refund Policy (appendix 12-02-1). The refund policy is available on the ESFCOM website for student (and others) use. It is also included within the ESFCOM Student Handbook which is disseminated to students prior to orientation.

Students are responsible for initiating the enrollment cancellation process by completing an online Cancellation of Enrollment form. The institution terminates student services and privileges at the effective time of the student’s withdrawal. Students who cancel enrollment after classes have started incur an administrative fee of five percent of the assessed tuition and mandatory fees, not to exceed $100. Tuition and student services/activities fees are refunded in full if a student cancels enrollment prior to the sixth day of classes during an academic year. Tuition is charged for the full year, and the refund policy along with the following schedule refer to the full annual tuition. Students who withdraw in the academic year receive a reduction of tuition based upon the following schedule, and any amount overpaid is refunded:

<table>
<thead>
<tr>
<th>Week of the Academic Year</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Tuition % Reduction</td>
<td>100</td>
<td>80</td>
<td>80</td>
<td>70</td>
<td>60</td>
<td>60</td>
<td>50</td>
<td>50</td>
<td>40</td>
<td>0</td>
</tr>
</tbody>
</table>

b. If not included in the tuition refund policy, describe policies related to the refund of payments made for health and disability insurance and for other fees.

The WSU Spokane mandatory student Health and Wellness fee provides students access to primary outpatient health care and personal counseling services. The refund policy is:

- If a student completes a full cancellation of enrollment from classes within the first 10 days of class (or five days for the summer session), they receive a full refund of the health fee. Upon withdrawal or cancellation of enrollment from WSU, a refund of the health fee may be denied if the student has utilized health services prior to withdrawal or cancellation of enrollment.
- If a student cancels enrollment after the 10th day of classes, they are not eligible for a refund. The withdrawn student may continue to use services funded by the health fee for the remainder of the semester.

The optional disability insurance premium is refunded in full if enrollment is canceled prior to the sixth day of classes, as outlined in the ESFCOM Personal Health, Disability Income and Professional Liability Insurance Policy (appendix 12-02-2). Partial refunds after this date are not available.

The mandatory ESFCOM fee consists of a mask fit test fee and liability insurance premium.

- The mask fit test is completed annually. If a student cancels enrollment prior to the test, the mask fit test fee is refunded. Once a student completes the test, the fee is not refundable.
- The liability insurance premium is refunded in full if enrollment is cancelled prior to the sixth day of classes as outlined in the ESFCOM Personal Health, Disability Income and Professional Liability Policy. Partial refunds after this date are not available.
Parking permits are required on all campuses except Tri-Cities, and the refund policies vary.

- Spokane parking and transportation services administers campus parking. Annual permits may be relinquished for a prorated refund before November 30. Refunds are subject to a $20 paperwork fee.
- Vancouver annual or quarter parking permit may be relinquished to the parking department for 100% refund until September 15. After September 15, refunds are granted according to the posted prorate/refund schedule on the Vancouver Parking Services webpage: https://admin.vancouver.wsu.edu/parking/refund-schedule. Identifiable remnants of the permit must be returned. The balance of any fees and fines owed the parking department is deducted from any refund due. Refunds for temporary permits are not granted. Refunds for pretax payroll deductions cannot be granted pursuant to federal tax laws.
- Everett quarterly permits have a 100% refund during the first 5 days of the quarter, and a 50% refund until the 20th calendar day of the quarter.
- Tri-Cities parking is free of charge.

There are no housing facilities on any of the regional campuses. Students are responsible to secure their own housing and any potential refunds would be negotiated individually between the student and landlord.

12.2 SUPPORTING DOCUMENTATION

1. Policy for refunding tuition and fee payments to medical students who withdraw or are dismissed from the medical education program.

Appendix 12-02-1 ESFCOM Tuition Refund Policy

Appendix 12-02-2 Personal Health, Disability Income and Professional Liability Insurance Policy
12.3 PERSONAL COUNSELING/WELL-BEING PROGRAMS

A medical school has in place an effective system of personal counseling for its medical students that includes programs to promote their well-being and to facilitate their adjustment to the physical and emotional demands of medical education.

12.3 SUPPORTING DATA

<table>
<thead>
<tr>
<th>Table 12.3-1</th>
<th>Student Support Services by Curriculum Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>As available, provide data from the independent student analysis (ISA), by curriculum year as available, on the percent of respondents who were satisfied/very satisfied (aggregated) with the listed student support services. Add rows for additional student survey questions.</td>
<td></td>
</tr>
<tr>
<td>Topic</td>
<td>Class entering in 2017</td>
</tr>
<tr>
<td>-------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Confidentiality of personal counseling/mental health services</td>
<td>96.78%</td>
</tr>
<tr>
<td>Availability of personal counseling/mental health services</td>
<td>91.11%</td>
</tr>
<tr>
<td>Availability of programs to support student well-being</td>
<td>83.02%</td>
</tr>
<tr>
<td>Quality of programs to support student well-being</td>
<td>85.11%</td>
</tr>
</tbody>
</table>

12.3 NARRATIVE RESPONSE

a. Describe the system for personal counseling for medical students, including how, by whom (i.e., roles and titles), and where services are provided. Describe how students are informed about the availability of personal counseling services.

The following services are available to all students at all campuses during all four years. Face-to-face counseling is provided and while the number of counselors vary with campus population, students are able to access services in a timely manner at locations in close proximity to area medical facilities. A crisis hotline is currently available 24/7 through the vendor, ProtoCall. Telecounseling services will be in place by May 1, 2019. These services will be provided by CuraLinc and are available to all medical students around-the-clock, 365 days a year. Services include crisis counseling, comprehensive clinical assessment and short-term counseling either over the phone or video with licensed counselors who have also achieved the Distance Credentialed Counselor certification. Face-to-face sessions are also available with CuraLinc’s network of licensed behavioral health counselors. CuraLinc services are funded by ESFCOM operations funds.

