STUDENT SERVICES PROGRAM REVIEW

Student Services Area: Health Services

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Academic Year: 2015-16

I. Student Services Area Overview

1. Mission Statement
Student Health and Psychological Services uses clinic, education-based programs, and advanced technology to provide quality and reasonably priced health care. Our specialized and inclusive approach to health and wellness assists a diverse student population to achieve and maintain optimum physical and psychological health. This approach helps to promote academic success, and retention in the learning environment while focusing on the importance of lifelong wellness. (Revised 2016)

2. Philosophy Statement
Using a collaborative approach model, health services clinicians will provide care using the whole person concept, which recognizes the linkage between physical and psychological health and enhances student success and retention. (Revised 2016)

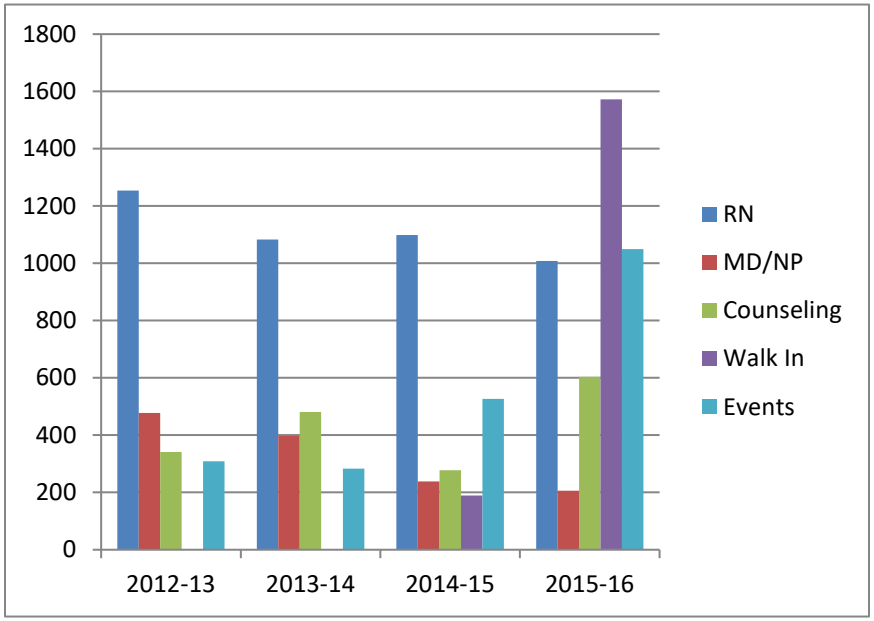
3. Summary
- Health Services, an educational and clinical program, enhances the students' college experience by providing quality programs of prevention, education, and treatment of physical and psychological ailments.
- Health Services contributes to student wellness and provides care and assistance when illness and injury interferes with a student's academic and personal success.
- Health Services provides quality health care for a reasonable price and a welcoming place where students feel comfortable to receive confidential care.
- 2 RN's (one for 16 hrs a week and 1 for 8 hrs a week) are used to provide consistent services for the students
- 1 Nurse Practitioner working one full day a week
- A total of 3 Psychologists for 33 hours of counseling a week including evening hours
- 4 hours of MD coverage one day a week

