 Dept SS - (SD) Health Services

&gt; Academic Support Assessment Unit &gt; Program Review



Enter information for 2016-17 only. Prior years need to be entered in Word document and sent to Vice President of Student Services.



## Dept SS - (SD) Health Services

**SS 2016-17 Program Review:** 2016-17**SS 1a) Program Name:** Health Services (Clinical Health Services and Health Education and Wellness)**SS 1b) Name(s) of the author(s) of this report:** Michele LeBleu-Burns and Mary Sullivan

**SS 1c) Number students served annually & trend increasing, even, decreasing:** The number of De Anza students seen to date in the Health Services Departments: The numbers of students seeking services and support in the clinic is increasing, particularly among low-income, uninsured and undocumented students. The following are numbers for the 2016-17 academic Year:

- S.A.R.S. Appointments = 2,486 (Through May 31, 2017)
  - Clinic self-serve/Walk ins = 5590 (only Feb-May2017)
- Health Education and Wellness (HE&W) events & activity student contacts: 5,921 – 7,096; Flu shots: 538

**SS 1d) Who are the typical students served by this program?** : This department serves students campus-wide and all students who pay the student health fee are eligible to receive services from Student Health Services.








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


The mission of De Anza College Health Services is to facilitate the educational success of our students by providing personalized and affordable medical care, health education and community resource information to promote their physical, social and emotional well-being.

Health Education and Wellness:

The mission of Health Education and Wellness is to maintain and improve, through educational experiences, the physical, mental, emotional, spiritual and social health of students at De

?
i
☰
▼

-  Home (/tracdat/faces/...
-  Academic Support A..▼
- Program Review
- Assignments(/tracdat /faces/assessment /assessment\_unit /manageAssignment...
- Personnel (/tracdat /faces/assessment /assessment\_unit /personnel.xhtml)
-  Academic Support As..▼
-  Service Planning ▼
-  Mapping ▼
-  Reports ▼
-  Documents ▼



Anza Community College. Through this work we strengthen and inspire the well-being of the entire college community.

**SS 2b) In what ways and to what extent does program assure the quality of its services to students?:** Program quality ensured through ongoing review of services, patient file review and student surveys.

**SS 2c) In what ways and to what extent does program support College Mission statement?:** See SSLO listing

**SS 3a) In what ways and to what extent does the program assure equitable access for all students?:** Program does outreach to targeted diverse student population (EOPS, ISP, CalWORKS, athletes, LEAD, Women's Studies...)

**SS 3b) State ways and extent that program encourages personal and civic responsibility.:** Health, Education, & Wellness activities & events as well as individual clinical visits educate student toward healthy life habits.

**SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising:** Not Applicable

**SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity:** Educational programming geared to diverse student population. This includes educating students regarding health conditions that are prevalent among particular populations (gender, LGBTQQI, ethnic group identification, etc)

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


**SS 3f) State ways & extent program maintain student records securely & confidentially?:** All patient files are maintained in a double locked, confidential file; all computers are protected through individual pass codes.

**SS 4a) Have there been any significant staffing changes since the last CPR?:** Yes. We have lost of three (3) Full-Time staff classified staff members and 2 Part-Time temporary staff members over the past three years.


**SS 4b) Are there any significant staffing changes that will be needed over the next five years?:** A restructuring of the current staffing model in the Health Clinic and increased staffing in Health Education and Wellness and Psychological Services is needed.

?
i
☰
▼

---


Home (/tracdat/faces/...

---


Academic Support A..▼

---

▶
Program Review


---

▶
Assignments(/tracdat /faces/assessment /assessment\_unit /manageAssignment...


---

▶
Personnel (/tracdat /faces/assessment /assessment\_unit /personnel.xhtml)


---


Academic Support As..▼


---


Service Planning ▼


---


Mapping ▼

---


Reports ▼

---


Documents ▼

---

◀

**SS 4b) Are there any significant staffing changes that will be needed over the next five years?:** see above.

**SS 5a) Have there been any significant facility changes since the last CPR?:** No.

**SS 5b) Are there any significant facility changes that will be needed over the next five years?:** Yes – increase space needs. The current space is severely inadequate for the number of students currently being served in the clinic.

