2011-2012 Student Services Program Review

DEPARTMENT: STUDENT HEALTH SERVICES
ADMINISTRATOR: Janet Chang, R.N., M.S., Director/Dean Romero Jalomo

PART I: MISSION

1. Describe the department/program function and purpose (and how the function and purpose tie into college’s mission.)

The mission of SJCC health services is directed toward enhancing the educational process by modifying or removing health related barriers to learning, promoting optimal wellness, enabling individuals to make informed decisions about health related concerns, and empowering clients to be self-directed and well-informed consumers of health care services.

2. List the department/program’s program learning outcomes.

A. Students will be able to access health services
B. Students will apply the federal privacy laws (HIPAA) relating to their own personal health information.
C. Students will appraise their own sexual behaviors with risk inventory questionnaire.
D. Students will apply knowledge and skills gained from physician’s education, personal counseling, tobacco cessation counseling, and public health nurse awareness campaigns to staying healthy and in school.

3. Previous goals and objectives

List the department goals, objectives and activities for the last academic year. Discuss the attainment level of activity implementation and its relationship to meeting student or program need by ranking the activity implementation as needs met, needs unmet, or needs partially met. Briefly explain why an activity was unmet or only partially met.

- Goal: To provide family planning services and STI screenings to SJCC students
  - Objective: To provide needs assessment, services, and supplies as needed
  - Person Responsible: Health Services Team, including staff admin, physicians, nurses, medical assistant, and Director
  - Timeline: ( ) Complete ( ) Incomplete (X) On-going
  - Activities for Attainment of Objective: Birth control counseling, Annual Exams, STI testing, dispensing on-site and prescribing of birth control supplies, including condoms and emergency contraceptive (Plan B); Outreach to targeted populations
  - Student Learning Outcomes or Service Area Learning Outcomes addressed:
    As a result of our family planning services, students will avoid high-risk behaviors, keep exam appointments, and maintain birth control methods.
  - Degree of Goal & Objective Attainment: Minimize unplanned pregnancies and STI exposures

3.2 Discuss in detail the barriers to completing the above goals.

A. Students are unaware of family planning services that the health services program offer.
B. Student fail to keep scheduled appointments and comply with consistent use of birth control methods
C. Students access is limited as Student Health Services is opened only during the Fall and Spring semester.

4. **Recent College and state developments**
   4.1 List recent college and state developments that significantly impact the unit’s ability to provide services to students.

   On the college level, health services challenges include lack of concrete procedures.

   On the state level, our college’s ability to offer consistent and predictable services depends on the state’s budget passing.

   4.2 Describe the positive and negative impacts of these developments on the unit.

   On the college level, procedures are consistently delayed or interrupted which affects the delivery of health services.

   On the state level, recently the allotment of funds has been less than anticipated. In turn, the college management confiscates MAA funds which were reimbursed to health services.

5. **Describe the unit’s active participation in the college’s mission.**

   The college mission includes providing the appropriate support services to meet the needs of an increasingly diverse population. The Health Services Program is a component of the support services assisting students towards their educational goals.

   5.1. Discuss how the unit evaluates its effectiveness in participating in the college’s mission.

   The Student Health Services program evaluates its effectiveness by ensuring equitable access to medical, nursing, and counseling services.

6. Describe how SJCC Institutional Learning Outcomes are integrated into the unit. Institutional learning outcomes of communication, critical and analytical thinking, global awareness and social justice, personal responsibility, ethics and civility, technology and aesthetics are reviewed and integrated into the program as appropriate. For instance, the waiting room is designed for reducing stress and privacy with lamps and art posters.

**PART II: NEED**

1. **Describe Current and Needed Staffing**
   1.1 List the number of full-time (filled & unfilled positions) and part-time faculty, full-time (filled and unfilled positions) and part-time classified staff, unclassified (student workers) and managers in the program/department.