The following counseling services are available to students assigned at clinical campuses during Years 3 and 4. The WSU Everett campus partners with a private-practice licensed mental health counselor at Northwest Psychological Consulting in downtown Everett to provide individual, couple and group counseling sessions to students. The counseling office is approximately two miles from the WSU Everett campus, conveniently located at the center of town and in proximity to many of the medical facilities. Counseling services are funded from WSU Everett campus operations funds and appointments are typically set within a week of an initial request.
Personal counseling services at the Spokane campus are provided to all students during Years 1 and 2 and to students assigned to Spokane as their clinical campus during Years 3 and 4. Services include individual, support groups, psychological testing (based on the discretion of the provider), and workshops. The office is staffed by a licensed psychologist and two licensed mental health counselors. Counseling services are provided in the Spokane Academic Center Building’s Student Success Center and in an additional office in the Health Education Research Building located on campus. Students may choose the location they prefer. Counseling services are funded through the WSU Spokane student health fee and appointments are typically set within a week of an initial request.

WSU Tri-Cities offers counseling on campus with a licensed mental health counselor. Services include assessment, individual counseling, conjoint counseling, and consultation. The counseling office is located in the Floyd Building, which is the main building on campus. Counseling services are funded from WSU Tri-Cities campus operations funds and appointments are typically set within a week of an initial request.

WSU Vancouver has student counseling services on campus. There are two licensed psychologists and four doctoral level trainees. They offer short-term individual counseling, long term group counseling, psychological testing, workshops and outreach presentations, and consultation services. Counseling services are located in the Classroom Building. Services are funded through services and activities fees and appointments are typically set within a week of an initial request.

Students are informed about the availability of personal counseling services prior to matriculation during the mandatory one-on-one financial introduction session. A video conference prior to matriculation offers information on counseling services, and messages are sent through student email on availability and locations. Counselors also lead a new-student session during the first two weeks of the academic year. When students move to clinical campuses, an orientation session outlines local counseling services, locations, times and procedures to schedule appointments.

b. Comment on how the medical school ensures that personal counseling services are accessible and confidential.

All medical students have access to face-to-face counseling services at or near all campus locations free of charge. Telecounseling is also available through CuraLinc at no cost, along with face-to-face sessions through their network.

Students assigned to the Everett Learning Community who are seeking counseling services can contact the counselor directly via phone or email to schedule an appointment. Appointments are available Monday, Tuesday and Thursday from 10:00 am to 6:00 pm; Wednesday and Friday from 10:00 am to 2:00 pm. The downtown Everett office is separate from the campus and provides a level of confidentiality.

To ensure privacy and confidentiality for Spokane students seeking counseling services, offices are located within the Student Success Center in the Spokane Academic Center building or in a private office suite in the Health Education Research Building. The Student Success Center is home to many student services, including counseling, accommodations, tutoring, international student services, learning and writing assistance. Students may choose either site to receive counseling services, and counselors are available from 9:00 am to 5:00 pm, Monday through Friday, except on designated university holidays. Students may make an appointment via phone or by completing an online counseling request form.

Tri-Cities students contact the counselor directly via phone or email to schedule an appointment. Appointments are available Monday and Tuesday from 8:00 am to 4:00 pm; Wednesday from 1:00 to 4:00 pm; Thursday from 8:00 am to 3:00 pm; Friday from 8:00 am to 12:00 pm. The counselor’s office is located in a suite with several offices, and a partition wall which provides privacy for any student waiting for an appointment.

Vancouver students can schedule counseling sessions via phone or email. Appointments are available Monday through Friday from 9:00 am to 12:00 pm and 12:30 pm to 4:30 pm. Counseling offices are co-located with access/accommodations, health services and meditation rooms in the Student Wellness Center.
All contact with counseling services is confidential as provided within the parameters of professional ethics, federal and state statutes, and any required FERPA and HIPAA requirements. All counseling services function as independent clinical entities distinct from any WSU academic, clinical, and/or research program.

All information disclosed within counseling appointments is confidential and may not be revealed without the student’s written permission, except as allowed by law. Counselors do not disclose any medical or behavioral health information to the faculty, staff, Program Directors, administrators, or principal investigators except with a student’s written permission, as required by law or as may be allowed by law. Counselors maintain confidential records of all patient contacts in accordance with state and federal law, and professional ethical guidelines established for all personnel. Any staff assisting with clinical records, appointment information, or any other identifiable information about students accessing the counseling office, including crisis referral, are bound legally and ethically to maintain student confidentiality and sign a confidentiality agreement.

If a student wishes to read their records or release them for purposes other than direct medical care, it is preferred that the student make an appointment with a provider to discuss the implications of releasing the record. Phone or face-to-face contact is the preferred and most confidential form of communication between a student and counseling services. It is preferred not to use email to communicate, as it is not a secure form of communication and confidentiality cannot be ensured. If a student is referred to another provider, relevant information from records may be forwarded, with a student’s written permission and as permitted under FERPA or HIPAA (as applicable), in order to ensure continuity of care.

It is the ESFCOM policy that health care professionals who provide health services including psychiatric or psychological services, or other sensitive medical services care to a medical student not be involved in academic assessment of that student.

c. Summarize medical school programs or other programs designed to support student well-being and to facilitate students’ ongoing adjustment to the physical and emotional demands of medical school. Describe how students are informed about the availability of these programs/activities.