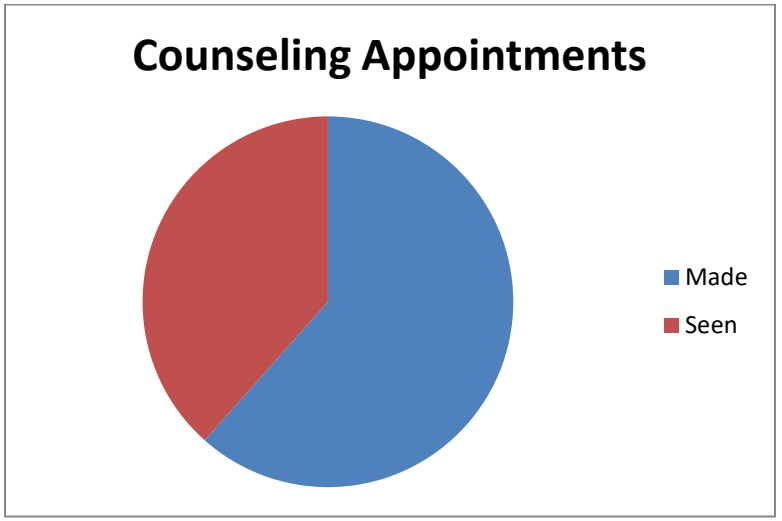
4. Strengths

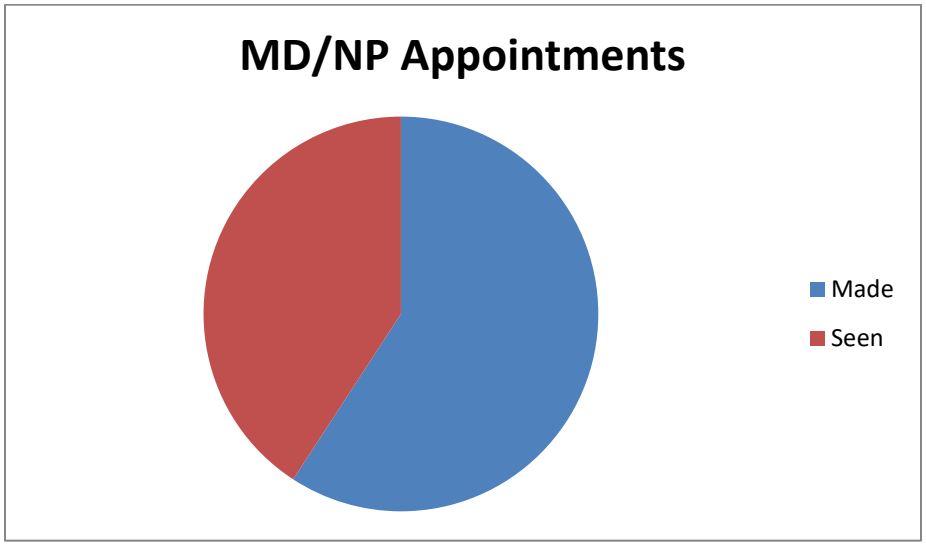
1. Emergency and first aid care, low cost lab and immunization services, low cost prescriptions, and TB screenings for students and staff
2. Comprehensive services by Registered Nurses, Nurse Practitioners, Mental Health professionals, and Physicians
3. Committee Chair for Safety Committee
4. Participates in 2-3 emergency preparedness trainings and/or safety trainings throughout the year.
5. Implementation of RAVE Guardian app for staff, faculty, and administrators in progress
6. Three main events related to Health, Sexual assault, and Fitness/Stress done each year

5. Students Served

Students from any college can receive services at any Health Services clinic. Below is a chart with a comparison of students served by discipline from 2012-13 through 2015-16. The other 2 charts are a representation of the number of students who made appointments versus the number of appointments they kept. In addition, we included a representation to depict the number of walk in's we had over 2015-16. Walk-ins were defined as students who came in for questions, or products not counted as over the counter medications, or who came in just to make appointments with our providers.







6. "Closing the Loop" Statement

Outcome	Meaningful (as related to Norco College Mission)	Evidenced and detailed
Increase student's awareness of the role stress plays in student success.	Supports the mission in the area of student success by using a creative and innovative approach to learning.	Health Services hosted multiple events throughout the year aimed at stress reduction. In addition, we had stress management "group therapy" and presentations.
Increase students understanding of the campus SAVE Act.	Supports the mission in the area of student success using technology based trainings as well as multimedia for an unbiased and inclusive approach that recognizes our diverse population.	Health Services continues to promote the campus SAVE Act by playing our video during the beginning of each new semester as well as hosting a Take Back the Night event in April with performances, speakers, and community partners.
Increase student's understanding of health insurance and the importance of having health insurance.	Supports the mission in the area of student success.	Health Services hosts a Health Fair each year with community partners who specialize in health insurance and health care. We also do classroom presentations and provide one on one teaching during each provider visit.

