

Partnering to Improve Mental Health Services to Students With Psychiatric Disabilities on a Regional Campus: The IPFW/Parkview Health System Model

Eric Wagenfeld MA, LLPC, NCC
Assistant Dean of Students
Director, Office for Services to Students with Disabilities

OBJECTIVES

By utilizing a combination of real world experience, and current assessment data, this presentation will enable the attendee to return to their institutions with new understanding of how utilizing a partnership model with community institutions, can synthesize into a great benefit for students.

How Did This Happen?

- Spurred by sudden and unexpected vacancies in its two full-time personal counseling positions, and a strong commitment to providing better mental health care
- Summer of 2007 IPFW formed a partnership with the Parkview Student Assistance Program (SAP) to provide counseling and consultation services to its students and faculty/staff, respectively

What does this Program do?

- Provides a new and creative model for delivering student mental health services
- Provides supplemental care to students with psychiatric disabilities
- Insures that the program continues to evolve to meet IPFW's goal of providing expanded and improved assistance for students with psychiatric disabilities, and those who are dealing with issues such as self-esteem, depression, and anxiety

How do Students Access Services?

- Students simply call a number and are directly connected with the program 24/7 365 days a year
- Students are eligible for up to 6 full sessions of personal counseling per year at no cost to them
- After-hours assistance is available through the Crisis Assistance Helpline
- Highly expedited services for students needing hospitalization, and medication

Faculty Training Assistance

- Clinicians provide consultations and in-services with faculty and staff about positive and integrative approaches to assisting students with psychiatric disabilities
- Campus wide presentations on a variety of behavioral health topics

Access to Care

- Students can also be seen at any of Parkview’s 5 regional SAP offices
- If the need arises for acute or long term care, students also have expeditious referral access to the largest healthcare institution in the region

Assessment : How We Know This Is A Successful Program

- Assessment of the IPFW/Parkview program was assigned to a committee comprised of faculty, staff, and students
- The assessment committee developed an instrument to survey the satisfaction of students who used the service and another instrument to survey faculty and staff perceptions of the program

Assessment...

- Student users and a “stakeholder” group of faculty and staff were surveyed in spring 2007
- In spring 2008 and 2009 all faculty and staff were surveyed in addition to student users and the stakeholder faculty/staff group from the previous spring

What Has Data Shown?

- Assessment results indicate that the IPFW/Parkview program is working well over all. Information gathered from the assessment instrument, is currently being utilized to develop additional learning outcomes and plan for increased service in the next contract cycle.

Results

- **How would you rate the quality of service received?**

2007 52% responded either Excellent or Good

2008 84% responded either Excellent or Good

2009 89% responded either Excellent or Good

Results

- **To what extent has our program met your needs?**

2007 64% responded either Excellent or Good

2008 60% responded either Excellent or Good

2009 72% responded either Excellent or Good

Results

Additionally, over 75% of respondents stated that they felt the new partnership helped them deal more effectively with their concerns, and that 80% were satisfied with the program.

Partnership

- These Data lend support to the argument that a university can provide services that meet and grow with the needs of its students at a cost no more than an “in-house” system when it partners with established and respected service providers in the community.

Questions?



On the web at: www.ipfw.edu