The ESFCOM fosters an environment in which there is an abundance of health promotion culture and conditions. The ESFCOM and all WSU campus locations have several programs designed to support student well-being and programs that facilitate the on-going adjustment to the demands of medical school. These programs are offered or presented in various formats such as formal and/or required courses within the ESFCOM curriculum and informal and/or optional courses, workshops, activities and resources offered by the ESFCOM or other campus-wide programs. The chart below lists some of the courses and services offered and available.
<table>
<thead>
<tr>
<th>Wellness Courses and Services Available to Medical Students</th>
<th>Formal</th>
<th>Informal</th>
<th>Required</th>
<th>Optional</th>
<th>Curricular</th>
<th>Non-Curricular</th>
</tr>
</thead>
<tbody>
<tr>
<td>LMH 501 – Intro to self-assessment &amp; personality types</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 502 – Work styles (Kolbe A assessment), crucial conversations, stress response to conflict, team building, team dynamics</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 503 – Emotional Intelligence: self-assessment, impact our emotions have on others, self-regulation tools (short and long term), empathy, social capital, purpose/growth mindset/flow</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 511 – Understanding health systems – Understanding relation between physician burnout &amp; dysfunction of the system</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 512 – Administration – at some level they need basic administrative skills to help move teams</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 513 – Leading Change – learning to create new environments to replace non-wellness inducing environments</td>
<td>X</td>
<td>X</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>LMH 521 – Deep Dive into the triple aim (quadruple aim) explores physician burnout causation and trials at improvement</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 522 – Health Equity, Community Engagement – tying together of purpose and passion</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 523 – Teaching and Advocacy – Systems engagement as well as purpose and passion (e.g. teaching learners new things).</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 531-2 – Leadership Project – May incorporate wellness, it’s at student discretion</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMH 533 – Personal and Professional Development – or how do you continue to be a doctor: Incorporates finance, board certification, licensing, lifelong learning, wellness, behaviors. (final pearls of wisdom for the success of the individual as the leave to go transform the world).</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nutrition Block: wellness issues, sleep deprivation, exercise benefits, behavior change</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Well-Being Self-Care: Suicide Awareness; Programs and resources</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Movie and a Mission – Suicide: The Ripple Effect</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managing the Demands of Work &amp; Family for Women in Academic Medicine and Science</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peer Mentoring Program: Upper classmates mentoring lower classmates</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

* Wellness Collaborative Group is a group of Spokane campus faculty, staff and students who encourage and foster a thriving culture of wellness for the campus community. Students at all campuses can utilize the resources such as a wellbeing blog that contains healthy recipes and regular and timely information on different components of wellness.*
CuraLinc tele-counseling company also provides several wellness services that are available to all medical students in addition to the counseling services explained in the previous section. Students can access resources for balancing family and relationships, healthy living, parenting and a wellbeing blog. Free legal advice is available over the phone and during a 30-minute consultation with an experienced private practice attorney. Students have telephone access to an identity recovery professional in case of identity theft. A consultative team of experts is also available to offer information and referrals in areas such as child care, elder care, pet care, automotive repair, home maintenance, travel and personal convenience services.

Nutrition and Exercise Physiology (NEP) Health and Fitness Clinic is accessible by Spokane students. They can utilize a health and fitness clinic run by students and faculty in the NEP program. The clinic offers free activities throughout the academic year, including group exercise classes and one-on-one nutrition/wellness coaching.

Fitness centers are located on each of the individual campuses. Centers offer a variety of wellness opportunities that are detailed below by campus.

WSU Everett students have access to the Walt Price student fitness center on the adjacent Everett Community College campus. The center includes classrooms for physical education and health programs, a cardio and free weight training room, a climbing wall, a running track, and a multi-purpose gym. The hours are Monday-Friday 6am-9pm and Saturday 10am-3pm. Well-being programs also include relaxation resources and a free online 8-week Mindfulness-Based Stress Reduction course.

WSU Spokane students have access to a fitness center located on campus in the Health Education and Research Building (HERB) and provides 24-hour access for students to a facility that includes lockers, showers, exercise and weight equipment. A variety of group classes are offered in the fitness center each week. The campus also sponsors recreation trips to local activities through the year.

WSU Tri-Cities students have access to a fitness center located on campus that is open Monday through Thursday 10am to 8pm and Friday 9am to 4pm. The campus offers several club sports, outdoor recreation equipment that can be checked out, and fall and spring intramural sports. In addition, the university has partnered with Provision Nutrition to offer free body composition, sports nutrition and weight loss services.

WSU Vancouver students have access to a fitness center located on campus, which is open 6:30am to 8:00pm Monday through Friday, closed on weekends. A variety of exercise classes are available during the week. The campus has a disc golf course and a multi-purpose court for activities, such as basketball, volleyball and dodgeball. Vancouver has an active intramural program, with teams that may compete in the city’s leagues. There is a reduced cost equipment rental program, and the campus sponsors recreation trips. The Student Wellness Center also provides meditation rooms that offer a quiet, private space.

The ESFCOM students are notified of these various services through a variety of methods. The ESFCOM Student Affairs Office provides a web page with links to well-being resources. Students are also informed about these programs and other offerings through posts on the ESFCOM’s internal social media channels. CougSync, a University online community, connects registered student organizations and provides information on upcoming programs and events. The Wellness Collaborative website also contains information on activities, classes and resources for physical, emotional, intellectual, spiritual, social, financial, environmental and occupational wellness. Students are also made aware of many of these resources prior to matriculation via one-on-one phone calls and Zoom meetings with ESFCOM Student Affairs staff as well as a recurring ESFCOM Student Affairs letter that is sent to each incoming student.
12.4 STUDENT ACCESS TO HEALTH CARE SERVICES

A medical school provides its medical students with timely access to needed diagnostic, preventive, and therapeutic health services at sites in reasonable proximity to the locations of their required educational experiences and has policies and procedures in place that permit students to be excused from these experiences to seek needed care.