II. Assessing Outcomes

1. Report on 2014-2015 Assessment Plan and Objectives for Student Services Area: Health Services

Objectives:

- Increase student's awareness of various relevant and important health topics related to the adult student.
- Increase students understanding of when to seek medical attention after receiving an immunization and/or flu shot
- Increase student, staff, and faculty knowledge of identifying "at-risk" students through Kognito Training

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Linked to Student Service Goal/ Campus Goal/ Strategic Initiative/ Student Equity Plan	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Completion (or anticipated completion)/ Findings	Improvement Recommendations (next step)	Describe how you used outcome data for programmatic modifications
1.	Increase student's awareness of various relevant and important health topics related to the adult student	Through one on one teaching and group presentations, students will be able to correctly identify at least 2 community resources related to adult health. (SLO)	Student Services Goal #5 – Provide comprehensive outreach services to prospective and current students within the communities we serve.	80% of all students taught will be able to identify at least 2 community resources related to the adult population.	Fill in the blank pre and post quiz that is developed by Health Services Staff	Goal Met – In the pre-test only 139 students (40%) were able to identify resources for health but after the presentations and teaching 289 of 347 students or 83.2% were able to identify 2 community resources related to adult health.	We will continue this goal but we are going to create a student resource handbook with community referrals as well as continue the classroom presentations with pre and post testing to gauge learning.	A student resource handbook was created and will be ready for distribution in summer. The handbook was very through and contained not only outside resources but also resources within the college and how to access them.

2.	Increase students understanding of when to seek medical attention after receiving an immunization and/or flu shot	Students who receive immunization/flu shots on campus will be able to identify symptoms that require medical attention after receiving immunizations and/or flu shots. (SLO)	Students Services Goal #4 – Promote and enhance effective, ongoing communication with students.	90% of all students will be able to identify when to seek medical attention after receiving immunizations/ flu shots.	Pre and Post test that requires student to name at least three symptoms that would require immediate medical attention developed by Health Services staff	Goal Met – 125 students received vaccinations and flu shots and after the teaching of the side effects 121 students were able to identify symptoms that require medical attention. That is 96.8%	Since we changed the quiz to gauge actual learning, we would continue this assessment as it is currently. It remains important that students are able to recognize and identify symptoms that require medical attention after receiving immunizations.	This goal was continued this year. We did not change anything because it is important for all students to know what symptoms require immediate medical attention.
3.	Increase student, staff, and faculty knowledge of identifying "at-risk" students through Kognito Training	Students, staff, and faculty will sign up for one complete Kognito Training. (SAO)	Student Services Goal #4 – Promote and enhance effective, ongoing communication with students.	100 new users will sign up and take the interactive Kognito training for identifying "At-Risk" individuals.	Statistics of new and total users provided by Kognito	Goal Not Met – 56 users registered and completed the Kognito Trainings as provided by Kognito.	This data is not entirely accurate as many more people went through group trainings. I would continue this assessment but during the next trainings, I would have each person log on and follow along to learn how to use the training program.	This goal was actually discontinued due to the fact that our Kognito software expired early Spring.

2015-2016 Assessment Plan for Student Services Area: Health Services

Objectives:

