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Dept SS - (SD) Health Services

2018-19 Annual Program Review Update Submitted By:

Michele LeBleu-Burns

SS Program Review Reporting Year: 2018-19

SS 1a) Program Name: Health Services (Clinical Health Services and Health Education and Wellness)

SS 1b) Name(s) of the author(s) of this report: Rosafel A.

Nogra, DNP, FNP-C
 Family Nurse Practitioner Provider- Health Services
 Michelle LeBleu Burns
 Dean of Student Development
 Mary Sullivan
 Director, Health Education and Wellness

SS 1c) Number students served annually & trend increasing, even, decreasing:

The total number of students served in SY 2017-2018 is 16,178 for SARS appointment and Walk-ins) Since we only completed two quarter terms (Summer and Fall) for this current SY 2018-2019, the number of students seen for SARS appointment for these two quarter terms is: 2,106, and 2537 for Walk-ins.

In comparing Summer and Fall quarters for 2017-2018 SY, the number of students seen for SARS appointment is 1,764, and 4311 for Walk-ins. There is a 19% increase of student visits and utilization of services (i.e., immunizations, smoking cessation, women's health, consult visit) for Summer and Fall 2018 Quarter terms. However, a drop of 58% noted for Walk-ins.

HE&W events & activity student contacts # 4177 – 4287
 (Inform/welcome # 350-400; Club Day #870; Flu Clinic 620; Blood Drive #454; Chill City #525-580; Health Zone #180; Escalation workshop & training #55-60; Classroom visits [26] #1113; Smoking cessation #100)

SS 1d) Who are the typical students served by this program?

: The student health center is designed to serve campus wide students who are currently enrolled and pay the student health fee. This ensures all currently enrolled students have equal access to quality medical and nursing care in our campus. The student health center is committed to delivering exceptional care to students by providing integrated and comprehensive support services to our diverse community

SS 2a) What is the program Mission Statement?: Clinical Health Services:

The mission of De Anza College Student Health Services is to facilitate and enhance the educational success of our students. We accomplish this by integrating high-quality, affordable health services including health education, disease management and community resources to the promotion of their physical, social and emotional well-being.

Health Education and Wellness:

The mission of Health Education and Wellness is to maintain and improve, through educational experiences, the physical, mental, emotional, spiritual and social health of students at De Anza Community College. Through this work we strengthen and inspire the well-being of the entire college community.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: To measure the quality and effectiveness of services delivered to our students, the student health services uses National College Health Assessment (NCHA) surveys and the National Accreditation for Ambulatory Health Care (AAAHC) organization to provide a means for health center to integrate, monitor and improve the quality of health care services in our campus. Program quality is also ensured through ongoing review of services, patient file review and student surveys.

SS 2c) In what ways and to what extent does program support College Mission statement?: The student health services support the student learning and college mission by on-going review of the SSLOs. The student health clinical services team works to meet the SSLOs by reviewing and changing practices using evidence-based recommendations

SS 3a) In what ways and to what extent does the program assure equitable access for all students?: Student Health Services collaborates with members of the campus multidisciplinary teams (i.e., EOPS, Campus Security, ISP, CalWORKs, Nursing, Health Science Tech course, etc.) to develop outreach programs, to promote

healthy behaviors, illness prevention and treatment and student learning. This is accomplish through health education and wellness activities, providing accessibility to health care in and out of the campus, and community referrals for specialty clinics.

SS 3b) State ways and extent that program encourages personal and civic responsibility.: The intent of the student health services clinical team in terms of civic responsibility is focus on engaging students at a different level to be an active participant of their health. This is achieve by participating in any campus-wide student health services initiatives to include the use of social media flat forms and technology based information (i.e. electronic health records), and organizing health behavior education tables, events and projects based on the needs and priorities of our campus communities.

SS 3c) State ways & extent program designs, maintains and

SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising: Mental health counseling services is an integral part of the retention programs. In addition to the psychological counseling services offered in the campus, a new initiative that can support student development and success is to expand the utilization of mental health services program on-site at the student health services clinic targeting specific at-risk students at the time of their visits.

SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity: Increasing the availability, accessibility and diversity of health education information, activities, and health resources among all members of the campus community. In addition, the programs provide educational programming geared to diverse student populations. This includes educating students regarding health conditions that are prevalent among particular populations (gender, LGBTQI, ethnic group identification, etc).

SS 3e) State ways & extent program regularly evaluates admissions & placement practices: Not Applicable

SS 3f) State ways & extent program maintain student records securely & confidentially?: All medical records content, maintenance, and confidentiality meet the requirement set forth in State and federal regulatory accreditation requirements including but not limited to Title 22 CA Code of Regulations, sections 70749, 70527 and 71549, and in the Notice of Privacy Practices (HIPPA Privacy Rule).

