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Title

Student Interns Increase Completion of Health Risk AssessmentsAmong Medicare Patients with Upcoming Annual Wellness Visits at UCSF

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Authors

Stamatakos, Ekaterini
Tiwana, Gelasia
Stubblefield, Shea
[et al.](#)

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Background

- At age 65, Medicare covers a Medicare Annual Wellness Visit for its patients.
- Prior to this visit, Medicare patients must complete a Health Risk Assessment.
- Providers use responses to:
 - identify health risks and guide the appointment.
- Incomplete questionnaires can:
 - cause visit delays and compromise care quality.
- Older patients may face barriers such as:
 - Problems with accessing and using MyChart
 - Patients that speak a different language may need an interpreter
- Patient Support Corps
 - 4-year co-op internship for college students, 80% face opportunity barriers
 - Interns earn credit or stipend, work on special projects, innovations

Project Goals

- OPH partnered with UCSF's Patient Support Corps to deploy student interns dedicated to increasing Health Risk Assessments. The program aimed to:
1. **Improve patient access:** reduce technology and language barriers preventing timely assessments among Medicare patients.
 2. **Reduce visit delays:** increase HRAs completed 24+ hours before the AWW, freeing appointment time for clinical care.
 3. **Strengthen risk adjustment:** support accurate, timely documentation to improve care plan structuring and resource allocation.

PROBLEM STATEMENT: Many Medicare patients were not completing required Health Risk Assessments before Annual Wellness Visits. This caused visit delays and compromised risk adjustment documentation. Our goal was to increase completed assessments by assigning health risk assessments to interns.

PATIENT HEALTH RISK ASSESSMENTS INCREASED TO 86%, REDUCING VISIT DELAYS FOR MEDICARE PATIENTS AT UCSF.

Project Plan and Intervention(s)

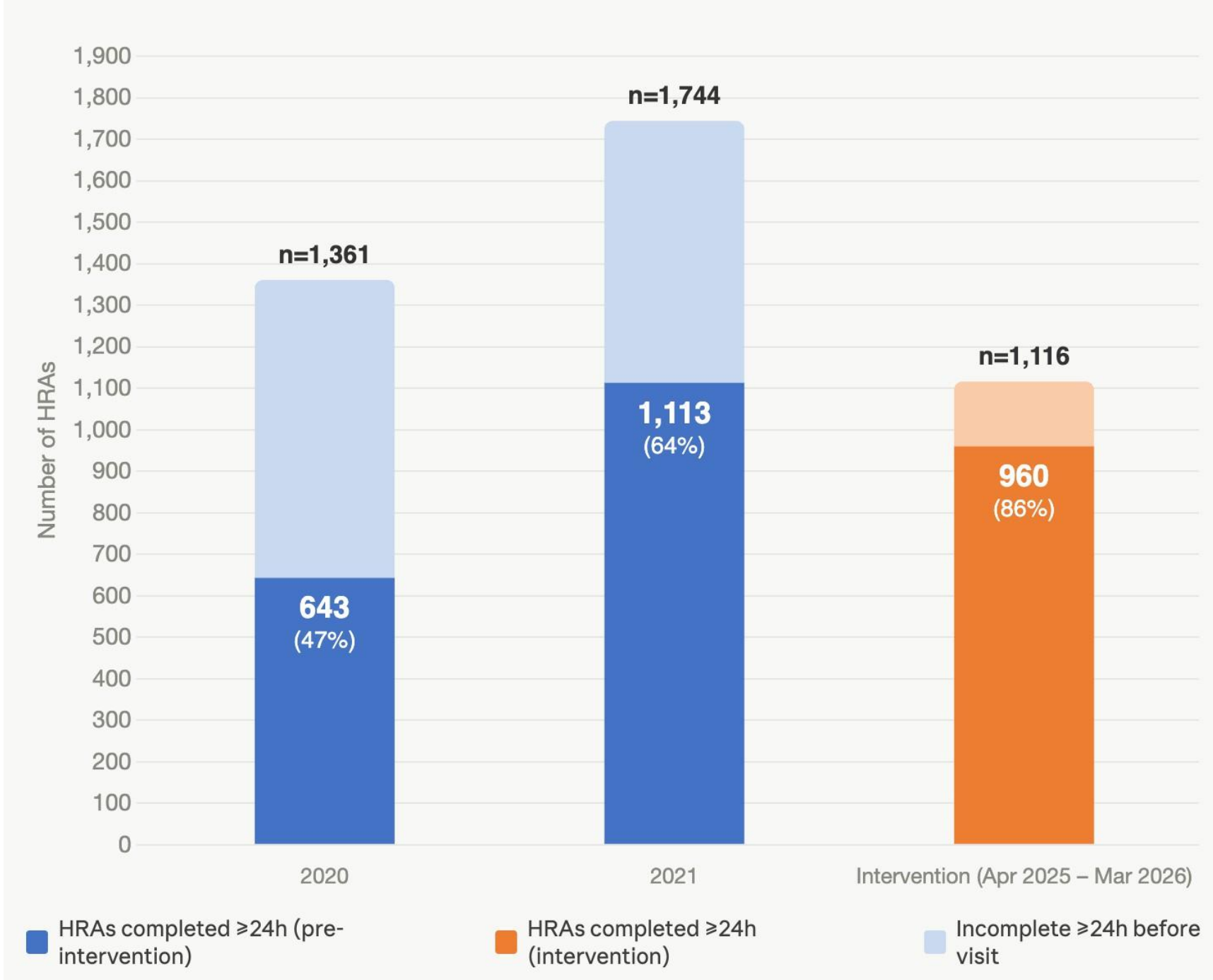
We hypothesized that assigning Health Risk Assessments to student interns would increase pre-visit completion rates and reduce visit delays.

PSC interns administered HRAs, enabling:

- Fewer visit delays and higher HRA completion rates
- Improved accuracy of risk adjustment documentation
- Better pre-visit preparedness for patients
- Interpreter access for patients with language barriers

Project Outcomes, Results & Impact

- Student interns focus on administering Health Risk Assessments.
- From 4/25-3/26, UCSF staff and patients scheduled 1,116 wellness visits.
- Interns helped patients complete 960 HRAs ≥24 hours before appointment.
- This represents an 86% completion rate.
- UCSF reports a completion rate of 47% in 2020 and 64% in 2021.



Conclusions, Next Steps, & Lessons Learned

Conclusions: The intern program performed as hoped, with interns driving assessment completion to 86%. Beyond the numbers, interns’ dedicated focus on HRA-specific patient calls ensured that patients felt heard and supported in the lead-up to their visit.

Lessons Learned: Single-focus bandwidth makes a meaningful difference in completion rates and patient experience. Many patients report that they are grateful to get reminders from a human voice, who can listen and answer questions.