

INFORMATION ITEM

TimelyCare Status Report - Fourth Quarter of 2022

Description of TimelyCare:

Collin College provides [TimelyCare](#) (formerly known as CougarCare) to all students and part-time employees. TimelyCare provides free tele-health and tele-mental health benefits to our part-time employees and all students.

Key Accomplishments in the Quarter:

- In the fourth quarter of 2022, part-time employees and our students were notified about TimelyCare via:
 - Counseling and ACCESS emails and newsletters to students and faculty/staff,
 - Collin social media posts,
 - CougarVision slides throughout the district,
 - CougarWeb graphics,
 - Information from Associate Deans and Directors,
 - Human Resources added the TimelyCare link to the offer letter template and new hire packets for all part-time employee and student positions,
 - Campus Human Resource Consultants met with employees and placed information in adjunct offices,
 - Human Resources featured information on its websites, and
 - Staff continued giving information cards to students when getting their IDs.
- Collin representatives and TimelyCare representatives met for an end of semester check-in meeting.
- TimelyCare launched a clinically monitored peer community wherein students can connect to each other. Collin students created 1,074 total engagements exploring the content.
- TimelyCare earned the Utilization Review Accreditation for telehealth, marking it with distinction for healthcare organizations demonstrating quality and accountability.

Planned Future Events:

- TimelyCare representatives plan to visit campuses during Resource Fairs
- Drawings for students and employees who enroll
- Collin's TimelyCare Team planning meeting
- TimelyCare developing marketing materials in Spanish and specifically for part-time employees
- TimelyCare revamping its website to increase the ease of use

Cost Per Subscriber: \$84.36 per year

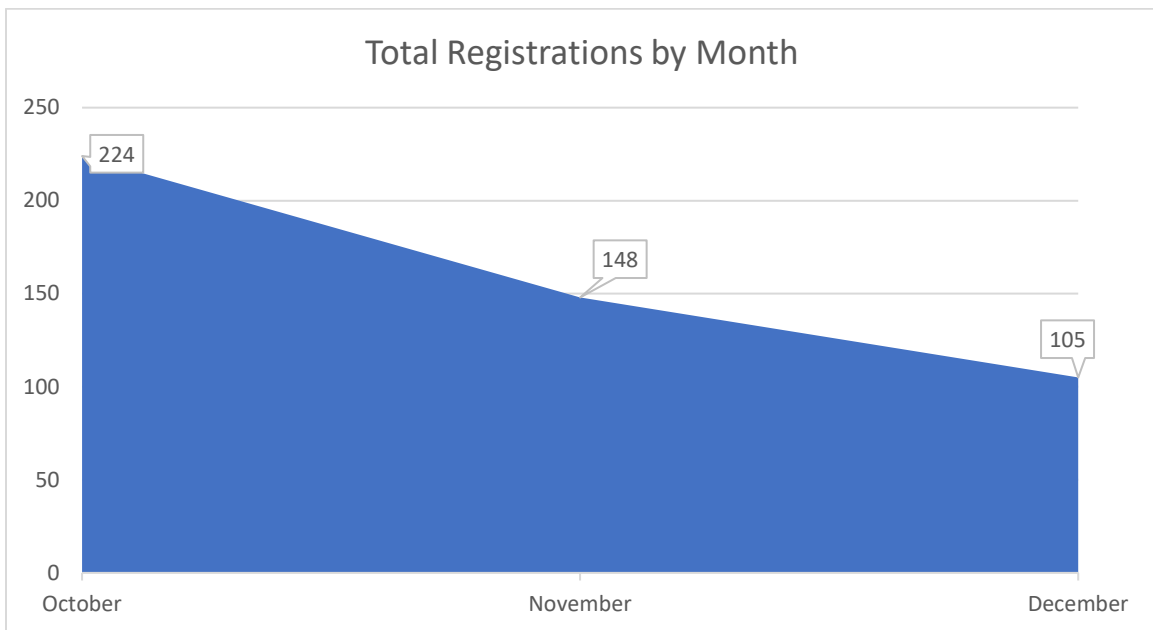
Total Student Registrations Since March 2021: 2,196