SS 4a) Have there been any significant staffing changes since the last APRU?: Staffing changes:

RN- day shift; TEA status converted to permanent position Summer 2018

Physician Assistant (16-24 hr/week) and On-Call Supervising Physician (16-24 hr/month)- contracted out under Medical Professional staffing agency since January 2018

HE&W has reduced to only 1 staff (faculty) member.

SS 4b) Are there any significant staffing changes that will be needed?: A restructuring of the current staffing model in the Health Clinic and increased staffing in Health Education and Wellness and Psychological Services is needed. A full time Clinic Director position will be filled in Winter 2019. The proposed staffing changes to include:

Clinic Director (1.0 FTE)

Nurse Practitioner (1.0 FTE)

Health/Medical assistant (1.0 FTE)

Contract Supervising Physician to collaborate with clinic director and nurse practitioner within the clinic and the provider's scope of practice (0.4 FTE)

SS 5a) Have there been any significant facility changes since the last APRU?: The clinic underwent an upgrade during 8/2017. This comprised of upgraded office equipment for each office, new paint, new carpeting, new exam tables, new chairs, upgraded hallway with

pull down chair, nursing station, and new electronics.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: One of the biggest challenges is providing our students a full service front office space and waiting room area to comply with the health and safety CA Code on Notice of Privacy Practices (HIPAA Privacy Rule) or HIPAA Security Rule. Compliance with HIPAA is as important in the waiting room of our student health services as it is in the regular doctor's office. The reception area and waiting room is the front door to protected health information (PHI), and enforcing security measures protect our student health services facility and the privacy of the patients we treat.

At this current state, the student health services facility have no separate waiting room area between our patients and visitors, no triage-treatment room and a designated laboratory workspace.

Plan Proposal:

(a.) Designate a separate waiting room space and a secured reception work space area for HIPAA Compliance. Separating the reception desk from the waiting room area with clear sliding glass window and door can help provide the acoustical barrier necessary for HIPAA compliance.

(b.) Proposal to convert the back office room to a triage-treatment room and laboratory workspace station to comply with CLIA waived procedure and HIPAA Privacy Rule.

This creates concerns regarding patient privacy and potential HIPAA violations.

SS 6a) Have there been any significant equipment changes since the last APRU?: The student health services acquired one (1) new copy machine, one printer and two (2) ADA compliant exam tables. In addition, a digital scale, O2 tank wall mount and two (2) tabletop microscope for diagnostic work up.

SS 6b) Are there any significant equipment changes that will be needed over the next year?: The proposed equipment needed at the student health services to include:

(a.) Refrigerator General Purpose for non-critical sample and reagent product storage cost: \$673

(b.) Examination Lights - each exam room (2) cost: $\$399.10 \times 2 = 798.20$

(c.) Welch Allyn Ear Wash System cost: \$476

(d.) Clinical Teaching Aids \$1500

SS 7a) Have there been any significant operational cost changes since the last APRU?: Operational cost from last year remains the same since we are currently in contract with medical professional staffing agency to cover the supervising physician position.

SS 7b) Will any significant operational cost changes be needed over the next year? : Implementation of Electronic Medical Records System (EMR) Fall 2019
-As part of 2009 Stimulus Act, the National Coordinator for Health

Information Technology (HIT) was mandated to update regulations to require the utilization of EMR system for all patients in any clinic based settings.

Implementing EMR system can a) Improved patient care, b) reduced storage necessary to keep paper charts, c) aggregate patient data that make it easier to share with multiple providers, d) continuity of care, and e) centralization of health history

SS 8a) Have there been any significant organizational alignment changes since the last APRU?: Changes in the Strategic Organizational Alignment of the student health services integrates in the medical direction of the clinic, particularly with staffing structure and leadership.

SS 8b) Are there significant organizational alignment changes that will be needed over the next year: The Student Health Services Strategic Organizational Alignment is based on primary care delivery model program to provide a range of services that help students maintain or improve their overall health. These services include physicals, episodic illness care, immunizations, smoking cessation, injury prevention, mental health and medical specialist referrals. The core primary care services are led by Clinic Director, nurse practitioner provider, and other professionals on the team to include on-call physicians, registered nurse, medical (health) assistant, mental health providers, and front office associates. Depending on the student's individual needs, students have access to care from any member of the team.

SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?: California law requires that school staff working with community college students be free of infectious tuberculosis (TB). These updated laws reflect current federal Centers for Disease Control and Prevention (CDC) recommendations for targeted TB testing. Enacted laws, AB 1667, effective on January 1, 2015, SB 792 on September 1, 2016, and SB 1038 on January 1, 2017, require a tuberculosis (TB) risk assessment be administered and if risk factors are identified, a TB test and examination be performed by a health care provider to determine that the person is free of infectious tuberculosis. District employees are no longer automatically given a TB test at the student health services for clearance. Employees are required to complete TB screening assessment form with deeper level of medical evaluation by health care provider.