12.4 SUPPORTING DATA

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Class entering in 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility of student health services</td>
<td>50.00%</td>
</tr>
<tr>
<td>Quality of student health services</td>
<td>58.33%</td>
</tr>
</tbody>
</table>

12.4 NARRATIVE RESPONSE

a. Describe the current system for providing medical students with access to diagnostic, preventive, and therapeutic health services, including where and by whom (i.e., roles and titles) services are provided. For example, if there is a student health center, comment on its location, staffing, and hours of operation.

Each campus has a system to provide medical students with access to diagnostic, preventive, and therapeutic health services. In addition to the health services described below, telehealth services will be in place as students move to clinical campuses at the end of Year 2. These services are provided by Teladoc and are available to all medical students around-the-clock, 365 days a year. Teladoc offers clinical capabilities and services delivered via phone or video from their national network of board-certified, state-licensed physicians who can diagnose and prescribe medication as appropriate. Teledoc services are funded from the ESFCOM operations funds.

ISA data indicated some dissatisfaction with accessibility and quality of health services. Prior to the matriculation of the inaugural class, the local Spokane contracted primary care provider network was changed to Multicare Rockwood Clinic, PS. Many of the underlying student issues resulted from confusion over locations and billing practices of new services during onboarding. Those issues have since been resolved.

There is not a student health center located on the WSU Everett campus. The ESFCOM has an agreement with the Community Health Center of Snohomish County to provide ESFCOM students timely access to primary health care services. Community Health Center operates seven clinics throughout Snohomish County, including four in Everett, two within 15 miles south and one fifteen miles north. Services provided by these clinics are optional and are paid through the student’s health insurance. Community Health Center is a provider in Washington State’s Apple Health network, as well as other health insurer’s networks. In addition to the Community Health Center clinics, students may utilize their private health insurance to locate clinics, urgent care centers and health care facilities appropriate to their need. The ESFCOM Student Affairs has developed a centralized web site for medical resources, including a link to help locate facilities that accept Apple Health, which is Washington State’s Medicaid-based health insurance program.
Clinic/hospital locations near the WSU Everett campus are as follows:

Providence Regional                        Mill Creek Clinic (12 miles)
Medical Center Everett (8 miles)          12800 Bothell-Everett Hwy
1700 13th Street                         Everett, WA 98208
Everett, WA 98201                        P: (425) 316-5005
P: (425) 261-2000

Pacific Campus (2.8 miles)                Pavilion for Women & Children (2.9 miles)
916 Pacific Avenue                       900 Pacific Avenue
Everett, WA 98201                        Everett, WA 98201
(425) 261-2000                           (425) 258-7123

North Sound Emergency Medicine (3.3 miles) Swedish Medical Center/Edmonds Campus (18.6 miles)
1716 W Marine View Dr STE C              21601 76th Ave. W.
Everett, WA 98201                        Edmonds, WA 98026
P: (425) 404-500                          (425) 640-4000

There is not a student health center located on the WSU Spokane campus. WSU Spokane students pay a required WSU Spokane Health Fee each semester that entitles students to limited primary care health services contracted in the local community. All students in Years 1 and 2, as well as those students assigned to Spokane for Years 3 and 4, pay the health fee. Students assigned to other clinical campuses do not pay the health fee during Years 3 and 4. The WSU Spokane Office of Student Affairs contracts with Multicare Rockwood Clinic, PS. to provide limited primary and urgent care. This service is not considered full health insurance coverage and is limited in scope.

These services are available at multiple, conveniently located facilities throughout Spokane. Students are able to access any of the clinics during their hours of operation. Because the clinics are located in various areas of Spokane, students are able to find a location near their homes or close to campus based on need. The hours of operation vary from clinic to clinic.

Spokane Multicare Rockwood Clinic Primary Care Services Locations:

Main Clinic (Downtown)                        Valley Clinic                          North Clinic
400 E. 5th Ave.                                  14408 E. Sprague Avenue                  9001 Country Homes Blvd.
Spokane, WA 99202                                  Spokane Valley, WA 99216                Spokane, WA 99218
(509) 838-2531                                      (509) 755-5710                           (509) 755-5340

Quail Run Clinic                                 Cheney Clinic                           Airway Heights Clinic
2214 E. 29th Avenue                               19 N. Seventh Street                    10414 W. Highway 2, Suite 10
Spokane, WA 99203                                  Cheney, WA 99004                       Airway Heights, WA 99224
(509) 755-5250                                      (509) 235-6151                           (509) 342-3010

Deer Park Clinic                                 Medical Lake Clinic                     Northpointe Specialty Center
20 E. J Street                                    317 N. Broad Street                     605 E. Holland
Deer Park, WA 99006                               Medical Lake, WA 99022                 Spokane, WA
(509) 755-5424                                      (509) 299-5145                           (509) 34203010

Liberty Lake Clinic                              South Valley Clinic
1326 N. Stanford Lane                            13221 E. 32nd Ave, Suite 1
Liberty Lake, WA 99019                           Spokane Valley, WA 99216
(509) 755-6760                                      (509) 724-4225
Spokane Multicare Rockwood Urgent Care Services Locations:

Downtown Urgent Care
400 E. 5th Avenue
Spokane, WA 99202
(509) 838-2531

Valley Urgent Care
14408 E. Sprague Avenue
Spokane Valley, WA 99216
(509) 755-5712

North Spokane Urgent Care
Country Homes Boulevard
Spokane, WA 99218
(509) 755-5400

Argonne Urgent Care 9001
2713 N. Argonne Road
Spokane, WA 99212
(509) 342-3980

South Hill Urgent Care
3016 E 57th Ave, Suite 24
Spokane, WA 99223
(509) 342-3971

Liberty Lake Urgent Care
1326, N. Stanford Ln.
Liberty Lake, WA 99019
(509) 342-3990

The locations, services provided and current clinic providers in Spokane can also be found on the WSU Student Affairs website as well as on the MultiCare Rockwood website. Students are individually responsible for all services not covered by the student health fee in Spokane by utilizing private health insurance. They may also utilize private insurance at facilities that accept their insurance at clinics other than Multicare.