   1 full-time faculty
   4 Part-time adjunct faculty
   1 full-time classified
   5 Part-time hourly professional experts
1.2 Identify the ratio of students to faculty/staff.
11:10,000

1.3 Faculty, staff and student survey results and their significance to the program.
In progress

1.4 Do you have any additional staffing needs? Please explain.
A health educator/nutritionist would greatly enhance the effectiveness of the overall mission of health services by adding another professional layer of expertise.
Full-Time MFT supervisor to meet the increasing mental health needs of SJCC students

2. Describe the impact of the program’s service offerings on other departments
The Health Services program is designed to meet the health needs of the SJCC student population so that they achieve academic success and achieve their career goals. The offerings include, but are not limited to,

- Offering mandated immunizations and testing required by the specific program. (i.e. health careers)
- Removing barriers of health care access for students without medical coverage and students requesting sensitive services
- Providing physical exams for sports participation, college entrance, employment, and volunteer opportunities.
- Promoting optimal wellness, enabling individuals to make informed decisions about health related concerns,

3. Course Outline and Syllabi (where applicable)
Review all course outlines and syllabi to ensure currency (no more than 1 year old) and relevance. The campus Curriculum Committee must approve updated outlines.
N/A

4. Is the program information for the department consistent, current, accurate and accessible?

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<th></th>
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PART III: QUALITY

1. Improvement of Student Learning Outcomes and Delivery of Student Services (address all applicable topics):
1.1 Departmental and individual activities toward improving services and contributing to professional community (list participation in staff development, conference attendance/participation, and academic preparation/training during the past 5 years).

A. Regular staff program meetings
B. Conferences for CEUs for Health Professionals
C. Director’s sabbatical for improving access for health care careers
d. Regular updates and training for health professionals on CPR/AED

e. Compliance to OSHA regulations regarding best practices, including Blood Borne Pathogens and medical waste,

1.1.1 Describe how these activities have enriched and been implemented into the department’s services and have resulted in campus, district or state enrichment.

- Updates on clinical practices and staff skills.
- Ensuring a safe environment for the college and community by adhering mandated federal & state regulations.

1.2. Describe how the unit addresses the multicultural/diverse student body and disabled populations in the curriculum and/or services.

Health services program is respectful of all students regardless of age, sex, disability, religion, etc. The staff includes individuals who are fluent in Spanish, Chinese and American Sign Language. Accessible with handicap access door.

1.3. Describe active participation of flexible and alternative delivery systems (i.e., online applications/regulation, distance learning, web-based counseling):

- Health Services continue to update webpage to include forms to prepare students for upcoming appointments.
- Campus wide electronic flat-screen announcements and awareness campaigns.
- Online Video of the Health Services program available on www.sjcc.edu
- Email blast announcements (i.e. Flu Clinics)
- City Times and Radio announcements describing health services

6.4. Describe any outside classroom learning experiences for students (field trips, field work, community service, etc.):

- Video of SJCC Medical Director describing the pathway for health professional careers available on www.youtube.com
- Health Education presentation by SJCC Medical Director performed in classrooms to increase STI and Family Planning awareness
- Health professional panel for career/transfer center
- MFT supervisor is active member of mental health advisory committee

1.5. List the results of the most current student satisfaction survey on your program:

Patient satisfaction survey results in progress.

2. Supportive Working Environment

2.1. Describe the involvement/inclusion of part-time faculty in departmental and college activities:

- MFT supervisor participates in college-wide mental health advisory committee
- Adjunct Clinic nurse involved with training CERT staff
- Adjunct Clinic Nurse coordinates program for free eye exams and glasses for students with Lion’s Club and Lenscrafters, Inc.
2.2. Describe the involvement/inclusion of departmental classified staff (if any) in departmental and college activities.

The classified staff have facilitates Disaster Preparedness Training, promotion of college wide activities, including Flu and Tuberculin Skin Tests (TST) clinics., coordinates the biological wastes collection, etc.