- Increase student's awareness of the role stress plays in student success.
- Increase students understanding of the campus SAVE Act.
- Increase student understanding of health insurance and the importance of having health insurance.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings*	Improvement Recommendations (next step)*
1.	Increase student's awareness of the role stress plays in student success.	Through one on one teaching and group presentations, students will be able to correctly identify at least 2 ways stress affects student success. (SLO)	Supports the mission in the area of student success through educational opportunities.	70% of all students taught will be able to identify at least 2 ways stress affects student success.	Fill in the blank pre and post quiz that is developed by Health Services Staff	419 students participated in the quiz. Out of 419 respondents 266 students (63%) were able to correctly identify 2 ways stress affects student success. (Goal Not Met)	In order to improve this goal, I would incorporate more examples into my presentation that centered on student success and less about the signs and symptoms of stress.
2.	Increase students understanding of the campus SAVE Act.	Through group presentations and events, students will be able to identify crimes that are included in the campus SAVE Act. (SLO)	Supports the mission in the area of student success through educational opportunities and through collaboration.	60% of all students will be able to identify the crimes included in the campus SAVE Act.	Pre and Post test developed and administered by Health Services staff that requires student to name at least two crimes that are	40 students attended our events and presentation on the campus SAVE Act and sexual assault awareness. Of the 40 students 36 (90%) of them were able to identify the crimes	This goal was met due to the number of students who were able to identify crimes however the number of people reached was very low as compared to prior year. Improvements would center on increasing our

					included in the campus SAVE Act.	associated with the SAVE Act. (Goal Partially Met)	student participation by having shorter presentations and performances throughout the year rather than one time a year.
3.	Increase student's understanding of health insurance and the importance of having health insurance	Through one on one and group teaching, students will be able to correctly match common health insurance terms and definitions in order to gain a better understanding of the importance of having health insurance. (SLO)	Supports the mission in the area of student success.	50% of students taught will demonstrate knowledge of health insurance and identify they have health insurance.	Pre and Post test developed by Health Services staff that asks students to correctly match common descriptions to appropriate health insurance terms and indicate whether or not they have health insurance.	200 students participated in this quiz. Out of the 200 students who took the quiz 87 (44%) students were able to match common health insurance terms. (Goal Not Met)	In order to improve this goal, I would look at setting up more college hour presentations focused on health insurance and inviting community resources to participate.

2015-2016 Assessment Plan Findings/Data Analysis

SLO/SAO #1: Through one on one teaching and group presentations, students will be able to correctly identify at least 2 ways stress affects student success. (SLO)

Findings/Data Analysis - 419 students participated in the quiz. Out of 419 respondents 266 students (63%) were able to correctly identify 2 ways stress affects student success.

Improvement Recommendations - In order to improve this goal, I would incorporate more examples into my presentation that centered on student success and less about the signs and symptoms of stress.

SLO/SAO #2: Through group presentations and events, students will be able to identify crimes that are included in the campus SAVE Act. (SLO)

Findings/Data Analysis - 40 students attended our events and presentation on the campus SAVE Act and sexual assault awareness. Of the 40 students 36 (90%) of them were able to identify the crimes associated with the SAVE Act.

Improvement Recommendations - This goal was met due to the number of students who were able to identify crimes however the number of people reached was very low as compared to prior year. Improvements would center on increasing our student participation by having shorter presentations and performances throughout the year rather than one time a year.

SLO/SAO #3: Through one on one and group teaching, students will be able to correctly match common health insurance terms and definitions in order to gain a better understanding of the importance of having health insurance. (SLO)

Findings/Data Analysis - 200 students participated in this quiz. Out of the 200 students who took the quiz 87 (44%) students were able to match common health insurance terms.

Improvement Recommendations - In order to improve this goal, I would look at setting up more college hour presentations focused on health insurance and inviting community resources to participate.

III. Needs Assessment

1. Staffing Level The staffing level in Health Services is borderline at this time as we continue to grow and expand our services and clinic and try to serve the needs of our students as best as possible. Looking forward the department could benefit from a FT Psychological Services Supervisor and a FT Medical Office Receptionist as well as a Case Manager and possibly a chiropractor for services. Our FT Psychological Supervisor could be used to build and expand mental health services, work with peer health educators, and be a key member on the college's Behavioral Intervention Team. This position would also serve as a stabilizing staff member for Psychological Services as interns come and go quite often. The case manager would serve on the BIT as well and be available to manage student's needs for community resources and social services.