There is not a student health center located on the WSU Tri-Cities campus. The ESFCOM has an agreement with the Kadlec Clinic – Kennewick Primary Care to provide ESFCOM students timely access to primary health care services. Services provided by the clinic are optional and are paid through the student’s health insurance. Kadlec Clinic – Kennewick Primary Care is a provider in Washington State’s Apple Health network, as well as other health insurer’s networks. In addition to the Kadlec clinic, students may utilize their private health insurance to locate clinics, urgent care centers and health care facilities appropriate to their need. The ESFCOM Student Affairs centralized web site for medical resources can be used to locate medical facilities that accept Apple Health insurance.

Clinic/hospital locations near the WSU Tri-Cities campus are as follows:

Grace Clinic (free clinic) (13.7 miles)
800 W. Canal Dr.
Kennewick, WA 99336
509-735-2300

Trios Health (14 miles)
3810 Plaza Way
Kennewick, WA 99338
509-221-7000

Trios Urgent Care Center (9.5 miles)
7201 W. Grandridge Blvd, Suite 100
Kennewick, WA 99336
509-783-2222

Kadlec Express Care Queensgate (7.5 miles)
2564 Queensgate Drive
Richland, WA 99352
888-227-3312

Kadlec Family Medicine (4.2 miles)
940 Northgate Dr.
Richland, WA
509-942-2516

Richland Primary Care (4.2 miles)
1135 Jadwin Ave
Richland, WA
509-942-3300

West Richland Primary Care (9.1 miles)
3950 Keene Road
West Richland, WA
(509) 942-3130
The WSU Vancouver campus has a Student Health Services Clinic located in the Student Wellness Center in the Classroom building on campus. The clinic partners with the Vancouver Clinic to offer basic health care services at no cost, as funding is provided through services and activities fees. The clinic provides a qualified nurse practitioner to evaluate and treat basic health concerns for enrolled students. Hours are Monday from 11:00am to 4pm and Thursday from 9:00am to 2:00pm. A 24-hour advice nurse line is also available. A list of services provided can be found on the WSU Vancouver Health Services web page. Students are individually responsible for all services not covered at the Student Health Services Clinic by utilizing their private health insurance.

Additional Clinic/hospital locations near the WSU Vancouver campus are as follows:

<table>
<thead>
<tr>
<th>Location</th>
<th>Distance</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legacy Salmon Creek Medical Center (2.6 miles)</td>
<td></td>
<td>2211 N.E. 139th St.</td>
<td>(360) 487-1000</td>
</tr>
<tr>
<td>PeaceHealth Southwest Medical Center (11.8 miles)</td>
<td></td>
<td>400 NE Mother Joseph Pl</td>
<td>(360) 256-2000</td>
</tr>
<tr>
<td>Vancouver WA 98686</td>
<td></td>
<td>Vancouver, WA 98664</td>
<td></td>
</tr>
<tr>
<td>Providence Portland Medical Center (21.5 miles)</td>
<td></td>
<td>4805 NE Glisan St,</td>
<td>(503) 215-1111</td>
</tr>
<tr>
<td>Cascadia Behavioral Healthcare (21.6 miles)</td>
<td></td>
<td>847 NE 19th Ave Ste 100</td>
<td>(503) 238-0769</td>
</tr>
<tr>
<td>Portland, OR 97213</td>
<td></td>
<td>Portland, OR 97232</td>
<td></td>
</tr>
<tr>
<td>(503) 215-1111</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b. Describe how and when medical students are informed about the availability of health services.

All accepted students are first introduced to the ESFCOM Student Affairs healthcare services website during the summer prior to matriculation at the mandatory one-on-one session with the Director of Financial Education and Scholarship Support. Discussion on the availability of services is provided, as are the capabilities of the website. In addition, the incoming ESFCOM students receive information about how to access health services in the Spokane area during orientation week prior to the first day of class. When students move to their clinical campuses, an orientation session includes local health services locations, times and procedures to schedule appointments.

c. Describe how medical students, faculty, and residents are informed of policies that allow students to be excused from classes or clinical activities in order to access health services.

The Medical Student Attendance Policy (appendix 12-04-1), is located on the ESFCOM web site and is linked within the ESFCOM Student Handbook. All students are required to read the handbook prior to medical student orientation and sign a declaration that they have read the entire handbook to include the policies therein. The handbook is electronically distributed to new students as part of the acceptance process and is sent to returning students prior to the start of the next academic year.

Medical students are encouraged to schedule all necessary and routine medical appointments and exams outside of scheduled classes and clinical activities. The policy addresses instances where medical appointments are urgent and/or cannot be scheduled outside of class or clinical time.

Faculty members in the Department of Medical Education and Clinical Sciences acknowledge receipt of the Medical Student Attendance Policy during department-specific orientation. The policy is included in the Faculty Resources section of the ESFCOM website. Faculty members and residents are notified of excused absences via the Course Director, who receives the information from the ESFCOM Office of Student Affairs.
12.4 SUPPORTING DOCUMENTATION

1. Policy or guidance document that specifies that medical students may be excused from classes or clinical activities in order to access health services.

