

Program Overview

Program:	Student Health--Health Office
Academic Year:	2018/2019
Review Period:	Annual

A. Description and Goals

1. Describe the program and/or service area under review and how the program supports the mission of Santa Monica College.

Health Services is a Student Services Program that serves an integral role for student success at Santa Monica College. Without health, learning cannot happen; illness hinders student success and delays student goals, graduation and transfer. SMC Student Health Services is committed to a variety of healthcare delivery domains. These domains include: health promotion and education, illness prevention and early intervention, and primary medical intervention for enrolled, health fee paid, on-ground Santa Monica College students. Services in each domain overlap quite a bit and are often interconnected. Below is a list of these domains and the services the Health Center Provides.

Health Promotion and Education

Each year the Health Center participates in VIP Day for students. This is a crucial event where Health Services promotes it's services to new incoming students and their families. Students are able to speak one-one one with a registered nurse, nurse practitioner, and therapist. Students learn the scope of services provided as well as learn about a variety of preventative measures they can take to keep healthy. This past year, Student Health Services joined forces with the Center for Wellness and Wellbeing. Together they handed out mental health information and resources as well as passed out information on health and nutrition in a variety of areas as well as handed out small packets of hand sanitizer, condoms, Band-Aids, sunscreen, and chapstick. These items drew students over to the Health and Wellbeing tables, which then started a conversation about health and wellness.

In March of each year, Health Services hosts its Annual Health Fair. This last year we have merged health and wellbeing services to create the annual Health and Wellness Fair. This enhanced fair brings in a variety of community partnerships who promote health and wellbeing and connects students to these needed resources. The Health and Wellness Fair aims to educate students on healthy choices and prevention and early intervention for physical and mental health, as well as nutrition, sleep, and a variety of other domains. Community partners who attend include: Relation insurance for international students, American Red Cross, Airport Marina psychiatric services, Be the Match bone marrow registry, California Family Health Council, Cancer Support Community, Chicago School of Professional Psychology Counseling Center, Claris Health, Connections for Children, Crohn's Colitis Foundation of America, Daniel's Place psychiatric services, Dental Club One, Department of Mental Health, Didi Hirsch Mental Health Services, Dr. Elkins Chiropractic Services, Holy Family Services Adoption and Foster Care, Independent Adoption Center, Edelman Mental Health Services, LA County Department of Mental Health Emergency Outreach Bureau School Threat Assessment and Response Team, LA County Department of Public Health, LA County Public Health Emergency Preparedness, LA County STD Program, National Alliance for the mentally ill NAMI, Ocean Park Community Center (now the People Concern), Planned Parenthood, UCLA's Rape Treatment Center, Recovery International, Santa Monica Homeopathic Pharmacy, SHARE Organization, , UCLA, OBGYN Clinic, Venice Family Clinic, VITAS, Healthcare, West Coast Urgent Care, Westside Family Health Center, LA County Nutrition

Program, LA County Department of Public Health Network for Healthy California, St. Joseph's Center, Step up on Second, Self Defense Studios, Asian Pacific Health Care Venture, UCLA Department of Medicine, YWCA Santa Monica, Common Ground and Each Mind Matters.

Student Health Services also attends Counseling 20 classes, Counseling 11 classes, Biology classes, etc. and hosts a variety of Student Services workshops throughout the year. During each presentation, a nurse practitioner provides education on sexual and reproductive health, healthy life choices including healthy food choices that are affordable, and services available on and off campus. In addition, Health Services partners with UCLA and Westside Family Health Center to conduct workshops that focus on prevention topics including how to engage in safe sex and engaging in healthy intimate partner relationships.

Illness Prevention and Early Intervention

Student Health Services provide students with services on a daily basis that promote and treat illness prevention and early intervention. This is done within the Center itself and in collaboration with partner organizations. The following are some of the essential services that the Health Center provides to students to promote health and wellbeing:

- Educating students toward healthy living and disease prevention through our website www.smc.edu/StudentServices/SHSC , relevant handouts and flyers, and one-on-one confidential conversations with our nurses, nurse practitioner, or social worker/Director.
- Encouraging students to advocate for their own wellness by understanding the health information/education given to them with each Health Services Center visit
- Anonymous/confidential HIV testing, in partnership with Venice Family Clinic
- Self-weight monitoring and instructions on how to calculate Body Mass Index, BMI
- Referrals to quality health care providers at low or no cost for student with and without insurance
- One-on-one information on health insurance, including the Affordable Care Act/MediCal, insurance for F1 international students through Relation, and referrals to agencies that assist with insurance
- One-on-one instruction and referral for uninsured students including referrals to community clinics that are low or no cost
- Assisting International Students with medical referrals, insurance claims and billing procedures.
- Collaborating with Center for Wellness and Wellbeing and campus-wide with other departments and programs to promote wellness, healthy living and self-care through workshops, guest speaking in classes, health and wellness fairs
- Collaborate with community based organizations and local health clinics to come on-campus for health fairs, and information for students on education and prevention of disease
- Collaborate with Los Angeles County Clinics, Public Health and community agencies to provide risk reduction information, treatment of illness and/or therapeutic intervention in cases of domestic violence, assault, rape, bullying, etc.
- Collaborate with the Los Angeles County Public Health Department as required by law when communicable disease exposures occur