1.3. Describe intra- and inter-departmental activities and collaborations between faculty and staff:

The Administrative Assistant coordinates the Federal reimbursement program, Medical Administrative Activities (MAA) between the staff, faculty, management and third party billing agency.

2.4. Describe the methods used to promote respect for diversity and inclusion among faculty, staff and students.

Diversity and inclusion is imbedded in the program. The staff consists of highly trained health professionals representing multiple ethnic and language groups, including sign.

2.5. Describe the department’s efforts to increase communication and collaboration between student services and instruction.

Health Services uses multiple methods of communication for collaboration. The methods include college wide/district wide email, webpage, SJCC radio, City Times, membership on Academic Senate, and classroom presentations. One example of direct communication between student services and instruction is the procedure for exposure notices of communicable diseases to help ensure the health and safety of our college and the community.

2.6. List the results of the current surveys regarding the department staff’s availability and helpfulness.

Patient Satisfaction Surveys in progress

3. Facilities Renewal

3.1. Adequacy and accessibility of departmental facilities with respect to size, layout and location.

The program location is adequate as we are located in the Student Center with close proximity to the Campus Police and with an emergency back door exit and handicapped access.

3.2. Current condition of departmental facilities.

The current condition of the facility is adequate. As a clinic, we could benefit from more frequent custodial care. Also, the location of the janitorial closet is not conducive to the clinic’s use and confidentiality.

3.3. Identify any safety or hazardous conditions in your departmental facilities.

The eye wash station has an inadequate sink, an eye wash station requires a larger and wider bowl for effective irrigation.
3.4. Describe recent significant facility changes and their effect on departmental operations, if applicable.

The clinic’s door was replaced with a handicapped accessible electric sliding door. Also, a film was applied on the door to ensure privacy of the patients. For confidentially reasons, a remote door bell was installed for the personal counseling patients.

3.5. Identify proposed modifications to facilities (within the next 5 years) and rationale for those changes.

A new sink for the eyewash station
HIPAA compliant locked cabinets for student’s charts.

3.6. List the results of the student survey on the condition of the facilities.

Patient Satisfaction Survey in progress, including a question regarding the condition of the waiting room, exam room, and overall clinic.

4. Technology

4.1. Departmental utilization of technology (i.e., computers, equipment, etc.) in the delivery of instruction, in or outside of the classroom, and/or services in the department.

Student health services uses the full range of technology in the course of the day. Including,

- Scheduling appointments
- Faxes for referrals, medical records, requests for medication, lab reports, etc.
- Collating statistics
- Copy machine,

4.1.1. Types of technology used and where (i.e., labs, classroom, and offices).

SARS, scheduling program

4.1.2. Numbers of faculty, staff, and student users.

1 full-time faculty
4 Part-time adjunct faculty
1 full-time classified
5 Part-time hourly professional experts
No student users.

4.1.3. Provision of staff training in technology applications.

Training in technology is provided in-house by admin or by consulting with vendors

4.1.4. Appropriateness of technology to departmental mission/function.
Currently, we use SARS for scheduling, but, the program does not fully meet health services needs. For example, the program was designed for academic counseling and we cannot retrieve statistics relating to health care delivery. We are researching various EMR (Electronic Medical Records) for use in our office for scheduling capabilities, immunization tracking, physician & nursing progress notes, inventory, and statistics.

4.1.5. Accessibility of computer workstations, hardware and software for individuals with disabilities.

N/A

4.2. Describe proposed technology-based instructional and services delivery in your department/program, both hardware and software.

Our office does not use instructional technology. However, our clinic would benefit greatly with EMR (Electronic Medical Record) and student self check-in system.

4.2.1. Identify required employee training to meet these plans.

EMR and self check-in (as requested in 4.2) would require a program training for all staff

4.2.2. Describe the campus upgrades required to achieve these plans.

Unknown at this time.

4.3. List the results of the student survey on the quality and condition of department technology (if students use department technology).

Patient Satisfaction Survey in progress.