Appendix 12-04-1 Medical Student Attendance Policy

2. Schools with regional campuses may provide the supporting data requested above for each campus.

Appendix 12-04 1 Medical Student Attendance Policy **Attendance Policy applies to all campuses
12.5 NON-INVOLVEMENT OF PROVIDERS OF STUDENT HEALTH SERVICES IN STUDENT ASSESSMENT/LOCATION OF STUDENT HEALTH RECORDS

The health professionals who provide health services, including psychiatric/psychological counseling, to a medical student have no involvement in the academic assessment or promotion of the medical student receiving those services. A medical school ensures that medical student health records are maintained in accordance with legal requirements for security, privacy, confidentiality, and accessibility.

12.5 NARRATIVE RESPONSE

a. Describe how the medical school ensures that a provider of health and/or psychiatric/psychological services to a medical student has had or will have no current or future involvement in the academic assessment of or in decisions about the promotion of that student. Describe how medical students, residents, and faculty are and will be informed of this requirement.

The ESFCOM Non-Involvement of Providers of Student Health Services in Assessment Policy (appendix 12-05-1), states that health care professionals who provide health and/or psychiatric services must have no role in the assessment or advancement of medical students. Faculty members in the Department of Medical Education and Clinical Sciences acknowledge receipt of the policy during department-specific orientation. The policy is included in the faculty resources section of the ESFCOM website. The ESFCOM Non-Involvement Policy statement is also included in the assessment form completed by faculty and residents. By submitting the evaluation, faculty and residents are confirming they have not treated the student.

Students are informed of the Non-Involvement policy via the policies in the Student Handbook and the ESFCOM website. Students are required to sign a declaration stating that they have read the Handbook prior to orientation. The Office of Student Affairs informs medical students of policies and procedures related to faculty non-involvement in their assessment via an electronic reminder before each clinical campus week. The Associate Deans for Clinical Education discuss the Non-Involvement policy at the beginning of each Clinical Campus Week as well.

If an incident regarding the Non-Involvement policy is discovered, when appropriate and without breaching confidentiality, it must be reported to the Chair of Medical Education and Clinical Sciences who informs the Associate Dean for Accreditation, Assessment and Evaluation (ADAAE). In the event that an incident has occurred, the assessment(s) will be reviewed by the ADAAE and the appropriate Course or Clerkship Director. If it is determined that the violation impacted the student’s assessment, the ADAAE will identify an appropriate individual to re-evaluate student performance. The new assessment will be completed as soon as possible and/or prior to the end of the course. Any delays incurred by the incident will be noted in the student’s gradebook to ensure that there is no impact on successful completion of the course or promotion decisions.

b. If health and/or psychiatric/psychological services are provided by university or medical school service providers, describe where these student health records are stored. Note if any medical school personnel have access to these records.

Health and/or psychiatric/psychological services are not provided by medical school service providers. Records related to services offered by WSU Counseling Services are maintained by the provider, who is not an ESFCOM faculty member. Similarly, the medical records of students who access health and/or psychiatric/psychological services through WSU’s contractual relationship with providers are maintained at the providers’ sites. Independent clinical affiliates are responsible for adhering to the requirements of the Health Insurance Portability and Accountability Act (HIPAA). No medical school personnel have access to these records.
Immunization records are the only type of health records that any ESFCOM personnel can access. These records are securely stored off-site with a contacted vendor, CastleBranch. Access to these records are strictly enforced by the CastleBranch company through the use of passwords and assigned access through the CastleBranch system. Only assigned ESFCOM personnel are allowed access. The only personnel allowed access to these records are the ESFCOM Assistant Director of Student Affairs and the Student Affairs Program Assistant for Compliance. These individuals do not have any role in assessment of medical students. They require access to ensure that students are qualified to participate in patient activities at each of the clinical locations and that they meet requirements of each clinical location. Access for these roles was determined by the Dean of the ESFCOM and the ESFCOM Associate Dean for Student Affairs. No other ESFCOM personnel have access to these records.

12.5 SUPPORTING DOCUMENTATION

1. Policies and/or procedures that specify that providers of health and psychiatric/psychological services to a medical student will have no involvement in the academic assessment of or in decisions about the promotion of that student.

Appendix 12-05-1 Non-Involvement of Providers of Student Health Services in Assessment
12.6 STUDENT HEALTH AND DISABILITY INSURANCE

A medical school ensures that health insurance and disability insurance are available to each medical student and that health insurance is also available to each medical student’s dependents.

12.6 NARRATIVE RESPONSE

a. Indicate whether and how health insurance is made available to all medical students and their dependents.

By law, in the State of Washington, universities are not permitted to require students to have health, liability, or disability insurance. However, the affiliated hospitals and clinics do require personal health care coverage and professional liability insurance for students to participate in patient care. Failure to show proof of personal health insurance and professional liability insurance may prevent a student from participating in clinical experiences which are a requirement of the medical school curriculum. Students are strongly encouraged to purchase and maintain personal health and professional liability insurance prior to matriculation and throughout their medical school experience.

ISA data indicated some dissatisfaction with health insurance availability. The students recommended a document to provide insurance options. In response, a health insurance information document is now provided to each student prior to matriculation. Included in the document is the phone number for WSU’s certified Health Insurance Navigators, a free resource that allows students to speak with an expert to assist in finding a health insurance plan that meets their needs. In addition, the Director of Financial Education and Scholarship Support discusses health insurance options with each student during mandatory one-on-one sessions the summer before matriculation. Health insurance information and resources are also consolidated on the ESFCOM website. In addition to remaining on a parent plan as a dependent or as a dependent on a spouse/partner plan, students may also utilize other health plans through Washington State.