In addition to meeting the primary health care needs of students, SMC Student Health Services renders valuable services to SMC employees, which includes the following:

- Administering new employee Mantoux (TB) Test
- Administering employee mandatory TB tests and/or Health Risk Assessments every four years, as required by the Education Code
- Chest x-ray referrals for positive TB tests
- Documentation of TB test/chest x-ray clearance
- Administering first aid for on-campus injury (both walk-ins and responding to emergencies)
- Reporting on-campus accidents to Risk Management
- Blood pressure monitoring
- Administering over-the-counter medications
- Administering seasonal flu vaccinations at low cost
- Workers Compensation referrals and documentation
- Consultation and referrals to community based organizations and clinics

SMC Health Center also provides unique and essential services to F1 International Students and acts as a liaison and advocate for students to receive medical services outside of the campus setting. International Student Insurance policy Ascension requires that students visit the Health Services office first, prior to seeking medical attention. This visit then triggers a referral to a primary care doctor or specialist, depending on the students need. If students are experiencing an emergency situation and need to go to urgent care/emergency department, the student visits the Health Center at their earliest convenience for the referral, including after their visit to urgent care in emergency situations. Nurses and Nurse Practitioners spend time with international students assessing their need prior to referring them, because often their ailments can be treated on-site.

Primary Medical Intervention

Student Health Services has a multidisciplinary team to provide a variety of essential services for students in need of medical intervention. Our staffing consists of nurses, nurse practitioner, and dietician. These disciplines work together to create a holistic care plan for students, which often can lead to a referral in the community for specialty care. The following are a list of these services provided:

- Providing quality primary care of acute illness by the Nurse Practitioner and contracted Medical Doctors through the Medical Director, including prescribing medication as needed
- Nursing assessment, intervention and referral
- Assessment and consultation for students by the Registered Nutritionist/Dietician including information on healthy eating and disease prevention through nutrition
- First Aid administration for walk-ins and emergency response throughout the campus
- Campus Emergency Response and assess need for Paramedics
- Service walk-in students who need feminine products, condoms, and provide education around these services if needed
- Blood pressure and pulse monitoring
- Vision and hearing tests
- Tuberculosis testing and referrals
- Administration of oral and topical over-the-counter medications, free of cost

- Administration of requested immunizations or as required for transfer or compliance with Academic Program-specific requirements (i.e. provide vaccination against Measles, Mumps, Rubella, Tetanus, Diphtheria, Pertussis, Hepatitis B and others as required by the Nursing Program), at low cost
- Facilitating monthly gynecological examinations in partnership with a local Community Health Clinic
- Instruction and distribution of contraceptives

The central location of Student Health Services allows easy and disability access for students and staff. Student Health Services collaborates and supports SMC's Mission by advocating and empowering students with knowledge regarding their own health, self-care and well-being. In summary, Health Services offers holistic services to students including illness prevention in the form of treatment, referrals and health information/education, access to affordable and low cost services in-house or through community referrals, medical consultation, prescription medications, low cost laboratory (blood) work, free gynecological services, free confidential STD testing, and a variety of informative educational workshops in the form of outreach and classroom presentations. Empowering students to take responsibility for their own health assists their success in skill-building techniques to foster responsibility and accountability. The Student Health Services staff's commitment to evidence-based treatment and best practices directs their effort in developing goals that foster and encourage student success. Health Services advocates for students in the form of connection to community referrals and doctors, empowers students by increasing their health knowledge so they can make better health care choices and informs each student with health information/education during each encounter in Student Health Services.

2. Identify the overarching goal(s) or charge/responsibilities of the program or service area. If appropriate, include ensuring/monitoring compliance with state, federal or other mandates.

The SMC Student Health Services Center provides easily accessible, confidential, one-on-one student contact with one our Registered Nurses, Nurse Practitioner, Registered Dietician/ Nutritionist, and/or Health Assistants. A new Director of Health and Wellbeing is also a Licensed Clinical Social Worker and provides a bridge to services within the Center for Wellness and Wellbeing as well as being able to meet with students in the Health Center who are experiencing a mental health crisis in the moment. The Health Center aims to promote healing, wellness, illness prevention, and holistic health education through advocating, empowering, and informing students every day. The Student Health Center is licensed by the Los Angeles County Department of Public Health, and serves as a member of the Health Services Association of California Community Colleges (HSACCC). The Center follows confidentiality laws as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) for students and staff and has a HIPAA secure electronic health record (EHR) for documentation. All staff employed by the center are also mandated reporters under California State law to report elder and child abuse, neglect, etc.