Total Part-Time Employee Registrations Since March 2021: 234

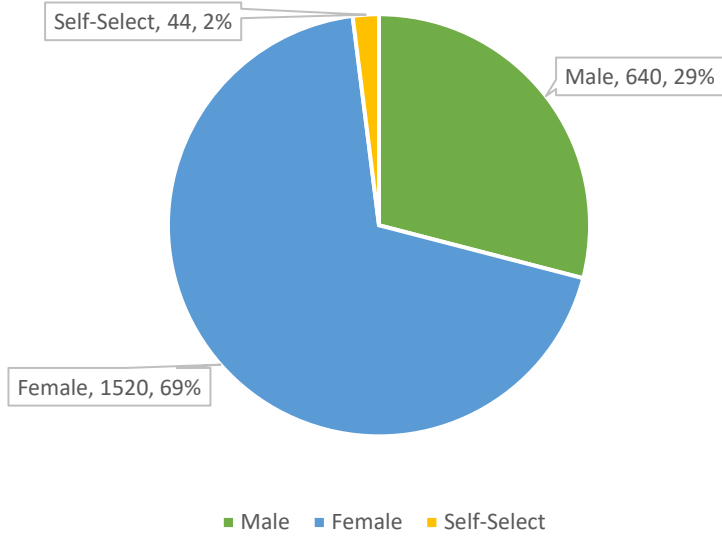
2022 Benchmark Summary:

	Large Institution	Southern Geographic Region	Community Colleges	Collin College
Average Registration Percentage	6.7%	11.4%	5.4%	6.7%
Average Annualized Utilization	11.7%	25.4%	7.5%	5.1%
Average Patient Rating (out of 5)	4.9	4.9	4.9	4.9
Average Wait Time for On-Demand Visits	7 minutes	6 minutes	6 minutes	6 minutes

