STUDENT SERVICES PROGRAM REVIEW

Student Services Area: Health Services

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Academic Year: 2018-2019

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.
- 1 RN for 16 hours a week is used to provide consistent services for the students
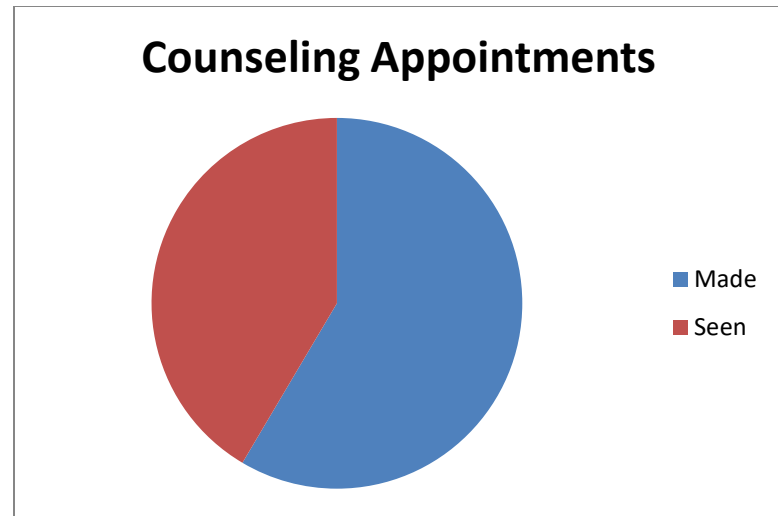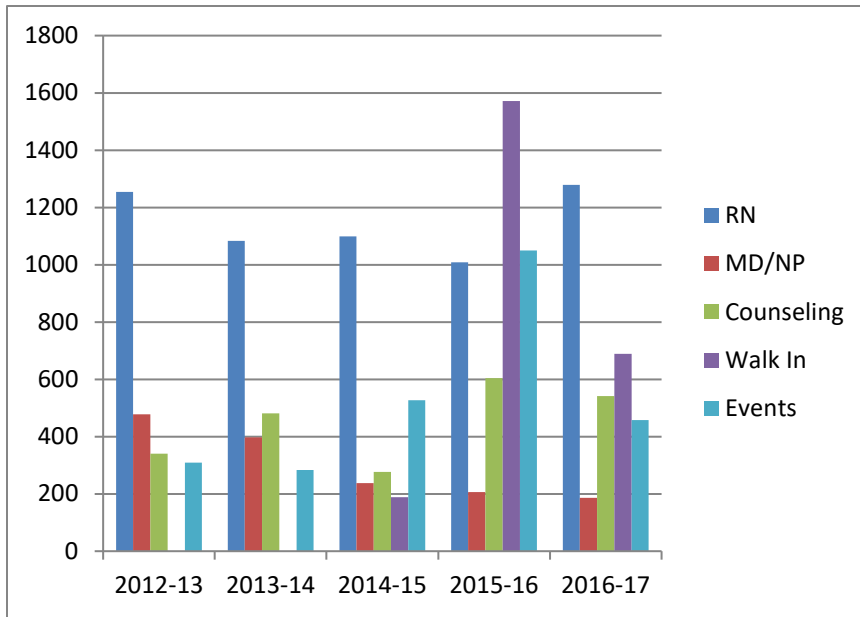
- 1 Licensed Marriage and Family Therapist for 6 hours of counseling a week and supervision of 6 interns/trainees for over 30 additional hours of counseling a week including evening hours
- 4 hours of MD coverage every other week

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 member of CARE Network
4. Participates in 2-3 emergency preparedness trainings and/or safety trainings throughout the year
5. Multiple events related to physical and mental health, sexual assault, and fitness/stress done each year
6. Received the mental health grant from the state chancellor's office and collaborates with county programs to enhance mental health services

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 2017-18. 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 2017-18. 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.

Bar chart legend: RN, MD/NP, Counseling, Walk In, Events

Year	RN	MD/NP	Counseling	Walk In	Events
2012-13	1250	480	340		310
2013-14	1080	400	480		280
2014-15	1100	240	280	190	530
2015-16	1010	210	600	1570	1050
2016-17	1280	190	540	690	460

Counseling Appointments

Pie chart legend: Made, Seen

II. Assessing Outcomes

1. **Report on 2016-2017 Assessment Plan and Objectives 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)	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 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.	We incorporated more interactive based trainings as well as examples at our presentations throughout the year.

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 administer by Health Services staff that requires student to name at least two crimes that are included in the campus SAVE Act.	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. (Goal Partially Met)	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.	Based on the data and the goal we decided to change the goal for this year to incorporate all of campus safety and emergency preparedness rather than concentrating solely on the Campus SAVE Act.
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	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.	Based on the data we are bringing IEHP, Molina and Riverside County DPSS Medical Outreach program on campus to inform students of their options and signing them up on the spot if requested.

				insurance terms and indicate whether or not they have health insurance.			