The overarching goals and objectives to meet those goals include the following:

Goal #1: The Health Services Center will ensure the health and wellbeing of students while they are on campus

Goal # 2: The Health Services Center will ensure that students receive and understand health information, specifically prevention and early intervention

3. If your program receives operating funding from any source other than District funds identify the funding

source. If applicable, note the start and end dates of the funding (generally a grant), the percentage of the program budget supported by non-District funding, and list any staff positions funded wholly or in part by non-District funds. Do not include awards for non-operational items such as equipment (ex. VTEA) or value added activities (ex Margin of Excellence).

Student Health Services is funded by a variety of different revenue streams including funding from the International Student Insurance program Ascension, revenue from direct services rendered, and Student Health Fees. Ascension provides Health Services with approximately \$12,000 each semester. This money is provided for the unique services that Health staff provide to international students in connecting them to primary care and specialist doctors. In addition, limited direct service that Health Services charge for is also included in the revenue (i.e. flu shots for students and staff). Both of these revenue sources are deposited into Health Services Auxiliary Account.

Each student also has to pay a health fee each semester, which is currently \$19.50 for Fall and Spring semesters and \$16 for summer and winter intersession. A one dollar increase permitted by the Chancellor's Office in 2014 has benefited Student Health Services significantly. In 2015 the Center was able to hire a permanent full-time Nurse Practitioner. This discipline has helped our students to receive primary medical care on a daily basis. Prior to this position, Health Services was utilizing the NP and Medical Director on a contracted basis.

The additional health fee revenue has also allowed SMC Student Health Services to upgrade their medical and office equipment by purchasing and maintaining the following items:

- An easy to read self-weighing scale for student use
- A specialized vaccine refrigerator
- Essential vaccines
- Blood glucose monitoring devices
- Isolation equipment
- A small 'pharmacy' to provide low cost prescription medications for students and staff
- Up-to-date and current educational resources, pamphlets and brochures to raise the student's awareness and knowledge of a variety of topics including but not limited to: self-breast exams and self-testes examination, the effects of narcotics, tobacco and vaping, signs and symptoms of STI's (sexually transmitted infections), diabetes and high blood pressure information, eating on limited income, nutrition facts, etc.
- Update and maintain eight AED's (Automatic External Defibrillators), purchased by Student Health Services in 2006.

The full-time Nurse Practitioner brings many benefits, but one is the reduction in use of the Medical Director and medical professionals. This cost savings is a direct result from the Nurse Practitioner being able to assess, evaluate and treat all health-fee paid, enrolled students that require advanced assessment and treatment for acute illnesses.

The reduction in cost of physicians has also allowed the Health Services Center to hire a part-time Registered Dietician/Nutritionist, RDN. The RDN started in Spring of 2016 and has been a much needed addition to the Health Services team.

Student Health Services budget depends on the number of enrolled students. All students who attend on-campus classes are required by law to pay semester Health Fees. Student Health Service Fee's provide revenue for both the Health Center and the Center for Wellness and Wellbeing. According to the Education Code, student health fees must be used for student health

services only. As a result, the Health Services Center was working to obtain reimbursement from the District for TB tests administered for current SMC staff and new hires. The Health Services Center finally received reimbursement for these services which has also helped to generate revenue and increase the Health Services auxiliary budget.

As mentioned above, the international student insurance Ascension provides the Health Services Center a 'stipend' for assisting their students with insurance questions, referrals, claim forms, etc. This stipend is deposited into the Auxiliary Account and used to purchase needed supplies. These funds are utilized for the following: upgrading electronics such as purchasing a new HIPAA compliant EHR that will meet the ever evolving needs of the Health Services Department, vaccines, medications, educational materials, office supplies, and most recently for purchasing protein rich food and nutritious beverages for the increased number of students who come to the Health Services office food insecure. In addition to providing these students with a small snack, they are also encouraged to apply for the Associates Students FLVR food voucher program.

B. Populations Served

Health Office

1. Describe the students your program serves in terms of ethnicity, race, gender, age, residency status, citizenship, educational goal, enrollment status, and full/part-time status. Note any changes in student or enrollment data since the last program review.

N/A

C. Program Evaluation

Health Office

1. List your student or instructional support service SLOs or UOs.

SLOs are specific, measurable statements of what a student should know, be able to do, or value when they complete a program/course or sequence of activities. An SLO focuses on specific knowledge, attitudes, or behaviors that students will demonstrate or possess as a result of instruction or program activity.