SS 9b) State significant changes in regulations/laws/policies affecting program over next year.: (a.) Assembly Bill No. 2785- Approved September 30, 2018
This bill would require the California Community Colleges and the California State University, and encourage a satellite campus of these systems, to provide reasonable accommodations to a lactating student on their respective campuses to express breast milk, breast-feed an infant child, or address other needs related to breast-feeding, as specified.

-The student health services cares about encouraging students to do the best for their babies. By providing area for breastfeeding mother to pump or breastfeed, the student health services are supporting these mother's need to continue pursuing their academic and career goals.

The health services is in full support to collaborate with the Office of College Life to provide a lactation space for current registered students as needed basis. Students are required to check in with the front desk for availability of the space. Lactation room area is only to be used for expressing or collecting milk and breastfeeding.

(b.) In May 2018 the Board of Governors for the California Community College system adopted a resolution urging all California Community Colleges passed a Resolution in support of the adoption and implementation of 100% smoke and tobacco free policies at all 72 Community College Districts, including all 114 Community Colleges. The student health services is recognizing and in full support of adopting a 100% smoke and tobacco free campus environment to promote health and wellness for all members of the De Anza College campus community. Developing and implementing this policies decreases exposure to second hand smoke, changes tobacco use behaviors, decreases tobacco related liter on campus, prepares students for smoke free environments, and decreases exposure to new and emerging tobacco and nicotine products.

SS 10a) State any significant professional development activities for the program since last APRU.:

On-going professional development activities and membership to include: Health Science Association for California Community Colleges (HSACCC) –membership and conferences
American College Health Association (ACHA)- membership and conferences, national assessment survey (NCHA-ACHA)

SS 10b) State any significant professional development needs for the program for the next year.:

Required professional development for non-licensed staff and licensed provider to maintain licenses and certification to include:

- (a.) Completion of 30 hours of Nursing Board-approved continuing education completed within the past two years-(for RN licensure only)
- (b.) Minimum 100 contact hours of advanced continuing education (for Nurse Practitioner Certification and Furnishing License) from approved Nurse Practitioner National Certification Organization (AANP or ANCCC)
- (c.) Basic Life Support and First Aid Training – All staff
- (d.) Blood Borne Pathogen Online Training-All staff
- (e.) HIPAA Privacy and Security Basic Course Online Training- All staff
- (f.) OSHA Healthcare Personal Protective Equipment Online Training-all staff

SS 11a) Have there been any significant curriculum since the

last APRU?: Health Education and Wellness Program is currently implemented Escalation Workshop “One Love” – a 90-minute film-

based discussion that opens people's eyes to the warning signs of relationship abuse, which followed by a guided discussion led by a trained facilitator.

SS 11b) State any significant curriculum issues that will affect the program over the next year.: Unknown.

SS 11c) State the aggregate student success rate in the instructional portions of the program?: The student success rate was based on the Escalation Workshop survey response evaluation. Escalation workshop evaluation showed 81% agree/strongly agree that after attending workshop:

- Aware unhealthy relationship behavior can become abusive.
- Understand relationship abuse is present in my life/friend's lives.
- Aware of resources on and off campus available to help.
- Will speak up if see unhealthy abusive relationships.

SS 11d) State gap of student success rates with targeted groups.: Not Applicable

SS 12a) Have there been any other significant program changes since the last APRU?: Much of the Student Health Services program curriculum is integrated on student-centered direct education, outreach activities, risk assessment and preventive care which is guided by the following framework:

- a. American College Health Association's (ACHA) Standard of Practice for Health Promotion in Higher Education
- b. ACHA's Healthy Campus 2020
- c. Accreditation Association for Ambulatory Health Care
- d. California Dept. of Public Health/CDC Clinical Guidelines

There are no significant changes since the last APRU.

SS 2b) Are there any other significant issues that will affect the program over the next year?: Since the mandatory student health fee accounts for the majority of the total operation cost of the student health services, decrease in enrollment affects the annual budgetary program of the clinic. Continued decline in enrollment can impact the services and staffing. This is a concern because the entire program budget is derived from student health fees, which are based upon the college's total student headcount. If enrollment continues to decline, the current model of providing health services to students will not financially sustainable over time, due to the reduction in revenue and the increased cost of providing the services. With small amount of income generated from office visit fee, discussion of finding another revenue source is critical to financially sustain the program.