2017-2018 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 campus safety and emergency preparedness.
- 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.	80% 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	This goal was not met. 548 students were given presentations on stress and stress management. Out of 548 students, 316 (58%) were able to identify ways to reduce stress after the presentation.	In order to improve the number of students who can identify stress management techniques, the presentations will become more interactive with exercises aimed to reduce stress incorporated into the presentation.
2.	Increase students understanding of campus safety and emergency preparedness.	Through group presentations and events, students will be able to identify three things Norco College is doing to increase campus safety and/or emergency	Supports the mission in the area of student success through educational opportunities and through collaboration.	50% of all students trained will be able to identify at least three things Norco College has put in place for campus safety and/or emergency preparedness.	Pre and Post test developed and administered by Health Services staff that requires	This goal was met. All presentations in the classroom and in summer advantage were changed to add information on campus safety	It is recommended to close this goal out because students are obtaining more information in multiple platforms regarding safety and emergency

		preparedness. (SLO)			student to name at least three ways in which Norco College has prepared for an emergency.	and emergency preparedness. A total of 972 students were given presentations and 717 (74%) of students could identify 1-2 things the college is doing to address College Safety.	preparedness.
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.	70% 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.	Goal met: Out of 78 students given the pre and post test of health insurance terms and definitions, 74 (95%) students were able to correctly match the insurance terms with their definitions.	It is recommended to close this goal out because students are more aware of their healthcare insurance options.

2017-2018 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

    Findings/Data Analysis - This goal was not met. 548 students were given presentations on stress and stress management. Out of 548 students, 316 (58%) were able to identify ways to reduce stress after the presentation.

    Improvement Recommendations - In order to improve the number of students who can identify stress management techniques, the presentations will become more interactive with exercises aimed to reduce stress incorporated into the presentation.

SLO/SAO #2: Through group presentations and events, students will be able to identify three things Norco College is doing to increase campus safety and/or emergency preparedness.

    Findings/Data Analysis - This goal was met. All presentations in the classroom and in summer advantage were changed to add information on campus safety and emergency preparedness with a total of 972 students given presentations. Out of 972 students, 717 (74%) of students could identify 1-2 things the college is doing to address College Safety.

    Improvement Recommendations - It is recommended to close this goal out because students are obtaining more information in multiple platforms regarding safety and emergency preparedness.

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.

Findings/Data Analysis - Out of 78 students given the pre and post test of health insurance terms and definitions, 74 (95%) students were able to correctly match the insurance terms with their definitions.

Improvement Recommendations - It is recommended to close this goal out because students are more aware of their healthcare insurance options.

III. NEEDS ASSESSMENT

Unit Name: Health Services

Staff Needs: NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2017-2018 **Please be as specific and as brief as possible when offering a justification.** Place titles on list in order of(rank) or importance (rank).	**Indicate** **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. FT Psychological Services Supervisor Justification: This position is critical to not only grow our existing service to students but also to increase the level of assistance for students by implanting new programs aimed at decreasing suicide rates, promoting mental health, developing group sessions and/or workshops on common mental health topics such as depression and anxiety, and collaborate to establish an Active Minds chapter at Norco and also bring AA/NA meetings on campus as well.. This person would also 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 CARE Network team and provide classroom presentations and trainings on mental health services and topics. This position would be instrumental in managing the mental health grant funds and serve as an expert related to student matters. A FT Psychological Supervisor would play a role in establishing partnerships with outside mental health agencies. They would also play a role in organizing key events related to mental health throughout the year and supervise the intern program that has been established with multiple universities in California as well as universities out of state.	N	$111,871

* 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.

Equipment (*Not* including technology) Needs <u>*Not*</u> Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2019-2020 **Please list/summarize the needs of your unit below.** **Please be as specific as possible.** Place items on list in order of importance (rank).	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. Pyxis MedStation <u>Justification</u>: 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 <u>Justification</u>: 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 timeUnknown cost at this time**
3. Cholestek LDX System <u>Justification:</u> 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.	**$2,714**	**1**	**$2,714**
4. I-Stat Analyzer and Docking Station <u>Justification:</u> This equipment would allow our providers and RN's the opportunity to screen for blood counts and electrolyte disturbances which could	**$16,030**	**1**	**$16,030**

result in faster treatment options and physical exams could be completed quicker.			

* 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.

Technology++ Needs <u>Not</u> Covered by Current Budget
NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replace-ment (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infra-structure?	How many users served?	Has it been repaired frequently?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification										
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- 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.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

Facilities Needs _Not_ Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year **2017-2018** (Remodels, Renovations or added new facilities) Place items on list in order of importance (rank).	Total Cost of Request
1. **Health Services Clinic Build-Out** Justification: 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. Additionally, there is only one way in or out of the clinic which is a safety concern for both fire and active shooter. 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. **Entry Door and door to access patient care area** Justification: Our current entry point needs to be changed to allow for greater security. Right now, once the door is manually unlocked which is difficult many times as it requires a person to place the key in the lock, turn and hold, push a little lever up or down and then let go of the key, the door can be opened and closed with no way to maintain safety and security. A new door which has card key access and a way to lock down quickly in the event of an active shooter is necessary. Additionally, students have started entering patient care areas as soon as they enter the clinic which can violate patient confidentiality as well as having a serious safety concern attached to it as well when someone is here by themselves. In order to help this situation, a door that separates the waiting area from the hallway in patient care areas should be placed for added security and confidentiality.	**Unknown at this time**
3. Justification:	
4. Justification:	

5. <u>Justification:</u>	
6. <u>Justification:</u>	

*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.

Professional or Organizational Development Needs _Not_ Covered by Current Budget*

List Professional Development Needs for **Academic Year 2017-2018** Reasons might include in response to assessment findings or the need to update skills. **Please be as specific 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 of importance (rank).	Cost per item	Number Requested	Total Cost of Request
1. None <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</u>			

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

SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2017-2018 Please list/summarize the needs of your unit below. Please be as specific 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) of importance.	
1. None Justification:	
2. Justification:	

OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2017-2018 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order of importance (rank).	Cost per item	Number Requested	Total Cost of Request
1. NONE Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			