UO statements focus on service or operational outcomes such as:

- *Volume of unit activity*
- *Efficiency (responsiveness, timeliness, number of requests processed, etc.)*
- *Effectiveness of service in accomplishing intended outcomes (accuracy, completeness, etc.)*
- *Compliance with external standards/regulations*
- *Client/customer satisfaction with services*

The Health Services Center aims to serve students and staff with the highest quality of care. The Center takes pride in customer service and would like to ensure that any areas needing improvement are addressed. In order to achieve the goals and objectives, students and staff are asked to complete a satisfaction survey with a variety of questions, both Likert scale and open ended, that help Health Services to better understand the quality of services provided. This survey is distributed intermittently throughout the year, is anonymous and is optional. The Unit Outcomes are obtained from the survey because they are a direct way to provide measurable feedback on an ongoing basis.

The following is a list of our Unit Outcomes:

UO 1. Students that use Health Services will rate their overall satisfaction of the services received as 'very good'

UO 2. Students will receive health information /education with each encounter in Health Services at least 95% of the time

UO 3. Students will learn at least two concepts related to their health and wellbeing that fosters student success after the Health Information Presentation is given in their classroom

2. Describe when and how the program assesses these SLOs and UOs and uses the results to inform program planning including:

- how outcomes are assessed and how often
- the assessment tool(s) used
- the sample (who gets assessed)
- how and when the program reviews the results and who is engaged in the process

The Health Services Office is working closely with the Institutional Research (IR) Department to measure the Unit Outcomes. Satisfaction surveys are the primary method of collected data to inform the UO's at this time. The IR Department has provided valuable feedback to the Health Services Office that has been shared with all staff to help with continuous quality improvement. Latest satisfaction survey data is available for 2016/2017 academic year (see Attachment 2 Satisfaction Survey Data) and the Director of Health and Wellbeing has been using that data as a focus point for areas of growth and improvement. Historically, surveys were distributed intermittently and during random times of the year. Moving forward, surveys will be distributed two times per year: Fall and Spring. The surveys will be provided to every encounter for a one week duration randomly selected, mid-semester. The same survey will be given each semester. Health Service staff enter the surveys into a database, that is then analyzed by the IR Department. Both students and staff will be asked to complete the survey.

Upon completion of the analysis by IR, the Director of Health and Wellbeing will review the results of the data and consult with the IR Department with any questions or concerns about the data. Next, the Director will present the results in a dedicated staff meeting where there will be time for discussion and questions. All staff will be present in those discussions including Health Assistants, Registered Nurses, Nurse Practitioner, and Registered Dietician. Should areas of improvement arise on the surveys, there will be training provided to staff in those areas.

Below is a list of the survey questions asked:

1. Status: Student or Staff
2. Gender
3. Age Group: 19 or younger; 20-24; 25-29; 30-39; 40-49; 50 or above
4. Ethnic Group: White; Asian, Hispanic, African American, Pacific Islander; Native American; Two or More Races; Unreported
5. Do you have health insurance: yes/no; if yes, what type?
6. If you are a student, do you have a BOG waiver?
7. Were you given health information/education on today's visit? yes/no
8. How did you hear about our services?
9. How many times have you used the Health Services Center this semester?
- 10/ What, if anything, can we do to improve our services?

Next are a series of Likert Scale questions with the scores ranging from 1 being Very Good, 2 being Satisfactory, to 3 being Poor.

1. Were your health concerns taken care of?
2. Were you treated with respect?

3. Were you satisfied with the help received?
4. Were instructions/treatments clearly explained?
5. How would you rate the overall quality of the services?
6. How would you rate the hours of operation?
7. Rate the cost of services/immunizations?

D1. Objectives

1. Health Services will distribute and analyze student and staff completed surveys two times per year in the Fall and Spring and discuss results in monthly staff meetings.
2. Health Services will conduct a cost analysis of EMR's and choose an EMR that allows for data analysis and reporting, documentation, and billing.
3. Health Services will explore the ability to bill MediCal for services rendered in Health and Center for Wellness and Wellbeing.
4. The Health Center and Center for Wellness and Wellbeing will become more integrated in services and proximity. The Director will work with Senior Administrative Dean and Faculty Coordinator in the Center for Wellness and Wellbeing to identify an appropriate location/space to move closer and integrate services more fluidly once the Student Services building is complete. Additionally, other areas of collaboration will be explored such as nurses giving students PHQ-2 or 9 depression screenings, cross-training front line staff for coverage and to streamline care for students.
5. Work with Institutional research to create new Unit Outcomes

Status:

Comments:

N/A

D1. Looking Back

1. Describe any accomplishments, achievements, activities, initiatives undertaken, and any other positives the program wishes to note and document.