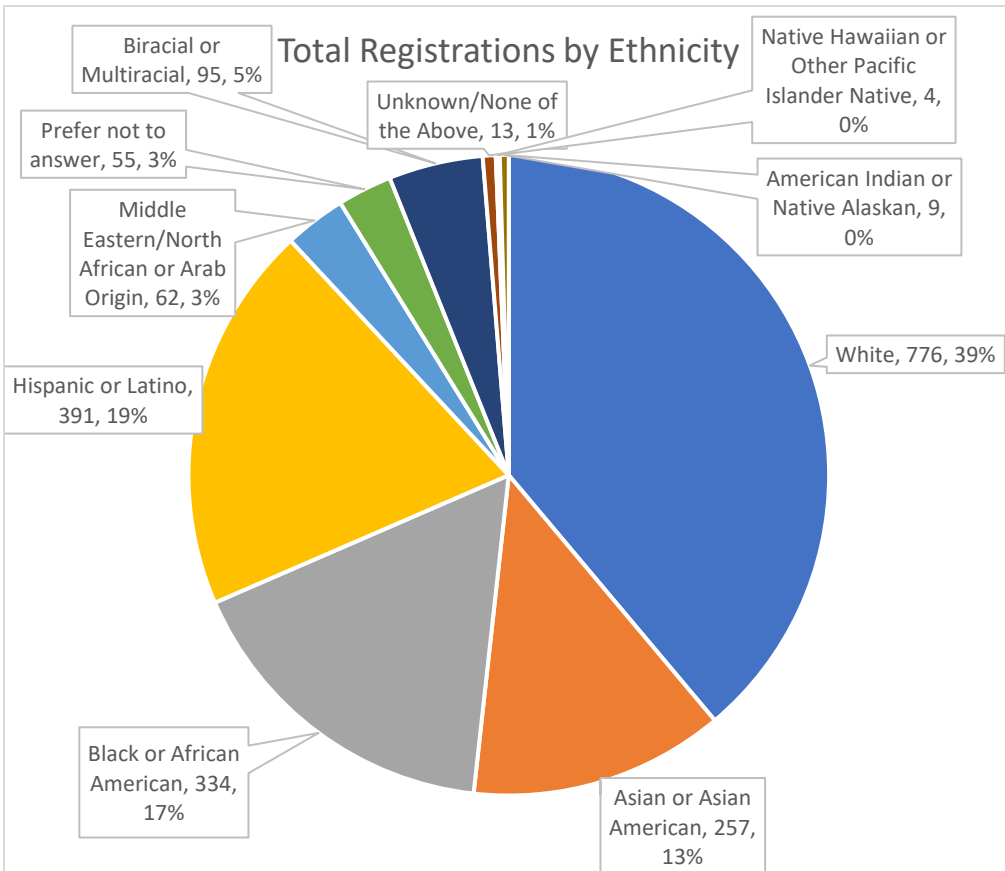
Quarterly Data: Students