Health Services currently employs a permanent part time Medical Office Receptionist for 19 hours a week. We also have 2 hourly RN's to staff the clinic Monday through Thursday with extended hours on Thursday. Our MD works 4 hours a week and our Nurse Practitioner works 8 hours every other week. Our Psychological Services hours stand at 33hrs/week with most of those hours being staffed by Marriage and Family Therapist interns.

2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015 - 2016	2016-2017
Administration	1.0	1.0	1.0	1.0	1.0	2.0	2.0
Classified Staff FT	0	0	0	0	0	0	1.0
Classified Staff PT	0	0.4	0.4	0.4	0.4	0.4	0.8
Confidential Staff FT	0	0	0	0	0	0	0
Faculty FTE Full time	0	0	0	0	0	0	0
Faculty FTE Part time	0	0	0	0	0	0	0
Total Full Time Equivalent Permanent Staff	1.0	1.4	1.4	1.4	1.4	2.4	3.8
Short Term Staff				1.0	1.0	2.0	2.0
Student Workers						.5	.5

3. Improvement Areas.

- Enhance and expand mental health programs by hiring a FT Psychological Supervisor and instituting group therapy and workshops
- Expand services to include a case manager for students and BIT team referrals
- Explore expanded clinical services
- Increase student usage of Student Health 101
- Continue to explore ways to make current EMR system more efficient for students and staff
- Expand our Peer Health Educator program
- Continue to build and expand our Health Fair as well as explore options for further events
- Continue to build on Take Back the Night events as well as include other outreach and awareness events throughout the year.

Unit Name: Health Services

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2015-2016 **Please be as specific and as brief as possible when offering a reason.** Place titles on list in order (rank) or importance.	**Indicate** **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. FT Psychological Services Supervisor Reason: This position is critical to grow our existing service to students. This person would fill a critical need in Health Services by creating stability in mental health services as well as expanding and mentoring our peer health educators. This person would also serve as a key member on the Behavior Intervention team and provide classroom presentations and trainings on mental health services and topics. They would also play a role in organizing key events related to mental health throughout the year.	**N**	**$111,871**
2. FT Medical Receptionist Reason: This is an existing position with an increase of time from PT to FT. As Health Services grows, our Medical Receptionist is going to be invaluable. This position is responsible for many areas including assisting with budget, helping the clinic run smoothly, working events, contacting vendors, assisting in meetings, creating flyers and brochures, and many more things. The PT position was needed at the time but the clinic is getting more busy and would need it to be converted to FT.	**I**	**$72,457**
3. FT Case Manager (position does not exist at this time and unable to provide TCP at this time) Reason: This would be a position that would be responsible for following/managing/referring students to appropriate outside resources when needed. They would serve on the BIT team and follow up as needed as well. The case manager can also assist in managing the social needs of our students (ie 211, emergency shelters, low cost health insurance, IEHP enrollment, and many other needs). Case managers are already utilized at 4 year universities and if funded, Norco College would be the first community college to fill this need in our health setting.	**N**	**unknown**

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (including technology) Needs ***Not*** Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2015-2016 **Please list/summarize the needs of your unit below.** **Please be as specific and as brief as possible.** Place items on list in order (rank) or importance.	**Annual TCO***		
	Cost per item	Number Requested	Total Cost of Request
1. Pyxis MedStation Reason: A pyxis medstation would be valuable in the clinic as it allows us to secure all medications both over the counter as well as prescription. We will be able to see who signed medications in and out and also keep track of inventory and reordering. Each person has their own unique code to unlock the system and these codes can be deactivated easily when someone leaves employment.		**1**	**Unknown cost at this time**
2. Pyxis Procedure Station System Reason: The pyxis procedure station is also a locked system which would be able to stock all of our supplies and keep track of inventory much easier. Again, it also allows us to view who is accessing the unit and when as individual people have unique identifying codes to unlock the system. These codes can also be deactivated easily if someone leaves employment.		**1**	**Unknown cost at this time**
3. Ice-O-Matic 528lbs, 30" Modular – 115V, Half Cube (ice machine) + 5 year warranty Reason: Having an ice machine located in the clinic would alleviate the need to buy disposable ice packs. It would allow us to make ice bags for injuries and also put ice in larger buckets for injuries where a single use disposable ice pack would be insufficient. This is the actual ice maker and the ice bin below is required as well.	**$2,714**	**1**	**$2,714**