Over the last six years, Student Health Services has had a great deal of accomplishments and achievements. In addition, the Health Services Center has also been through some transitions. Recently, the long time Faculty Coordinator, has decided to retire in December 2017. This transition was an opportunity to look at the structure of Health Services and decide whether to replace the position, or to restructure in a new way. After advocating with the Center for Wellness and Wellbeing, the Faculty Association and with Senior Administration, it was decided that hiring a management level position to oversee Health Services made sense. An extensive requirement and hiring process took place to search for candidates who had both a health and behavioral health background. The newly hired Director of Health and Wellbeing was hired in August 2017 to oversee both the Health Services staff and operations, as well as the Center for Wellness and

Wellbeing. In the Health Services Department, the new Director will take over all administrative tasks that the Faculty Coordinator was responsible for in addition to oversee all the classified Health Services staff. The goal of this new role and new model is to bring together both the Health and Wellness and Wellbeing Centers. This is a long term model, and the new Director will take steps to slowly bring the programs together in a way that makes sense for both Centers. As the new Student Services building is complete and space on campus becomes available, Health and Wellness and Wellbeing could be located either together or in a much closer proximity to integrate the two.

Other significant achievements include hiring a fulltime Nurse Practitioner in 2015/2016 after many years of negotiating for the position. The Nurse Practitioner (NP) meets with student individually and breaks down any previous barriers our students experienced who needed more extensive treatment by a contracted NP or an MD. Our NP sees approximately 557 students per year and has seen approximately 1760 students in total since being hired fulltime. She is also able to do TB Risk Assessments (a new option for employee's who are due for their required TB test), write prescriptions for students who need medication, and meets with students for a variety of other complex health conditions such as colds, allergies, dermatology concerns, urinary track infections, kidney infections, sprains, viral and bacterial infections, abdominal pain, gynecological issues, and sexually transmitted diseases.

Having a fulltime NP has reduced the cost associated with the Centers needing to have the Medical Director, Dr. Madden, and colleagues from his medical practice present for such complex issues. The cost savings from this has also allowed the Health Services office to bring on board a part-time Registered Dietician in February of 2016. Our Registered Dietician has provided so much value to the Health Services Center. Since inception, she has met with 225 students individually to discuss their nutrition goals and areas of concern. The types of visits usually involve the following discussions as they relate to nutrition: Allergies such as lactose intolerance, eating disorders (anorexia binge eating, bulimia), weight loss or weight gain issues, auto-immune issues, balanced meals, pre-bariatric diet, pregnancy and breast feeding, cancer, constipation and/or gas, carbohydrate controlled diet, diverticulitis, elevated blood sugar, heart healthy diet, nausea and vomiting, sports nutrition, yeast infection, and pre-diabetic diets, to name a few.

2. Describe any changes or activities your program or service area has made that are not addressed in the objectives, identify the factors (e.g., licensure requirements, state or federal requirements, CCCO mandates, regulations, etc.) that triggered the changes, and indicate the expected or anticipated outcomes.

Most major changes have been discussed throughout the review, however several could be elaborated on. Recently, the California Department of Public Health mandated the administering of a TB Risk Assessment tool for individuals who had previously tested negative on the TB test and who have new risk factors since the last assessment. Historically, SMC's HR Department would require a new TB test every 4 years for existing employees according to the Education Code, however this new rule allows for those employee's to receive the assessment as an alternative. The assessment does need to be completed by an MD or NP, so our NP conducts them for those employees who are eligible. This is a new practice for Health Services and started in September 2017 and as a result it is being closely monitored to ensure compliance and proper workflow.

An additional change that was mentioned previously is the new Director of Health and Wellbeing who oversees both Health Services and the Center for Wellness and Wellbeing. As previously discussed, the new Director will work over time to streamline processes including IT, data collection and reporting for both departments. Additionally, the two programs over time will begin to work in a more integrated fashion, which is in alignment with many colleges and universities. Not only will health and wellness/wellbeing move physically closer together, they will also begin to inter-refer on a regular basis. According to The Lancet (2007), a peer-reviewed general medical journal, individuals with behavioral health needs are at increased risk for communicable and non-communicable diseases, and contribute to unintentional and intentional injury. Conversely, many health conditions increase the risk for behavioral health conditions, and comorbidity complicates help-seeking behavior, treatment, and influences prognosis. Bringing these two programs together will allow for a more evidenced based approach to health and wellness and provide better quality of care to our most at risk students.

3. If your program received one time funding of any kind indicate the source, how the funds were spent and the impact on the program (benefits or challenges).

The Health Services Center has not received one time funding from any sources. Funding for the Health Services comes from both student health fees (also shared with the Center for Wellness and Wellbeing) as well as regular yearly revenue from international students insurance, Acsension, for the services we provide to their students.

