

## Risk Management: Students Participating In Study Abroad Programs

The UMass Amherst Experience



## Presenters

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## Objectives

- ▶ This presentation will review the development and implementation of a collaborative program between the University's International Risk Management Committee (IRMC), International Programs Office (IPO) and University Health Services' (UHS) Travel Medicine Clinic to improve travel health knowledge for students, families, faculty and staff.
- ▶ Health Risk assessment and educational resources for risk mitigation were a focus of a campus wide risk management strategy.

## Background

- ▶ The field of Education Abroad has a mix of program models.
- ▶ The fastest growing model across the U.S. is faculty-led short term programs.
- ▶ Risk management responsibility is extending from local (campus) to global (education and campus business abroad).

## Background

- ▶ Study Abroad programs are becoming increasingly aware of risk management issues for students, their families, faculty, and staff involved in this educational opportunity.
- ▶ University of Massachusetts at Amherst (UMA):
  - 22,252 undergraduate students
  - 6,383 graduate students
  - 28,635 total undergraduate and graduate students
  - Approximately 1,300 full-time instructional faculty
- ▶ UMA has over 1200 undergraduate students participating in Study Abroad Programs each year.
- ▶ However, with over 400 programs in 50 countries, it is important that students and families, in concert with faculty and staff, have the resources and information necessary to make informed decisions with regard to risk reduction based upon students' health needs, educational goals and risk tolerance.
- ▶ This collaborative enterprise helps to address this knowledge gap by providing tailored, specific and current information regarding health, safety, security and in country/out of country resources.

## Background

- ▶ Students applying for study abroad programs are involved in a complex process encompassing multiple departments, such as, the International Programs Office, Dean of Students, University Health Services and UMass Legal Counsel and Risk Management.
- ▶ The stakeholders in this process did not collaboratively assess and mitigate issues related to the students' physical and psychological risks as well as safety, security and environmental risks.
- ▶ UHS Travel Medicine Clinic and the International Programs Office, with the support of the International Risk Management Committee, began to look at a collaborative practice to address risk reduction and mitigation concerns for undergraduate students traveling abroad.

### IPO/ UHS GOALS

- ▶ Development of collaborative strategies to evaluate student health risks and educate students to make informed decisions about their study abroad choices and risk reduction.
- ▶ Implementation of collaborative strategies to more effectively assess risks involved in study abroad plans with risk reduction and mitigation action plans

### Campus Enterprise Risk Management (CERM)

- ▶ In 2009, the CERM Committee participated in a self study to identify and prioritize risks, develop risk reduction and mitigation strategies and coordinate departmental risk assessment.
- ▶ CERM established a subcommittee on International Risk Management (IRMC).
- ▶ The International Programs Office was charged with leadership of this committee and University Health Services became an active member.

### International Risk Management Committee

- ▶ IRMC was charged with developing guidelines, policies and procedures to maintain the health and safety of UMass Amherst students, faculty and staff who study or conduct research and/or University affiliated business internationally
- ▶ Continued focus on preserving academic freedom and the robust research agenda of its faculty and students, while addressing health/safety and security issues inherent in their University Affiliated travel Activities.

### IRMC Guidelines and Policies

- ▶ Maintain an international travel registry
- ▶ Maintain a list of restricted countries and regions
- ▶ Provide travel advice, guidelines, and resources for students, faculty and staff
- ▶ Coordinate communications procedures regarding reporting/press releases on international travel incidents and issues to the media
- ▶ Implement pre-departure orientations and information for students and faculty
- ▶ Development of policies on approving/restricting travel destinations, emergency evacuations and/or provision of emergency assistance

### UHS/IPO Collaboration

- ▶ In 2013, University Health Services and the International Programs Office/Education Abroad Division began meeting to develop processes to focus on risk assessment and risk reduction primarily for undergraduate students.
- ▶ We met to discuss the current state of the Education Abroad application process with regard to risk assessment, reduction, mitigation in order to enhance ongoing health, security and safety of students/faculty involved in Study Abroad.