5. Equipment & Supplies

5.1. Current condition of the department’s major equipment inventory.

Printers, copier, and fax machines are 10+ years old. These equipment are greatly used in our office and need replacement.

5.2. Need and rationale for any major new equipment (a cost must be included):

Printer, copier, and fax machines currently in use are unreliable and continue to have technological issues/adjustments. Printer $800 Fax $300 Copier $2500

Current autoclave used for sterilizing medical equipment is 25+ years old and timer does not function. In the past, the autoclave has had mechanical issues. A new reliable autoclave would create a more efficient autoclave. New autoclave $8,000-$10,000

5.3. Need and rationale for any new supplies (a cost must be included):

A scanner to electronically send medical records, immunizations, and referrals. ($350)
A barcode scanner to electronically check-in student visits and for inventory control

5.4. List the results of the student survey on the department equipment (if students use department equipment)
Students do not use the department equipment. Equipment is used in house by the staff, including the administrative assistant, nurses and physicians.

5.5. Describe any equipment/supply deficits (financial, A & I, etc.) hindering the functioning of the department.
Fax machine is unreliable for patient records and lab results transmissions.

6. External Funding Sources
6.1. List and describe any state/federal grants received

- Medi-cal Administrative Activities (MAA Program)
- Family PACT reimbursements for family planning services

6.1.1. Describe the amount awarded and items purchased.

- MAA (unrestricted funds): Health Services received $25,000 for 2010-2011 academic year. The funds were used for various medical supplies and medications for indigent students
- Family PACT: Received $40,000 for 2010-2011 academic year. The funds are reimbursements for services rendered relating to family planning. The funds were used for to cover deficit for staffing of health professionals.

6.2. List and describe any private-sector grants and donations received

None at this time.

6.2.1. Describe the amount awarded and items purchased.

N/A

7. Community Interaction
7.1. List any current or proposed community outreach programs.

The effectiveness of our health services program relies on partnerships

7.1.1. Describe these programs.

- Santa Clara County Health and Hospital Systems provides vaccines, including free flu vaccinations and other support.
- Breathe, CA, (non-profit, formerly, American Lung Association) provides smoking cessation supplies and aids.
- Lion’s Club provides referrals for free/low cost vision exams and glasses
- Planned Parenthood provides family planning services during semester breaks
- O’Conner Hospital Residency Program provides a third year family practice resident for medical care in the clinic

Adapted from LAHC . Feb 2006
SJCC Student Services Prog Rev Tem rev Summ 2011 dp 7/24/11
7.2. List any current or proposed industry and school partnerships.

Health Services is in the application process for the 340B program. The Federal program identifies the SJCC clinic as a STI’ clinic and offers low cost for supplies, best practices and technical support. 340B is a federal program for discounted pharmaceutical pricing by the U.S. Department of Health Human Services.

7.2.1. Describe these partnerships.
Partnerships described in 7.1.1 & 7.2

8. Student Learning Outcomes

8.1 Describe how Program SLOs are assessed and what the responses to the results have been, i.e., any program changes, improvements of student support services and environment that have occurred based on the results, and analysis of these improvements. (attach SLO reporting forms.)
The procedures are reviewed at each staff meeting and the results are in progress.

8.2 Discuss how the program ensures that the SLOs are assessed consistently.
The process of assessment is imbedded in the procedures from the check-in point to the exit of the patient.

8.3 Describe departmental engagement in the discussion, review, assessment and revision of program SLOs.
The faculty and staff discussed the SLO #2 (Privacy of Health Information), methods of collection, and findings during a staff meeting on August 29, 2011. Another follow-up staff meeting has been scheduled for November 3, 2011.

PART IV: FEASIBILITY

1. **Current Department** (2009-2010)

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<td>5000 – Other</td>
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<td>6000 – Equipment</td>
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<td><strong>TOTAL</strong></td>
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2. **Proposed Department Budget for the next fiscal Year (budget should remain stable with little increase) – Level funding, no anticipated changes**

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<tr>
<th>Department</th>
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<tr>
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### PART V: COMPLIANCE

1. List any current program-specific compliance requirements (if any), with state and/or national agencies, and any other outside agencies.