D2: Moving Forward

Discuss and summarize conclusions drawn from data, assessments (SLO, UO) or other evaluation measures identified in Section C and indicate responses or programmatic changes planned for the coming year(s) including:

- how the assessment results are informing program goals and objectives, program planning, and decision-making
- specific changes planned or made to the program based on the assessment results

The Health Center Moving Forward

The Health Services Center uses data to inform all program decisions, and will continue to do so even more as it enhances its data collection methods through advanced IT platforms. Additionally, looking into cloud-based services allows for more efficiencies and additional time spent on data analysis and program improvement. Moving forward, the Health Services Department will take its Satisfaction Survey data collection to the next level by increasing the frequency of administering these surveys. Each Fall and Spring semester, the surveys will be administered for a minimum of one week. These surveys will be entered into Survey Gyzmo in a timely manner and the Director of Health and Wellbeing will work with IR to collect the data twice per year following the data entry to review with the team. This ongoing process of continuous quality improvement (CQI) will allow for staff development, training, and recognition for all their diligent hard work.

Addressing Unit Outcomes

Health Services will also work more closely with Institutional Research to develop new UO's in addition to finetune the existing UO's. The current UO's will be slightly adjusted to be more measureable. UO # 1 "Students that use Health Services will rate their overall satisfaction of

services received as 'very good.'" will be adjusted for more specificity. The most recent survey results are overwhelmingly positive with over 90% of students and staff responding "Very Good" and allowing Health Services to reach our UO #1. While 90% is very good, we want to ensure our UO includes some form of how we measure "overall satisfaction", therefore the current UO's will include something like the following: "95% of students and staff that use Health Services will rate their overall satisfaction of services received as 'very good'" This increase in percentage reporting 'very good' service will allow for the Health Services Department to take into consideration some of the qualitative/open-ended feedback given on how we can improve our services and strive for better service. Steps to increase consumer satisfaction include the following:

1. Discuss in monthly staff meetings the open-ended qualitative positive comments written on the surveys and find ways to increase those interactions with more students
2. Ensure that any comments indicating poor service are discussed in staff meetings so staff can come to an understanding of what happened and how to avoid those interactions in the future

It should be noted that some steps have already been taken to increase program satisfaction. First, the new Director is coordinating with HR to expand the hours that TB testing can be done for new employee's. We hope that this will increase the level of satisfaction among students and new hires and reduce any frustration previously experienced by having limited TB testing times available. Additionally, the Center is obtaining a credit card machine to internally handle financial transactions for students and staff who need paid services. Historically, students and staff would have to go to the bookstore first and pay for the service, prior to obtaining the service. Obtaining a credit card machine would ease this burden and allow for less confusion and frustration of students and staff.

Health Services UO # 2 "Students will receive health information and education with each encounter in Health Services at least 95% of the time" was not reached for the most recent survey period. Student's responded to receiving health information/education on their visit at 85.2% (n=306) while 14.8% (n=53) reporting that they did not receive health information/education during their visit. This is a very important aspect of Health Services, and therefore this UO will remain in effect for the next academic year. Steps to meet this goal will include the following:

1. Increasing training opportunities for Health Services staff during staff meetings and outside trainings so that all staff have an opportunity to grow. Staff will be permitted to attend outside training to gain insight to relevant resources with the goal of sharing those resources with students.
2. Additionally, key educators such as community partnerships and vendors will be asked to come to the Health Services office for on-site training and development across the department.
3. Staff meetings will occur on a monthly basis and a component of each staff meeting will include training and development. Training topics will range and include areas such as customer service, community resources, dealing with challenging behaviors, documentation, linking students to services, to name a few.

Changes and More Areas of Opportunity

One area that will be structured different moving forward is staffing. With the new Director overseeing both Health and Center for Wellness and Wellbeing and the current Faculty Coordinator retiring in December, there will be a change in disciplines from Registered Nurse to Licensed Clinical Social Worker overseeing the program. This is significant because the current Faculty Coordinator has historically spent 50% of her time doing direct practice with students in the Health Center. The loss of this position will mean that direct practice time may be lost, depending on the

volume moving forward. While it is true that both FTES and headcount of students are down, there is no data on volume changes for students in the Health Center that this Director has been able to capture. Over the course of this year, it will be important to track the volume of the Center given the loss of a half-time RN and determine the need moving forward.

With positions changing and enrollment decreasing, it is important to look for opportunities to grow as a department. An area for potential growth is becoming a MediCal service provider and being able to bill for services provided. In a recent visit to HSACCC, the new Director learned of the ability to work with MediCal as a Local Educational Agency (LEA) MediCal service provider and bill for services in the Health Service Center and the Center for Wellness and Wellbeing. This revenue would be brought back into the program to expand upon the services already provided. This is an exciting opportunity to increase revenue for two programs that would benefit from an increase in staffing and direct service hours. Thus far, seven community colleges are engaged in this process and it seems like an area of growth to be explored.

The new Director is in process of working a new EMR, Mediat, to view the platform. This EMR would have billing and reporting capability that is more sophisticated than the current platform. Mediat also hosts a platform for Mental Health programs so this will be looked into as well, especially as the ability to bill for both services is discussed.