**SS 6a) Have there been any significant equipment changes since the last CPR?:** Health Services has acquired one (1) new copy machine, one printer and two (2) exam tables.

**SS 6b) Are there any significant equipment changes that will be needed over the next five years?:** Yes, updated clinic equipment and furniture, fixtures and other miscellaneous equipment.

**SS 7a) Have there been any significant operational cost changes since the last CPR?:** None.

**SS 7b) Will any significant operational cost changes be needed over the next 5 years? :** Unknown.

**SS 8a) Have there been any significant organizational alignment changes since the last CPR?:** None.

**SS 8b) Are there any significant organizational alignment changes that will be needed over the next :** The current medical direction, clinic coordination and clinician staffing models need to be reviewed and alternative solutions and/or possible organizational structures identified. The current structure of the medical clinic is unsustainable long-term. Additional staffing will also need to be added to HE&W and Psychological services including a Health Education Nurse and a front desk receptionist/clerical support classified professional for Psychological Services.

**SS 9a) Have there been any significant changes in regulations/laws/policies since the last CPR?:** Yes, TB laws (AB1667/SB1038); updated HIPPA regulations. both of these regulations have a significant impact on how services are provided. Due to the passage of AB 1667/SB1038 School employees are no longer automatically given a skin test to determine if they have been exposed to Tuberculosis. Now each employee must be screened to determine if they have risk factors. If they do not, they are certified as risk free. If

?
i
☰
T

---

Home (/tracdat/faces/...

---

Academic Support A..

---

Program Review

---

Assignments(/tracdat /faces/assessment /assessment\_unit /manageAssignment...

---

Personnel (/tracdat /faces/assessment /assessment\_unit /personnel.xhtml)

---

Academic Support As..

---

Service Planning

---

Mapping

---

Reports

---

Documents

---

«

they are at risk, they must undergo a deeper level of evaluation and be examined by a physician. The changes in HIPPA regulations require medical facilities to guard confidential patient information in all forms including verbal and electronic and enhanced the penalties for failing to do so.

**SS 9b) State significant changes in regulations/laws /policies affecting program over next 5 years.:** Unknown.

**SS 10a) State any significant professional development activities for the program since last CPR.:** Health Services Administrators of California Community Colleges (HSACCC) training/conference; National Association of Student Personnel Administrator's Mental Health, Drug and Alcohol and Sexual Violence Prevention Conference

**SS 10b) State any significant professional development needs for the program for the next 5 years.:** Continued medical training for staff as needed/required for license.

**SS 11a) Have there been any significant curriculum since the last CPR?:** Health Education & Wellness has implemented Escalation Workshop on warning signs for relationship violence (see attached flyer).

**SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.:** Unknown.

**SS 11c) State the aggregate student success rate in the instructional portions of the program?:** Escalation workshop evaluation showed 81% agree/strongly agree that after attending workshop:

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

**SS 11d) State gap of student success rates with targeted groups.:** Unknown.

**SS 12a) Have there been any other significant program changes since the last CPR?:** Changes in staffing – adding additional RN to day and evening shift; adding 2 HE&W RNs P/T (then shifting to cover clinic vacancies).

**SS 2b) Are there any other significant issues that will affect the program over the next five years?:** Yes, more staffing changes will be needed; concerns about funding due to

?
i
☰
▼

---

🏠
Home (/tracdat/faces/...

---

🏛️
Academic Support A..▼

---

⋮
Program Review

---

⋮
Assignments(/tracdat/faces/assessment/assessment\_unit/manageAssignment...

