



AMERICAN
COLLEGE
HEALTH
ASSOCIATION

ACHA Consulting Provides a Large University a Path to Improved Student Care

Developing a Strategy for Sustainable Healthcare Services

A university sought new solutions to better support the evolving health and well-being needs of its large student body. Turning to the American College Health Association's Consulting Program, they embarked on a comprehensive review of their services. Through this partnership, they refined their mission, strengthened leadership, and developed a sustainable financial model for long-term student health.

THE CHALLENGES

- Existing leadership structures lacked clarity, hindering effective decision-making.
- The integration of health and counseling services was not fully optimized.
- Communication to students regarding available services was inadequate and lacked visibility.
- Leadership had concerns about the long-term financial sustainability of services and their ability to maintain student-centered care.

THE KEY FINDINGS

- The mission of the health and counseling services needed to be clarified internally and externally.
- Lack of integration between health and counseling services was inefficient and frustrating for staff and students.
- The university struggled with duplicated services and a misallocation of resources, making the center's financial model unsustainable.

THE RESULTS

- ACHA Consultants developed strategic recommendations for sustainable practices.
- The university now has a roadmap to better integrate health and counseling services, creating a more sustainable model.
 - The university is now well-positioned to offer comprehensive care that effectively prioritizes both the mental and physical health of its students.
 - The university is on a clear path to delivering high-impact, student-centered health services that support both student and staff well-being.

Whether you need advice on funding models, mental health strategies, or more, ACHA Consulting has you covered. Contact us at consulting@acha.org.