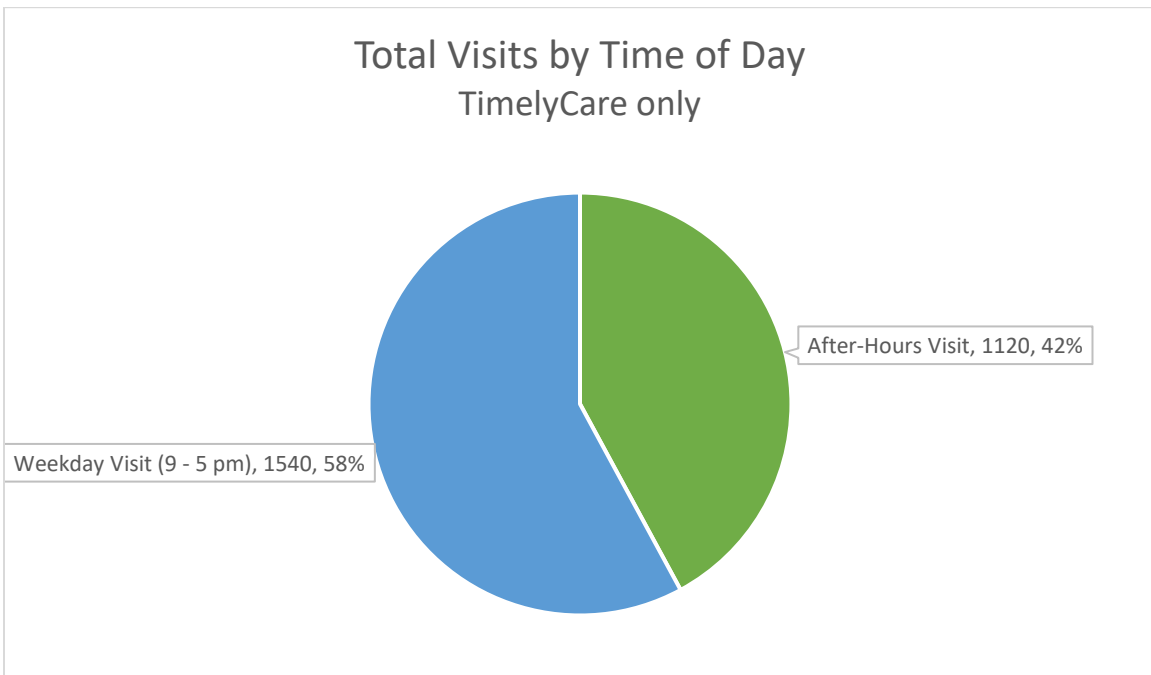
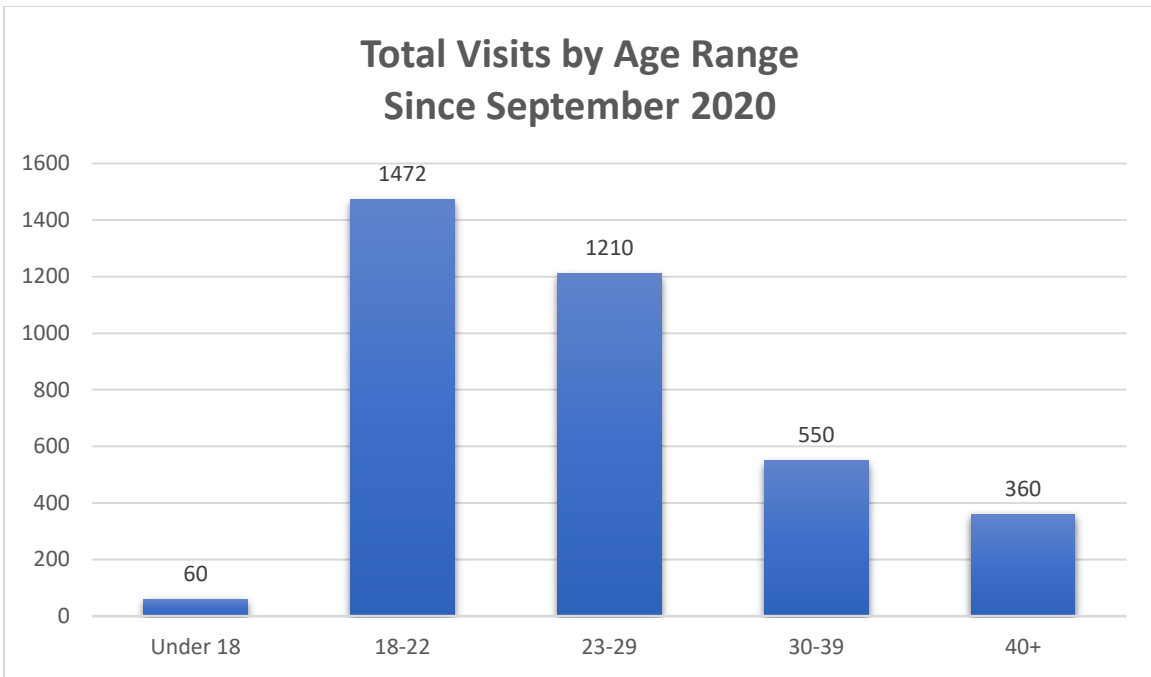