---

⋮
Personnel (/tracdat/faces/assessment/assessment\_unit/personnel.xhtml)

---

✎
Academic Support As..▼

---

📅
Service Planning
▼

---

🏠
Mapping
▼

---

📄
Reports
▼

---

📁
Documents
▼

---

⏪

declining enrollment at the college. This is a concern because the entire program budget is derived from student health fees, which are based upon the college's total student headcount. The current model of providing health services to students is not financially sustainable over time, due to the reduction in revenue and the increased cost of providing the services. The college and district are interested in exploring other more comprehensive and cost effective models for providing basic medical services to De Anza College Students.

**SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?:** Not Applicable

**SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?:** Not Applicable

**SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.:** Not Applicable

**SS 14a) What are the current/active program outcome statements?:**

- Health\_SSLO\_1 Students will identify where Health Services is located on campus and identify at least three services provided.

- Health\_SSLO\_3 Students will utilize wellness resources in Student Health Services to allow themselves to make health choices during their current school day.

- Health\_SSLO\_4 Students will be able to access Student Health Services for information, resources and treatment to stay on campus to complete their school day.

- Health\_SSLO\_5 Students will improve their ability to recognize suicide contemplation warning signs, and will demonstrate an enhanced understanding of steps they can personally take to help save lives.

- Health\_SSLO\_6 Students will demonstrate healthy sexual behavior

**SS 14b) How many SSLO/SLO statements have been assessed since the last CPR?:** Five SSLO/SLO statements have been assessed since the last CPR.

**SS 14c) Summarize the outcomes assessment findings and resulting program enhancements since last CPR:** See attached SSLO assessment June 2017.

**SS 14d) What are the program outcome assessment plans for the next five years?:** Unknown due to staffing.

**SS 15) Analysis of the program from last CPR to now to 2018-19.:** Program services have been expanded/adjusted in

?
i
☰
▼

---

🏠
Home (/tracdat/faces/...

---

🏛️
Academic Support A..▼

---

⋮
Program Review

---

⋮
Assignments(/tracdat/faces/assessment/assessment\_unit/manageAssignment...

---

⋮
Personnel (/tracdat/faces/assessment/assessment\_unit/personnel.xhtml)

---

✎
Academic Support As..▼

---

📅
Service Planning
▼

---

🏠
Mapping
▼

---

📄
Reports
▼

---

📁
Documents
▼

---

⏪

the 8 years since 2008-09 in response to changes in student health needs. There is a greater need for mental health support (stress, anxiety, depression, suicide, increased violence, abusive relationships, internet abuse/misuse), physical health education (increase chronic conditions in young adults – obesity, diabetes, cardiac issues, sleep issues, Sexually Transmitted Infections – 20 year high nationwide) as indicated in the National College Health Association (NCHA) survey data – 2011, 2013, 2016.

As we move forward, we continue to track health changes in the college population through NCHA survey, Santa Clara Public Health Dept., and HE&W survey data. We adjust program focus to address the most pressing needs, noting a trend of student's reliance on Student Health Services to bridge the gap in their lack of personal health care insurance (Affordable Care Act) and reduction in financial resources.

**SS 16a) Name of the Division and the names of the programs.:** Student Development Division:

- Health Services (Health Education and Wellness, Psychological Services, Clinical Services)

- Extended Opportunities Programs and Services

- College Life (DASB and ICC, Student ID, Eco Pass, Flea Market)

- Student Judicial Affairs

- HEART (Harm Evaluation Assessment Reduction Team)

- Americans with Disabilities Act (ADA)/504 Compliance

- Unlawful Harassment and Discrimination Coordination

**SS 16b) Who wrote the Divisional Perspective?:** Michele LeBleu-Burns, Dean, Student Development and EOPS/CARE

**SS 16c) Summarize the CPRs written by the programs of the Division.:** The Student Development Division, which is comprised of Extended Opportunities Programs and Services, the Office of College Life, Health Services, Student Judicial Affairs and ADA/504. Has continued to grow over the past several years as program areas have been added or developed to address the educational, social, learning and development needs of a diverse student population, by cultivating strategic

Navigation menu with icons: Home, Academic Support A..., Program Review, Assignments, Personnel, Academic Support As..., Service Planning, Mapping, Reports, Documents, and a back button.

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