Additional Funding proposal:

- To provide a more consistent income flow to health services, discussion of reimbursement programs such as Family Pact and LEA-MediCal, will allow additional revenue available for student health services program.
- To increase the mandatory student health fee from \$17 to \$18 based on the California Community Colleges- Chancellor's office

recommendation- Education Code sections 76355, 76361, and 76361 starting FY 2019-2020

SS 13a) What are the current/active program outcome statements?:

- Health_SSLO_1 Students will identify where Health Services is located on campus and identify at least three services provided.
- Health_SSLO_3 Students will utilize wellness resources in Student Health Services to allow themselves to make health choices during their current school day.
- Health_SSLO_4 Students will be able to access Student Health Services for information, resources and treatment to stay on campus to complete their school day.
- Health_SSLO_5 Students will improve their ability to recognize suicide contemplation warning signs, and will demonstrate an enhanced understanding of steps they can personally take to help save lives.
- Health_SSLO_6 Students will demonstrate healthy sexual behavior

SS 13b) How many SSLO/SLO statements have been assessed since the last APRU?: Two SSLO/SLO statements have been assessed since the last APRU.

SS 13c) Summarize the outcomes assessment findings and resulting program enhancements since last APR: The current assessment and findings reflects the Health and Wellness program review SSLO from last year's APRU:

SLO #1 Summary: 180 students surveyed. Almost all (96%) students surveyed know where Health Services is located, and more than half (59%) had visited the clinic. Despite 41 % having not visiting Health Services yet, an overwhelming 97% know which services we offer.

SLO #6 Summary: 94 students were quizzed during classroom presentations. Students correctly answered 80% or greater with three of the six questions. Answers were correct as follows: question 1 -98%; question 2 -76%; question 3 -82%; questions 4 – 60%; question 5 64%; question 6 88%. Some of the confusion was due to the changes in new HIV testing. Classroom outreach was expanded this year and has been successful in increasing awareness of health issues and services.

SS 13d) What are the program outcome assessment plans for the next year?:

As the student health services is restructuring the clinical services program with the hiring of new staff for the next year, the following SSLO will be integrated for next year in addition to the current program outcome statements:

1. Students will be able to express positive attitudes regarding their experience in the Health Services that will lead them to expect positive health care experiences after college.
2. Students will be able to articulate health-related services and resources (on and off campus) available to them and express willingness to utilize those resources.

3. Students will demonstrate an increased understanding of medical information, including one's own medical diagnosis and treatment plan.

SS 14) Analysis of the program from last APRU, now, and anticipate over next year.:

With the anticipated changes in staffing, including a FT Clinic Director and NP provider, the student health services will continue to refine our current practice driven by current standards of care. These include:

- Yearly updates on clinic policies and procedures, and to align with the current accrediting body.
- Training processes for staff: BLS, Blood borne Pathogen, HIPAA, FERPA, First Aid and Emergency Procedures, PPE and Infectious Disease
- Refining current education programs and develop new opportunities to promote wellness and health issues
- Collaborative interactions with members of interdisciplinary team: campus safety, psychological services, health science programs, student body, college life and ISP.
- Funding opportunities: MediCal Reimbursement Programs such as Family Pact and LEA for mental health services
- Integrate the use of technology and innovative appointment scheduling system and health records keeping i.e. electronic medical records

SS 15a) Name of the Division and the names of the programs.:

Student Development Division:

- Health Services (Health Education and Wellness, Psychological Services, Clinical Services)
- Extended Opportunities Programs and Services
- College Life (DASB and ICC, Student ID, Eco Pass, Flea Market)
- Student Judicial Affairs
- HEART (Harm Evaluation Assessment Reduction Team)
- Americans with Disabilities Act (ADA)/504 Compliance
- Unlawful Harassment and Discrimination Coordination

SS 15b) Who wrote the Divisional Perspective?: Michele LeBleu-Burns, Dean, Student Development and EOPS/CARE

SS 15c) Summarize the CPRs written by the programs of the Division.: The Student Development Division, which is comprised of Extended Opportunities Programs and Services, the Office of College Life, Health Services, Student Judicial Affairs and ADA/504. Has continued to grow over the past several years as program areas have been added or developed to address the educational, social, learning and development needs of a diverse student population, by cultivating strategic partnerships with other student services and instructional departments/divisions, faculty, staff and administrators. Due to the

departments/divisions, faculty, staff and administrators. Due to the length of tenure of the division employees, changes in the form of employee retirements will be a challenge over the next several years. In addition, declining enrollment has and will potentially have a continued negative effect on department revenues. This is specifically true for College Life, which relies on student body card sales and Flea Market revenues to support clubs and student government and the many campus programs funded by the student body senate including student tutoring, athletics, Vasconcellos Institute for Democracy in Action (VIDA) and the Honors Program to name a few. Health Services, which includes Clinical Health Services, Health Education and Wellness and Psychological Services have also seen declining revenues from the health fee as a result of the decrease of enrollment college-wide. Despite these challenges, the division has consistently provided high quality, student centered services to De Anza College Students.