The Washington Health Benefit Exchange is available to all Washington residents. Through this exchange, health insurance is available to all medical students, their spouse/partner and dependents. The exchange created the Washington Healthplanfinder as an easily accessible, online marketplace to compare and enroll in quality health insurance plans.

WSU’s Health Insurance for Professional and Graduate Health Sciences Students is offered for the 2018-19 academic year. This plan is newly available to all medical students, their spouse/partner and dependents. For the 2018-19 academic year, this comprehensive health insurance plan provider is United Health Care, and it includes many different services to support student health and well-being.

b. Indicate whether and when disability insurance is or will be made available to medical students. Describe when and by what means medical students are informed of its availability.

By law, the State of Washington does not permit a university to require students to have disability insurance. The ESFCOM coordinates an annual group disability insurance policy and students have the option to accept and pay the annual premium or decline the insurance. The enrollment period runs from the beginning of class to October 1.

ISA data indicated information on disability insurance was not communicated effectively. The Director of Financial Education and Scholarship Support now explains the benefits and cost of disability insurance during one-on-one sessions in the summer prior to matriculation. In addition, the policy details are reviewed during orientation and information is forwarded to all students in August via email and EFlo MD learning management system.
12.7 IMMUNIZATION REQUIREMENTS AND MONITORING

A medical school follows accepted guidelines in determining immunization requirements for its medical students and monitors students’ compliance with those requirements.

12.7 NARRATIVE RESPONSE

a. Summarize the immunization requirements for medical students and note if the guidelines follow national and regional recommendations (e.g., from the Centers for Disease Control and Prevention, state agencies, etc.). Summarize the rationale for any school requirements that differ from national/regional guidelines.

The ESFCOM has developed the Immunization and Tuberculosis Screening Policy (appendix 12-07-1), in accordance with the Centers for Disease Control and Prevention (CDC) guidelines and recommendations. The ESFCOM guidelines adhere to the national/regional recommendations.

To protect patients, students, staff and the public, the ESFCOM requires all medical students to submit documentation of appropriate immunization prior to matriculation. Students must maintain compliance for the duration of the educational program. The ESFCOM provides tuberculosis (TB) screening at orientation for Year 1 medical students which must be repeated at the end of Year 1, Term 3. For Year 3 medical students, a TB screening is repeated at the end of Year 2, Term 3. For Year 4 medical students a TB screening is repeated at the end of Year 3, Term 3. A pre-orientation checklist outlining the fundamental requirements and deadlines is sent to all admitted students.

ISA data revealed a relatively low satisfaction with the compliance tracking portion of the onboarding experience. In response, the ESFCOM Student Affairs Office put into place, a new communication plan for addressing student requirements for onboarding. Incoming students receive specific instructions on how to start and complete requirements tracked through CastleBranch. Students also receive reminders from Student Affairs personnel on outstanding items as the due dates approach. Student Affairs works with clinical sites to have site-specific forms filled out at orientation and batch-sent to sites starting on the first day of classes. Returning students also receive specific instructions on updating CastleBranch requirements for the new academic year. Students also receive reminders from the ESFCOM Student Affairs as the due dates approach. Students are able to satisfy some requirements before leaving for summer break. Individual emails are sent to students if they have any clinical paperwork that needs to be submitted.

Medical students do not begin or continue patient contact unless their immunization and TB screening status is current and complete. Students are responsible for providing the records that satisfy these requirements to the contracted vendor CastleBranch, which securely stores the records offsite and are only accessible by assigned ESFCOM personnel. The Office of Student Affairs verifies that all records have been received by CastleBranch before students are allowed to serve in a clinical setting.
**Immunization Requirements**

<table>
<thead>
<tr>
<th>Infection</th>
<th>Protocol for Vaccinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza</td>
<td>One dose annually prior to October 15</td>
</tr>
<tr>
<td>Tetanus-Diphtheria-Pertussis</td>
<td>Proof of Tdap once and then Td booster every 10 years</td>
</tr>
<tr>
<td>Varicella</td>
<td>Proof of 2 doses of varicella vaccine after the 1st birthday OR Documentation of history of the disease, including date, OR Positive titer confirming immunity</td>
</tr>
<tr>
<td>Measles, Mumps, Rubella (MMR)</td>
<td>Proof of 2 doses of live MMR vaccine separated by more than 28 days OR Positive titer confirming immunity</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Proof of 3 dose sequence for hepatitis B vaccine AND Positive titer confirming immunity</td>
</tr>
</tbody>
</table>

If a specific vaccination is contraindicated, the student needs to provide appropriate documentation from his or her health care provider.

**Tuberculosis (TB) Screening**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Screening*</td>
<td>Two-step Tuberculin Skin Test*** (PPD) OR Interferon Gamma Release Assay (IGRA)</td>
</tr>
<tr>
<td>Annual Screening**</td>
<td>PPD skin test OR IGRA</td>
</tr>
<tr>
<td>Equivocal PPD skin test</td>
<td>IGRA may be required</td>
</tr>
<tr>
<td>Prior BCG Vaccination</td>
<td>PPD skin test can be done but the IGRA is preferred</td>
</tr>
<tr>
<td>Documented prior positive PPD</td>
<td>TB symptoms screening</td>
</tr>
<tr>
<td></td>
<td>Chest X-ray if not previously done</td>
</tr>
<tr>
<td>PPD conversion (new positive)</td>
<td>TB symptoms screening Chest X-ray</td>
</tr>
<tr>
<td></td>
<td>Referral to physician for potential treatment of Latent TB</td>
</tr>
</tbody>
</table>

**Notes:**
*At orientation

**At the end of the academic year (June) for year 1, year 2, year 3

***Skin tests must be read within 48-72 hours; the second of the initial 2-step PPD must be done 1-3 weeks after the first step

b. Describe how and by whom the immunization status of medical students is monitored.