Total Registrations by Gender



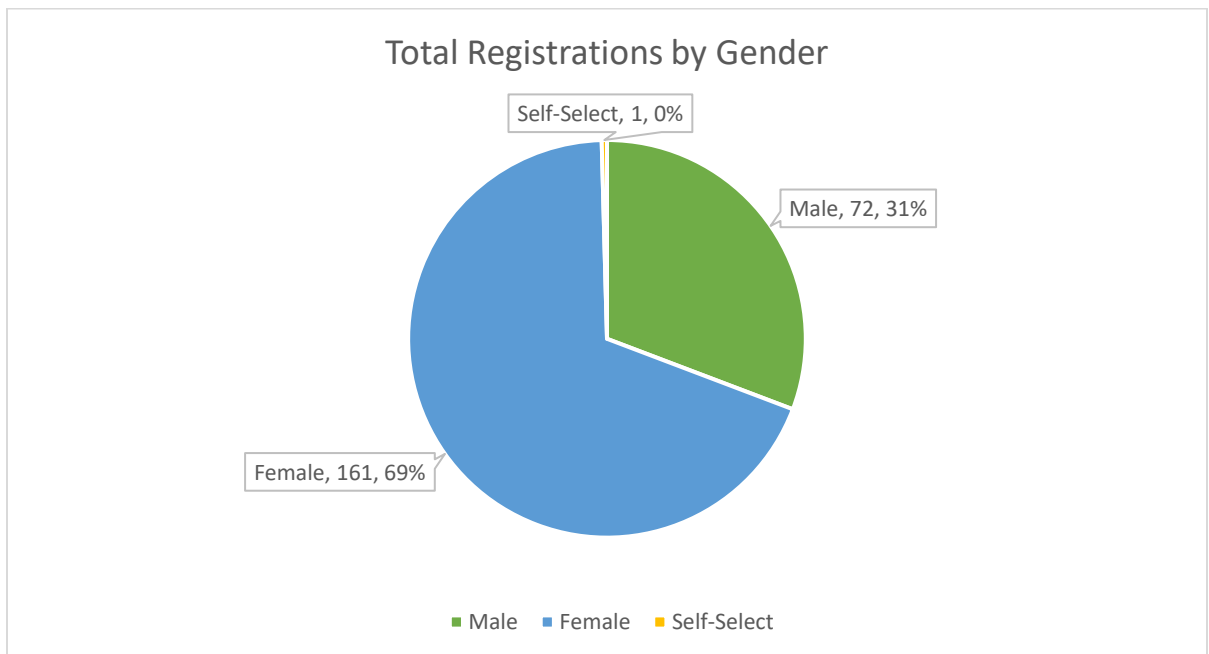
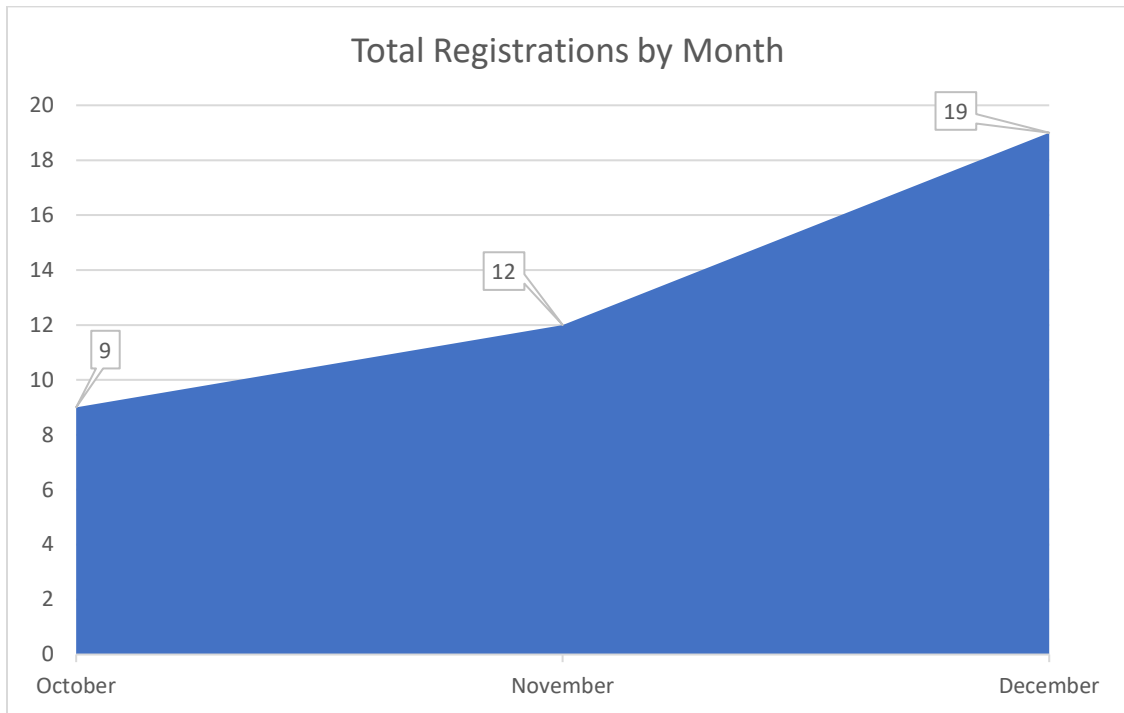
Total Registrations by Ethnicity