Participation at the State level is important as the new Director moves forward. Attendance at association meetings, going to lobby in the capital and following important Assembly and Senate Bills is crucial to ensuring SMC is at the forefront of student health issues.

Lastly, the new Director will look for ways to partner with Center for Wellness and Wellbeing in order to integrate the services more fluidly. There are several steps that will occur in order for this to happen. First, the programs will relocate to be closer to one another. Second, there will be exploration of sharing the same EHR platform, which helps with data sharing and reporting. Third, both programs can bill for services which will allow both to expand and enhance their services. While these are exciting times, change also can cause disruption in services and stress among the employees. The new Director will work closely with both departments, the Senior Administrative Dean, HR, Finance, and IT, to ensure the transition is one that is smooth and thoughtful.

D2: Objectives

Objective #1: Health Services will distribute and analyze student and staff completed surveys two

times per year in the Fall and Spring and discuss results in monthly staff meetings.

Objective # 2: Health Services will conduct a cost analysis of EMR's and choose an EMR that allows for data analysis and reporting, documentation, and billing.

Objective #3: Health Services will explore the ability to bill MediCal for services rendered in Health and Center for Wellness and Wellbeing.

Objective #4: The Health Center and Center for Wellness and Wellbeing will become more integrated in services and proximity. The Director will work with Senior Administrative Dean and Faculty Coordinator in the Center for Wellness and Wellbeing to identify an appropriate location/space to move closer and integrate services more fluidly once the Student Services building is complete. Additionally, other areas of collaboration will be explored such as nurses giving students PHQ-2 or 9 depression screenings, cross-training front line staff for coverage and to streamline care for students.

Objective #5: Work with Institutional research to create new Unit Outcomes

E. Curriculum Review

1. Discuss how the department reviews, revises, and creates new curriculum. Include the following information:

- The process by which department members participate in the review and revision of curriculum.
- How program goals and SLOS are integrated into course design and curriculum planning.
- The relationship of program courses to other college programs (cross-listing, overlapping content)
- The rationale for any changes to pre-requisites, co-requisites and advisories.
- How the department ensures course syllabi are aligned with the course outline of record.

N/A

2. Discuss the role of the advisory board and other industry bodies or input in updating curriculum to meet industry standards and the needs of students.

N/A

F. Community Engagement

1. If applicable, describe how your department staff members engage in institutional efforts such as committees and presentations, and departmental activities.

The Health Services engage in a variety of outreach efforts across the campus. Our registered dietician, nurses, and nurse practitioners attend counseling 20 classes regularly to provide health education and information to students. This occurs on a faculty invitation only, and our office is open to presenting to all counseling 20 classes, if invited to participate. Additionally, we participate in numerous fairs across the campus. VIP day for new incoming students, is an important day for Health Services. We have representation from each discipline, and program students with basic health information as well as where to find our office. We also give free handouts to attract students to our table. Student Life is an event that started in Fall 2017 and Health Services attend that event in conjunction with the Center for Wellness and Wellbeing. This was a very successful event with over 500 students present. Again, we ensured there were staff present from each discipline to provide relevant health information to students. The Health Fair is another very important event that our office organizes and hosts, where other community partners/vendors come together to promote health and wellness to students. Health Services is at the forefront of this event and over the last few years it has been hugely successful.

Additional outreach activities include workshops on the Student Services Calendar each year that are run by Health Service staff and community partners such as UCLA and Westside Family Health Center. These workshops consist of discussions around safe sex, STD's, nutrition and eating habits.

Serving on task force's and committee's is also an important role of the Health Services Center. Previously the Faculty Coordinator served on the Crisis Prevention Team and Glasses for Classes. Continuing with these memberships, currently, the new Director of Health and Wellbeing will serve on these teams. The new Director is also currently sitting on the Transportation Task Force and the District Environmental Affairs committee.

2. If applicable, discuss the engagement of program members with the local community, industry, professional groups, etc.)

Continue to collaborate with community agencies that benefit students by providing on-campus services. Both the HIV testing and GYN services have been decreased this school year due to their fiscal constraints.

G1: Current Planning and Recommendations

1. Identify any issues or needs impacting program effectiveness or efficiency for which institutional support or resources will be requested in the coming year. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request support or resources through established channels and processes].

While the Health Services Center works well with the resources and support it currently has, there is always room for improvement in any program. The first area that could improve efficiency is with our documentation process. Health Service Staff do their best to document with a high level of efficiency. Document is completed for each event by the end of the day. An average day of visits, takes one staff approximately 90 minutes-2 hours to document. This is either done after each visit or at the end of the day. The current system requires each student to fill out their information (date of birth, name, student ID, and reason for visit) on a piece of paper. The information is then entered into the EMR by a Health Assistant, at which point the student is seen by a nurse. The visit takes place in an exam room with no computer. Following the visit, the nurse then documents the treatment and course of action. Although the documentation is not extensive, all together and with multiple visits throughout the day, the time it takes to documents each encounter can be extensive. Health Services would benefit greatly from a more *real time* approach to documentation. This would allow our staff to (1.) see more students; (2.) reduce wait times; (3.) reduce frustration surrounding wait times; (4.) Allow for more time spent on other tasks such as spending a long period of time with students providing information and support.