4. Ice-O-Matic 566 Lbs, 30" Ice Bin - Stainless Steel Reason: Having an ice machine located in the clinic would alleviate the need to buy disposable ice packs. It would allow us to make ice bags for injuries and also put ice in larger buckets for injuries where a single use disposable ice pack would be insufficient.	**$897**	**1**	**$996**
5. Body Composition Analyzer and Body Fat Testing with scale Reason: The Body composition and body fat testing scale would be beneficial to all students as it can assist in weight loss plans as well as give vital information to those who wanted it on their health and fitness levels and provide information for the students registered in classes that required this testing at the start of the semester as well as the end of the semester. Students would be able to record their progress and see what changes they could make and if those changes were successful.	**$3325**	**1**	**$3390**
6. Welch Allyn Spot Portable Vision Screener Reason: The Spot Vision Screener is a handheld, portable device designed to help users quickly and easily detect vision issues on patients. This screener would allow our providers the capability to detect and diagnose common eye problems and refer patients out to obtain proper treatment in a timelier manner.	**$3,055**	**1**	**$3,055**
7. I-Stat Analyzer and Docking Station Reason: This equipment would allow our providers and RN's the opportunity to screen for blood counts and electrolyte disturbances which could result in faster treatment options and physical exams could be completed quicker.	**$16,030**	**1**	**$16,030**
8. Cholestek LDX System Reason: Cholesterol is a cause of heart attack, stroke, and other cardiac diseases. Having the ability to perform a cholesterol screening in our office could reduce the risk of heart disease by treating high cholesterol sooner than referring the students out to another physician.	**$2,200**	**1**	**$2,200**
9. Welch Allyn CP150 EKG Machine Reason: Having an EKG machine (portable) in the office would assist the MD/NP	**$3,095**	**1**	**$3,095**

when examining students who need physicals or who come in for physicals, or chest pain, dizziness, or blood pressure problems (high and low). The MD/NP could read the EKG for any significant changes that could aid in early detection of medical conditions that require intervention.			
10. Chiropractic Table Reason: Having a chiropractic table in the clinic would be beneficial to students who wish to use this type of service. There are plans to expand services and add a chiropractor as a contract service but it would be too costly and time consuming if the chiropractor had to transport equipment back and forth.	**$5,380**	**1**	**$5,380**

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.

If equipment needs are linked to a position please be sure to mention that linkage.

Unit Name: Health Services

6. Facilities Needs *Not* Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2015-2016 **(Remodels, Renovations or added new facilities)** Place items on list in order (rank) or importance.	**Total Cost of Request**
1. Health Services Clinic Build-out Reason: Health Services is continuing to expand both in patients served and in services offered. It is at a point where our current location is insufficient. We need to add rooms and staffing as well as storage and supplies. In order to be able to keep us serving the increasing needs of our students it is vital Health Services has a location that can accommodate our growth as well.	**Unknown at this time**
2. Reason:	
3. Reason:	
4. Reason:	
5. Reason:	
6. Reason:	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

Unit Name: Health Services

7. Professional or Organizational Development Needs *Not* Covered by Current Budget*

List Professional Development Needs for Academic Year 2015-2016 Reasons might include in response to assessment findings or the need to update skills. **Please be as specific and as brief as possible**. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1. None Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

Unit Name: Health Services

8. SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2015-2016 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1. Miscellaneous Safety Supplies for College Reason: Safety supplies need to be purchased on an ongoing basis for the college so in the event of a disaster or emergency, the college is stocked. Money will also be needed for replenishing supplies as they expire.	**$3500**	**1**	**$3500**
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

Unit Name: Health Services

9. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2015-2016 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
1. N/A Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			