### IPO Process for Study Abroad Applicants Prior to Collaboration

- ▶ IPO was collecting information about students health in the On Line Application
- ▶ IPO staff would send a request for additional information to the student on a case by case basis
- ▶ No health care providers involved in the process

## UHS/IPO Collaborative Strategies

- ▶ Building the Team
- ▶ Improving Health, Safety and Security Information
- ▶ Providing Health, Safety and Security Education

## Team Building

- ▶ Encouraged open dialogue among the team
- ▶ Respected each other's roles in the process
- ▶ Brain Stormed to develop new processes
- ▶ Identified potential health problems that could be exacerbated by anticipated Study Abroad activities
- ▶ Identified a common goal of risk reduction and empowerment of the student's self care during their study abroad experience

## Improving Health, Safety and Security Information

- ▶ Revised Health Information Form for the on- line Education Abroad application including physical and emotional health
- ▶ Developed a Health Information Disclosure Process. This collaboration between IPO and UHS facilitates student specific health risk assessment and risk reduction strategies
- ▶ Developed a Health Risk Reduction Action Plan that addresses physical and psychological health concerns which is completed by their Primary Care or Mental Health Provider

## Providing Health, Safety and Security Education

- ▶ Education of IPO staff to HIPAA regulations and development of a consent form that allows sharing of information between IPO and UHS on a case by case basis
- ▶ Development and Implementation of a one hour additional Education Abroad Pre-departure Workshop on Health and Safety for students
- ▶ Program attendance became mandatory for undergraduate students anticipating studying abroad opportunities
- ▶ Development and Implementation of a Pre-departure Workshop for Faculty leaders of study abroad programs.

## UHS/IPO Disclosure Process

- University of Wisconsin-La Crosse  
Advanced Health & Safety Travel Education and Program Office  
Health Information Disclosure Process
- Objectives**
- List several interventions to prevent illness.
  - Match information with student health/behavior/condition to UHS form IPO and vice versa to complete the Health Information Disclosure Form.
- IPO Student Responsibilities**
- Student Applies for Study Abroad program
  - Student completes Health Information Form on IPO Website
  - Student completes Health History of Pre-Departure (PH) Form (Online/In-person)
  - PH completed by Pre-Departure Team (PH) available on Study Abroad Web site (UHS) and (UHS) (UHS) (UHS)
  - Student provides Health Risk Reduction Plan (PH) to UHS on request
  - PH records PH) for UHS on request of UHS
- UHS Responsibilities**
- Travel Clinic provides Health Information and documents for UHS forms and other information of UHS on request of UHS/PH) (UHS)
  - Travel Clinic provides Health History of Pre-Departure (PH) Form (UHS) (UHS) (UHS)
  - UHS provides PH) for UHS on request of UHS/PH) (UHS) (UHS) (UHS)

## Risk Reduction Interventions


- Travel Clinic - Not just shots
- Pre-departure health workshops for students - Not a trip to your favorite theme park
- Pre-departure health workshops for faculty - Get rid of those rose colored glasses
- IRMC Health, Safety and Security Risk Reduction Action Plan
  - Assessment of risks associated with the destination and planned educational experience
  - Student physical and psychological health issues
  - Title IX requirements and implications
  - Safety, security, transportation and communication issues
  - Emergency plans and evacuations
  - Educational resources for faculty, students and their families regarding health and safety issues for their intended destination

## Summer 2014

- ▶ Israel Programs
- ▶ Convened IRMC and IPO
- ▶ Health, Safety and Security Action Plan
- ▶ Risk Management and the Academic Mission

## Summary of UHS/IPO Collaboration Strategies

- ▶ Acknowledged that information is only as good as that which is disclosed
- ▶ Encouraged open dialogue with the team
- ▶ Developed the Health Risk Reduction Action Plan
- ▶ The goal of the plan was individual empowerment, risk reduction and development of an action plan that would educate the student's self care during their study abroad experience.



**University of Massachusetts Amherst  
International Programs Office  
HEALTH RISK REDUCTION ACTION PLAN**

**(Section A: Student Completes)**  
Dear Health Care Provider:  
Your Patient: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
is applying to travel and study abroad through the International Programs Office at the University of Massachusetts Amherst. He/ she is interested in the following travel or study abroad opportunity:  
Location: \_\_\_\_\_ Date: \_\_\_\_\_ Length of Time: \_\_\_\_\_  
Other Information: \_\_\_\_\_  
Your patient has disclosed that he/she is or has been followed by you for the following condition(s):  
\_\_\_\_\_

**(Section B: Provider completes if there are any conditions that may require interventions - if none, proceed to Section C)**  
Please describe an action plan for your patient in case of an exacerbation or complication for each condition, while traveling abroad, including recommendations on medications.

Condition	Action Plan

Provider Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Please complete Section C on the next page and document any concerns about your patient participating in the Study Abroad program.