Allowing for *real time* data collection would require desk tops in each exam room, as well as either tablets or desk tops next to every check-in station. As students provide their initial information, the

Health Assistants could enter them into the system to start the encounter. During each visit in the exam room, the nurse or nurse practitioner could be documenting as the visit occurs, saving time after the visit and/or at the end of each day. Many Health Organizations are already using this method of documentation (UCLA, Kaiser, Cedars) and this would allow Student Health Services to be using the most current form of documentation creating an optimal level of efficiency.

2. If applicable, list additional capital resources (facilities, technology, equipment) that are needed to support the program as it currently exists. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

The Health Service Center functions very well without the additional technology as listed above. That said, if our Center truly wanted to meet the needs of the population we serve and strive for continuous quality improvement and efficiencies, our office would require three additional desk tops in each exam room, and one additional computer at the second check-in station (there is currently one computer up front). Alternatively, as the Health Service office relocates once the new building is up, and Health and CWW relocate together, the current desk tops in each office could be repurposed for the exam rooms. Ideally, there would be one open staff/nursing station where all Health Staff employee's work, with several shared desk tops. This shared work station model would create even more efficiency as the current computers could be repurposed to the exam rooms.

3. If applicable, list additional human resources (staffing, professional development, staff training) needed to support the program as it currently exists. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

The Health Services Center has acquired two new disciplines over the last 2 years that have helped the Center meet the students needs. Our Nurse Practitioner and Registered Dietician have added tremendous value to the Center and we have seen their services utilized daily by students. The addition of these disciplines have allowed our Center to feel much more holistic. Having different disciplines work together, can also present its challenges. Staff are challenged to understand and appreciate what each discipline does and work together to create an optimal level of teamwork. Like many departments, Health Service staff would benefit greatly from trainings that help support teamwork and a sense of community within the department. Currently, the Director of health and Wellbeing is working with HR to purchase some recommended teamwork trainings. These trainings would come out of the Health Services budget.

Also, as mentioned in the Moving Forward section, the loss of the Faculty Coordinator in the Spring will mean the loss of an RN part-time. This direct practice position of RN will be evaluated with staff, satisfaction surveys and IT using data to assess if the wait-times for students have increased, etc. due to a reduced staffing model. Future program reviews will discuss whether the loss of this position has created a hardship for the program that will need to be addressed.

4. List all current positions assigned to the program.

Susan Fila, LCSW Director of Health and Wellbeing (Fulltime)

Gloria Lopez, Faculty Coordinator (Fulltime until December 2017)

Kasiani Gountoumas, Nurse Practitioner (Fulltime)

Diane Chen, Registered Dietician (Parttime)

Fauzia Hassan, Registered Nurse (Fulltime)

Maria Aranga, Registered Nurse (Fulltime)

Nancy Alfaro, Health Assistant (Fulltime)

Alexandra Vargas, Health Assistant (Parttime)

G2: Future Planning and Recommendations

1. Projecting toward the future, what trends could potentially impact the program? What changes does the program anticipate in 5 years; 10 years? Where does the program want to be? How is the program planning for these changes?

N/A

2. If applicable, list additional capital resources (facilities, technology, equipment) that will be needed to support proposed changes. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

N/A

3. If applicable, list additional human resources (staffing, professional development, staff training) that will be needed to support proposed changes. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

N/A

4. If applicable, note particular challenges the program faces including those relating to categorical funding, budget, and staffing.

N/A

5. Summarize any conclusions and long term recommendations for the program resulting from the self evaluation process.

N/A

6. Please use this field to share any information the program feels is not covered under any other questions.

Health Services is a robust, innovative, holistic service delivery model that aims to not only meet the immediate medical and physical needs of students, but also strives to provide information and education whenever possible in the form of presentations, workshops, and educational material. The Center value's the mission of the college to provide a safe, inclusive, and dynamic learning environment that encourages personal and intellectual exploration. The Center is a safety net, ensuring that all students function at their optimal level of health and wellbeing. The new Director is passionate about program development and this requires finding new training and funding opportunities to bring in revenue to the program and college. As Health Services moves forward in a land with decreasing FTES and student headcount, it is important that each opportunity is looked at through a fiscal lens. The Center is also excited about the upcoming integration with Center for

Wellness that will bring both departments new opportunities and knowledge, with an overall common goal for continuity of student care.