   1. HIPAA (Health Information Privacy Act)
   2. OSHA (Occupational Safety & Hazard Act)
   3. BRN (Board of Registered Nursing)
   4. Board of Medical Reviewers (Governing agency for medical physicians)
   5. Board of Behavioral Science (Governing agency for Marriage and Family Therapist supervisor and interns)

2. Describe the unit’s method or plans of complying with state and federal mandates and Title V regulations.

   1. HIPAA: Compliance includes providing students with information pamphlets of Federal Health Privacy Laws. Student acknowledges receipts of notice with initial and dates.
   2. OSHA: Compliance of proper handling and storage of biohazard and pharmaceutical wastest
   3. BRN: Compliance includes a valid and current CA registered nurse license
   4. Board of Medical Reviewers: Compliance includes a valid and current medical license
   5. Board of Behavioral Science: Compliance includes a valid and current MFT license and Counseling Intern

### PART VI: FIVE-YEAR PLAN

1. Describe how the program will specifically address any weaknesses identified in the self-study.

   Bi-annually, the staff assesses for unmet health needs of SJCC students.

2. Discuss how the program will build on existing strengths.

   One of the clinic’s strength is the focus of services on Family Planning and the prevention of STI’s. Building on the focus, SJCC would greatly benefit from a peer health education program, including family planning, sexually transmitted infections, and healthy relationships.
3. List measurable departmental goals and objectives for the next 5 years (based on the College’s mission statement and strategic plan). List the unit’s plan for completing these goals and objectives. Include proposed timelines, budget, if needed, and persons responsible.

| Goal: To update vital equipment necessary for maintaining clinic services. |
|-----------------------------|-----------------------------|
| **Objective:** To replace the 25 year old autoclave used to sterilize medical equipment. |
| To replace the 12 yr old fax machine used to receive and transmit medical records and laboratory orders/results. |
| To replace the 12 yr copier used to duplicate vital documents. |
| To replace the 12 yr old printer used for labels, documents and health information for students. |
| **Budget:** |
| Autoclave, $8,000-10,000 |
| Fax, $300 |
| Copier, $2,500 |
| Printer, $800 |
| **Person Responsible:** J. Chang |
| **Timeline:** 2012-2015 |

| Goal: To integrate a Faculty position of instruction and Marriage and Family Therapist Supervisor |
|-----------------------------|-----------------------------|
| **Objective:** To stabilize positions in both clinics of Evergreen and SJCC and provide an psychology instructor. |
| **Budget:** $20,000 |
| **Person Responsible:** EVC Director, SJCC Director and Dean of Language Arts and Social Science |
| **Timeline:** 2013-2015 |

| Goal: To increase the efficiency of the health professionals and maintain Federal privacy laws. |
|-----------------------------|-----------------------------|
| **Objective:** To implement an Electronic Medical Records Program. |
| To train staff |
| To obtain client satisfaction surveys |
| To send and receive medical records and laboratory results in a safe manner. |
| **Budget:** Electronic Medical Records Program, $12,000/year. |
| **Person Responsible:** Dr. T. Moos, Medical Director, J. Chang and Lisa Little |
| **Timeline:** 2012-2014 |

| Goal: Increased presence in the community |
|-----------------------------|-----------------------------|
| **Objective:** To reach SJCC students using multiple strategies of marketing: |
| **Budget:** not applicable |
| **Person Responsible:** J. Chang and Lisa Little and contact person for each modality. |

Adapted from LAHC. Feb 2006
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- College website
- Electronic billboard
- Building screen monitors
- Health Services video for classroom presentations
- City Times Newspaper
- SJCC radio station
- Student E-Mail Blasts for announcements, including free flu vaccinations and health awareness campaigns

Timeline: on-going