**University of Massachusetts Amherst  
International Programs Office  
Health Care Provider's Authorization**

Please attach a list of your patient's current medications and immunizations.

**(Section C: Provider Completes)**  
I, \_\_\_\_\_ (printed name of health care provider),  
having examined this applicant and reviewed his or her past medical history, confirm that \_\_\_\_\_ (name of applicant) is fit to participate in a program in \_\_\_\_\_ (country) during (circle one) the fall / spring / summer 20\_\_\_\_.

Having received permission from said applicant, I am willing, if needed, to discuss issues pertaining to this applicant's health status with the professional staff of the UMass International Programs Office and will furnish pertinent medical records upon request.

Signature of Health Care Provider \_\_\_\_\_ Date \_\_\_\_\_  
Mailing address: \_\_\_\_\_  
Telephone \_\_\_\_\_  
Fax \_\_\_\_\_  
Comments: \_\_\_\_\_

Return this form to:  
International Programs Office  
University of Massachusetts  
111 Thatcher Road  
Amherst, MA 01003

## Information for Students

The UHS Travel Clinic is staffed by specially educated health care providers who will provide specific health information regarding risk assessment associated with your travel plans and education to minimize risks during your travel, in addition to immunizations appropriate for your travel locations.

This includes information on prevention and management of:

- Health, Safety and Security
- Infectious Diseases, including Traveler's Diarrhea
- Insect Transmitted Diseases/Malaria Prevention
- Vaccine Preventable Illnesses/Immunizations
- Altitude Sickness
- Sunburn prevention and Management
- Rabies Prevention
- How to Obtain Health Care while Abroad

**Appointments:**  
Some study abroad programs require a physical and medical clearance. You will need two appointments, if your program requires this:

- Travel Medicine Clinic Appointment at UHS
- A physical exam, labs, and completion of forms required by the program. This may be scheduled at UHS, or with your usual primary care provider or specialty care provider.

Appointments are required for the Travel Medicine Clinic. We recommend being seen at least **four weeks before your departure**. Please plan on a 45 minute appointment. It is important that you bring to this appointment:

- immunization records
- a list of medications that you are taking
- your specific travel plans including layover stops in other airports, countries or recreational travel before or after the program or during program breaks.
- any action or treatment plan information from your health care provider for management of your chronic health problems while abroad

Please make sure that you completed the UHS Release of Information form(s) on the IPO website so we may speak with your health care provider(s) if needed.

## Information for Students

**Immunization Information:**  
The UHS Travel Medicine Clinic provides immunizations for:

• Hepatitis A	• MMR: Measles Mumps Rubella	• Td: Tetanus Diphtheria
• Hepatitis B	• Meningitis	• Tdap: Tetanus Diphtheria Pertussis
• Influenza	• Rabies	• Typhoid
• Japanese Encephalitis	• Polio	• Varicella
		• Yellow fever

**Yellow fever vaccination:**  
Travelers to or from certain countries need proof of immunization against yellow fever, a mosquito-borne viral disease. Yellow fever vaccine must be approved by the World Health Organization and administered by an approved vaccination center. **It must be administered at least 10 days prior to travel to an endemic area.** You will be given an International Certificate of Vaccination which is valid for 10 years.  
UMass Amherst University Health Services Travel Medicine Clinic is an authorized yellow fever vaccination provider.

**University of Massachusetts Amherst  
University Health Service Travel Clinic  
Faculty Program: Getting Ready For Your Trip**

- ▶ **PLAN EARLY**
- ▶ Start learning about host country, culture, dress, gender biases, and laws
- ▶ Schedule checkups! Faculty, Staff and Students
  - ▶ Eye: extra eye glasses, sunglasses, lenses/supplies
- ▶ Dental: repair kit for lost filling, bad tooth or loose crown
- ▶ Physical: complete study abroad Medical Clearance Forms
  - ▶ Action Plans for any of your chronic health problems.
  - ▶ Medications/Refills, or meds for chronic and acute health problems
  - ▶ Think about diarrhea, constipation, nausea, altitude, pain, birth control
- ▶ Psychiatrist/Counselor: Action Plans for chronic issues: Culture Shock, away from usual support services. How will this affect your health while away? What skills will you employ to deal with stress of travel and new culture?
- ▶ Alcohol or drug issues: Plan on strategies to manage any issues. Student Code of Conduct.
- ▶ Self-Disclosure: Encourage student to be open and discuss any concerns or chronic medical and/or psychiatric problems. Do they carry an epi-pen? Do they have diabetes or a seizure disorder?
- ▶ Topics for Consideration during program specific Student Orientation Program: Code of Conduct and Title 9, staying in communication, buddy approach to travel
- ▶ Additional Topics: Alcohol, drugs, sexual assault risks, risk of pedestrian/motor vehicle accident, appropriate communication, how to reach the Faculty member, police, medical, communication, behavior expectation and consequences.
- ▶ If we ALL give the same message perhaps everyone will hear, THINK and ACT.