The contracted vendor, CastleBranch, and the Compliance Program Assistant in the Office of Student Affairs (under direction of the Assistant Director of Student Affairs) monitors the status of student immunizations and TB screenings to ensure they meet all program requirements within the deadlines given and that they remain current throughout the educational program. The vendor and Compliance Program Assistant contact each student when deficiencies or lapses arise.
A medical school has policies in place that effectively address medical student exposure to infectious and environmental hazards, including the following:

- The education of medical students about methods of prevention
- The procedures for care and treatment after exposure, including a definition of financial responsibility
- The effects of infectious and environmental disease or disability on medical student learning activities

All registered medical students (including visiting students) are informed of these policies before undertaking any educational activities that would place them at risk.

12.8 NARRATIVE RESPONSE

a. Summarize the content of institutional policies in the following areas related to medical student exposure to infectious and environmental hazards.

1. The education of medical students about methods of prevention
2. The care and treatment after exposure, including definition of financial responsibility
3. The implications of infectious and/or environmental disease or disability on medical student educational activities

1. *The education of medical students about methods of prevention*: The education of medical students about methods of prevention is outlined in the ESFCOM Medical Student Training on Universal Precautions and Biohazards policy (appendix 12-08-1). Training begins with universal precautions prior to orientation and includes several required online courses on prevention that are administered through CastleBranch. Education continues throughout foundational and clinical learning experiences.

2. *The care and treatment after exposure, including definition of financial responsibility*: The care and treatment after exposure is outlined in the Post Exposure Care policy (appendix 12-08-2). Immediate action steps are provided which include first aid and initial care at the site where the injury occurred. Medical personnel decide whether urgent care is needed. Actions to take within two hours include evaluation of risk by a physician to consider lab testing, treatment, referral or other appropriate actions. Actions to take within 24 hours involve reporting, communication and follow-up. The ESFCOM will reimburse up to $1,000 of medical expenses for counseling and post-exposure treatment for incidents within the first three days (72 hours) of exposure. Any additional expenses beyond $1,000 and any expenses after 72 hours will be the responsibility of the student. Students are strongly encouraged to utilize their health insurance when possible.

3. *The implications of infectious and/or environmental disease or disability on medical student educational activities*: The implications on medical student educational activities are outlined in the ESFCOM Communicable Disease Exposure policy (appendix 12-08-3). If a student is unsure whether they should participate in patient care, they should contact the ESFCOM Office of Student Affairs or their clinical preceptor. If a student’s exposure results in the contraction of a disease, the student is allowed to continue in the education program with as little disruption as safely possible depending on the circumstances. The student’s specific medical circumstances are evaluated confidentially on a case-by-case basis.
b. Describe when and in what way(s) medical students at all instructional sites are informed of the medical school’s policies and procedures related to exposure to infectious and environmental hazards.

The Medical Student Training on Universal Precautions and Biohazards policy contains details of how medical students are made aware of the policies and procedures. The ESFCOM Office of Student Affairs informs medical students of policies and procedures related to exposure to infectious and environmental hazards prior to orientation as well as by electronic reminder before each clinical campus week. In the electronic reminder, students are given the student handbook and website locations of the policies. The Associate Deans for Clinical Education at each campus inform students of policies prior to each clinical campus week, and they are again reviewed during a local orientation session when students move to their clinical campus.

c. Describe when and how students, including visiting students, learn or will learn about the procedures to be followed in the event of exposure to blood-borne or air-borne pathogens (e.g., a needle-stick injury).

All medical students complete an online universal precautions course as part of the onboarding process. Receipt of this training is documented with the contracted vendor CastleBranch. Students are informed of the ESFCOM Post Exposure Care policy via the policies in the Student Handbook and the ESFCOM website. Students are required to sign a declaration stating that they have read the handbook prior to orientation. Electronic reminders of the policy are sent by the Office of Student Affairs before each clinical campus week. The Associate Deans for Clinical Education at each campus inform students of the policy prior to each clinical campus week, and they are again reviewed during a local orientation session when students move to their clinical campus.

Prior to any involvement in patient care, the preceptor at each affiliate site provides the medical student with the policies and procedures of the respective location. The preceptor may, when the potential risk for blood contamination is greater than usual (e.g., scrubbing for surgeries, performing IV procedures), remind students at that time about the policy and procedures in effect.

d. Describe when in the course of their education medical students learn how to prevent exposure to infectious diseases, especially from contaminated body fluids.

All ESFCOM medical students are required to complete an online training module on prevention of exposure to infectious diseases and other biohazardous or environmental materials. Students are required to complete the training module prior to matriculation and annually thereafter. Completion of these requirements are documented in the CastleBranch system. The Associate Deans for Clinical Education at each campus inform students of the policies prior to each clinical campus week, and they are again reviewed during a local orientation session when students move to their clinical campus.

Policies and procedures noted above regarding exposure to infectious and environmental hazards are also included in the medical student handbook and the ESFCOM website.

12.8 SUPPORTING DOCUMENTATION

1. Relevant policies on medical student exposure to infections and environmental hazards (a1-3 above).

Appendix 12-08-1 Medical Student Training on Universal Precautions and Biohazards Policy
Appendix 12-08-2 Post Exposure Care Policy
Appendix 12-08-3 Communicable Disease Exposure Policy