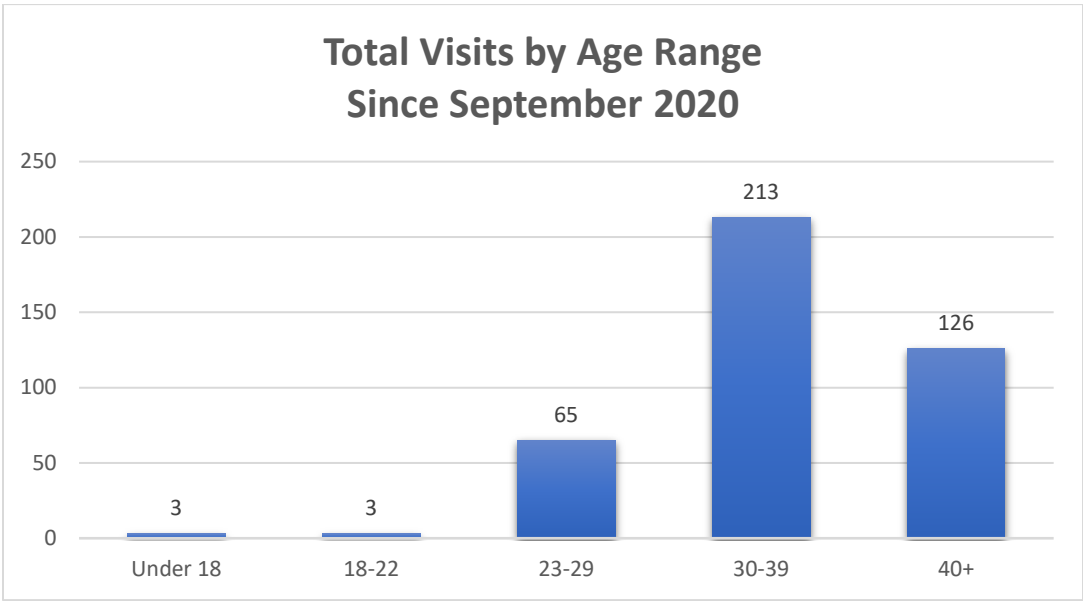
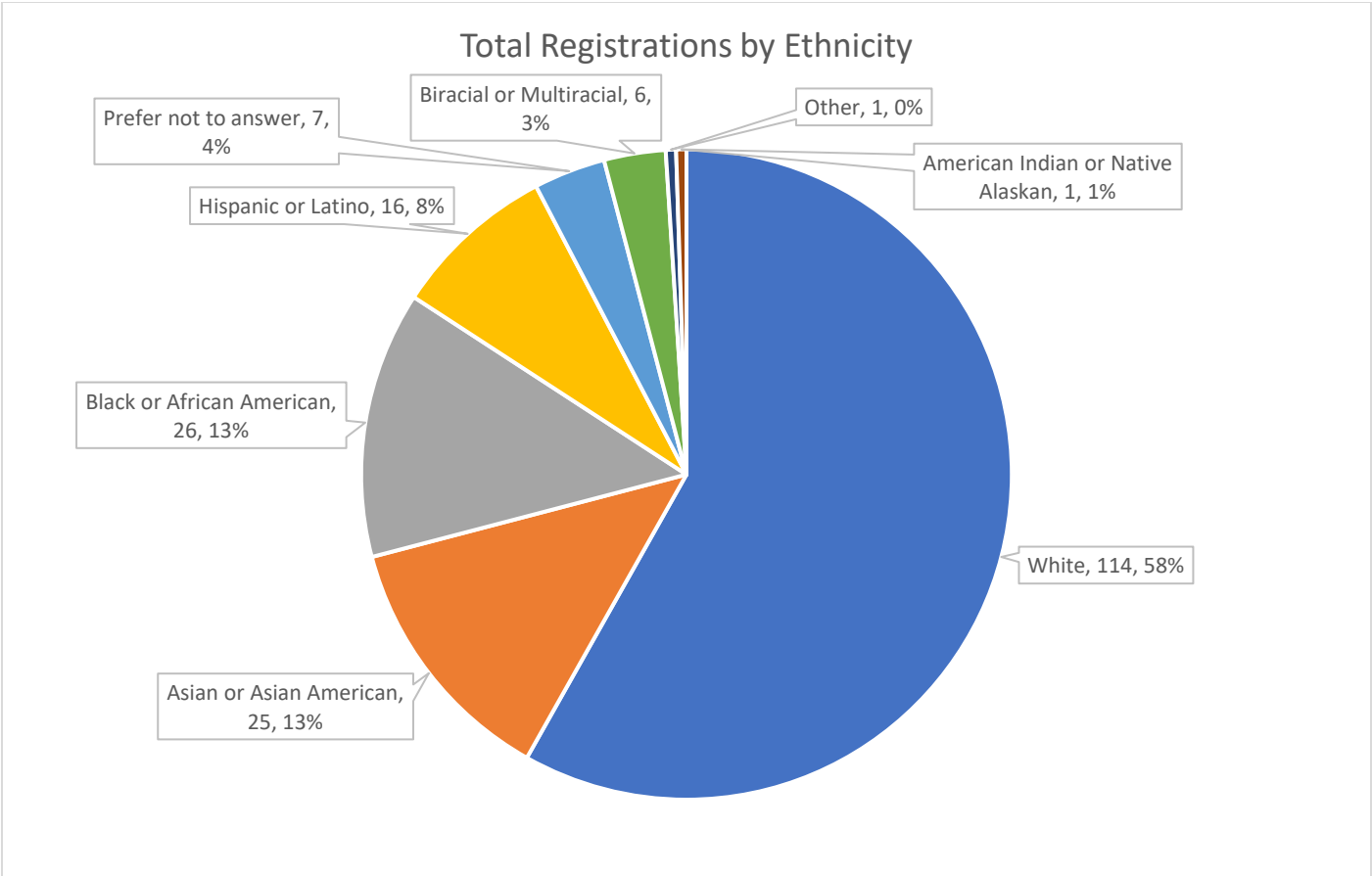