**University of Massachusetts Amherst  
University Health Service Travel Clinic  
Faculty Program: Getting Ready For Your Trip**

- ▶ **Risk Assessment and Risk Reduction**
- ▶ Encourage everyone to research the Host Country. Check out Travel.state.gov. Encourage everyone to go to CDC.gov/travel
- ▶ Think about what everyone wants to do and achieve while abroad. What are the risks and how can they be reduced?
- ▶ Educate yourself: Consider first aid, CPR course. Learn about the basics. Learn how to use an epi-pen.
- ▶ Advise the Student to schedule an appointment with a Travel Clinic EARLY. Some vaccines must be administered at least 10 days prior to travel. There are sometimes shortages of vaccines.
- ▶ UMASS Travel Clinic expenses are covered by the Student Health Plan. If the student has a problem scheduling an appointment please have them call me at the North Clinic. We will accommodate them (or you)
- ▶ Other insurance: the student needs to check their benefits coverage for travel and enough medicine for the entire time away. THE STUDENT NEEDS TO PLAN AHEAD.
- ▶ **Travel Clinics in the Area:**
- ▶ \*\*\*University Health Service: UMASS: Amherst, 150 Infirmary Way Amherst: Call me if you have difficulty obtaining an appointment.
- ▶ Baystate Travel Clinic, Pioneer Valley Travel/Medicine, Nobel Hospital Travel Medicine
- ▶ Travel Medicine Center of Western MA, UMASS Memorial Travel Medicine

## On Line Resources

- ▶ Centers for Disease Control and Prevention: Travelers Health, <http://wwwnc.cdc.gov/travel>
- ▶ World Health Organization: International Travel and Health, <http://www.who.int/ith/en/>
- ▶ International Society of Travel Medicine, <http://www.istm.org/>
- ▶ NAFSA: Association of International Educators <http://www.nafsa.org/>
- ▶ Overseas Security Advisory Council (OSAC) <https://www.osac.gov/Pages/Home.aspx>

## On Line Resources

- ▶ Responsible Traveler [http://travel.state.gov/travel/travel\\_1744.html](http://travel.state.gov/travel/travel_1744.html), [www.step.state.gov](http://www.step.state.gov), <http://studentsabroad.state.gov>
- ▶ Host Laws: [www.travel.state.gov/travel/cis\\_pa\\_tw/cis/cis\\_4965.html](http://www.travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html)
- ▶ <http://travel.state.gov/travel> (look under the "Criminal Penalties" and "Special Circumstances" of each country you are visiting)
- ▶ <http://photos.state.gov/libraries>: look for specific country: medications

## On Line Resources

- ▶ Check out: Travel Warnings: [www.travel.state.gov/tips/health/health\\_1185.html](http://www.travel.state.gov/tips/health/health_1185.html)
- ▶ [www.tsa.gov](http://www.tsa.gov) Keeps a current list of restricted items and helpful tips
- ▶ [www.cbp.gov/xp/cgov/travel](http://www.cbp.gov/xp/cgov/travel) Know Before You Go: US Bureau of Customs & Border Protections
- ▶ <http://studentsabroad.state.gov/>
- ▶ [www.asirt.org](http://www.asirt.org) Association for Safe International Road Travel
- ▶ [www.access-able.com](http://www.access-able.com) Disability Resource: Accessible Page
- ▶ <http://overseas.iu.edu/lesbigay/>
- ▶ <http://Travel.state.gov/content/passports/english/go/lgbt.html>
- ▶ [www.transequality.org](http://www.transequality.org)
- ▶ [www.TravelersSupply.com](http://www.TravelersSupply.com)
- ▶ [www.travmed.com](http://www.travmed.com)

## Summary

- ▶ Strive for your Best Practice
- ▶ Team Approach
- ▶ Empowerment
- ▶ Action Plans
- ▶ Emergency Response Team