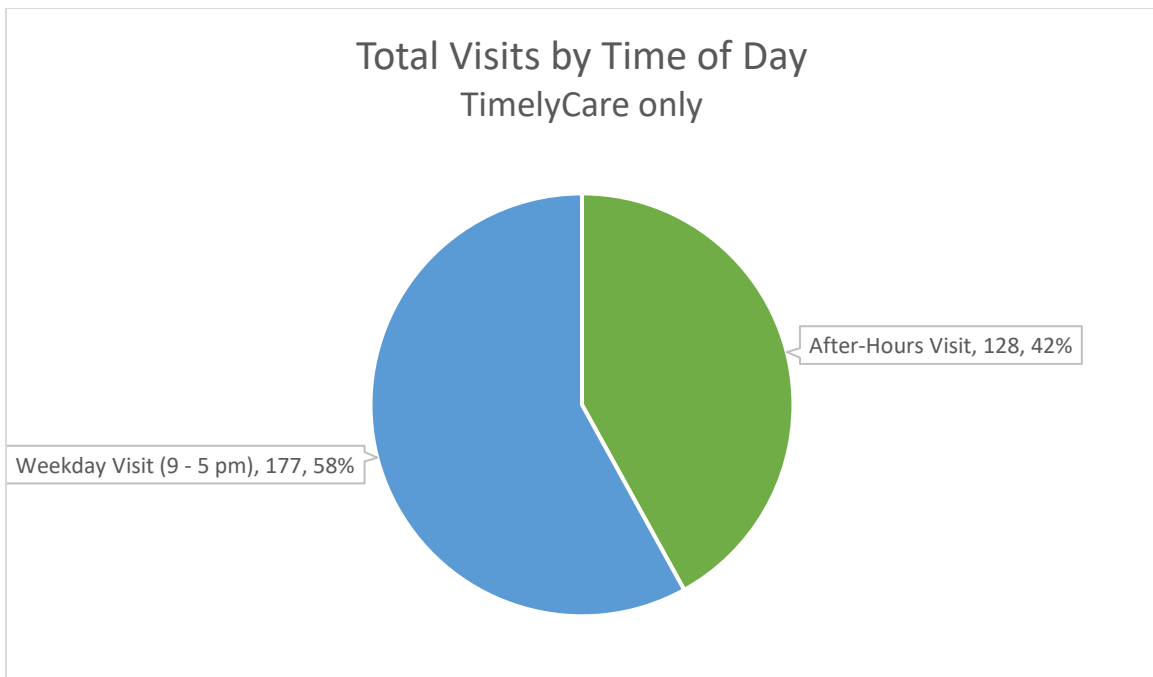


- Wait Time for Medical Visits
 - 6 minutes
- Wait Time for TalkNow visits
 - 4 minutes
- Total Utilization since September 2020
 - 3,652 visits

Quarterly Data: Part-time Employees







- Wait Time for Medical Visits
 - 7 minutes
- Wait Time for TalkNow visits
 - 5 minutes
- Total Utilization since September 2020
 - 410 visits

Resource:

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