

**Palomar College – Institutional Review and Planning
Non-Instructional Student Services Programs**

Purpose of Institutional Review:

The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.) Qualitative

Health Services

Department/Discipline Reviewed

1. 3-year trend of quantitative data

	2005-2006	2006-2007	2007-2008
<u>Total Contacts for San Marcos & Escondido</u>			
1. RN Visits	5,523	5,547	5,685
2. Physician (MD) Visits	735	948	858
3. Nurse Practitioner (NP) Visits	172	203	565
4. Health & Wellness Visits	3,508	4,317	2,339
5. Medical Reception Assist Visits	206	292	167
6. Medical Reception Direct Services (Walk-ins, Make Appointments, Telephone Calls, Patient Assists, RN/MD/NP Clinic Assists, Emergency Response, Basic First Aid)	19,537	23,139	24,824
1. <u>RN Visits Include:</u>			
• Emergency Response, 911 Calls, Advanced First Aid	227	232	303
• Worker's Comp Intervention	27	16	14
• Telephone Triage/Consult	325	372	453
• Flu Shots (Mentor Student Nurses)	145	464	414
• Immunizations	207	218	105
• TB Tests	927	958	1,082
• Pre-Academic Physical Exams (PE)	171	120	133
• MD/NP Clinic Assists	907	1,151	1,423
• Assist Disabled Students	117	113	95
• Academic Class Requirements(BP, TB tests, Physical Exams, Lab Tests)	627	973	1,768
• Cholesterol Blood Tests	73	61	144
• On-Site Lab Tests	224	125	133
• RN Assistance (Emergencies, positive TB)	162	133	103

	2005-2006	2006-2007	2007-2008
2. <u>Vending Machine Visits</u>			
• Vending Machines (Over-the-Counter Meds)	2,113	2,269	1,771
3. <u>MD/NP Visits Include:</u>			
• Physical Exams (Academic, Sports, Healthy Lifestyle, DMV, Childcare, Mini-PEs)	171	120	133
• Pap Tests	52	42	36
• Skin Cancer Screenings	107	92	125
• Lab Tests (specimens collected, sent to outside labs)	560	522	441
• Abnormal Lab Results	286	123	125
• Respiratory Illnesses	266	151	158
• Dermatology (Rash, Warts, Skin Infections)	365	373	275
• Musculo-Skeletal Injuries	178	137	253
• Sexually Transmitted Illness (STI)	27	22	18
4. <u>Health & Wellness Visits Include:</u>			
• HIV Test (Partnership)	50	70	70
• Classroom Presentations/ to #Students	79/1,929	119/2,676	53/1,480
• American Red Cross Blood Donations	225	441	439
• Campus-Wide Days	600	800	Did Not Participate
• Chlamydia Screenings (Partnership)	54	No Grant Funding	No Grant Funding
• Great American Smoke-out (Partnership)	100	80	50
• Breast Cancer Awareness	500	200	200
• Condom Awareness (Partnership)	50	50	100

NB: The aforementioned data is only a **sampling** of the health care encounters provided for students, staff, and others. The Registered Nurses (RN) continue to assess **all** clients who visit the medical clinic. The RNs also perform medical reception duties, participate in the Health & Wellness events, and are responsible for many monthly and annual department projects. Nurses working at the Escondido Center also perform medical reception functions. Medical Reception is the front line provider on the San Marcos Campus.

2. Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.

- The data indicates a 64% increase in NP visits which is attributed to daily MD/NP clinics at Health Services;
- Increase in the number of students with no insurance coverage;
- Increase in number of students presenting with anxiety, depression, behavioral problems and substance abuse;
- Basic First Aid is now being provided by medical reception;
- Medical reception assists in Emergency Response on an as needed basis due to RN staffing shortage and program efficiency;
- Workers Comp clients receive basic intervention and are then referred to the Benefits Specialist as limited funding sources require direct referral;
- 45% increase in pre-academic physicals;
- Healthy Lifestyle Self-Assessment was developed as a pilot program in collaboration with the Health 100 classes to evaluate Student Learning Outcomes;
- 68% decrease in classroom presentations due to limited staffing availability, majority of classroom presentations are being provided only at the Escondido Center, still with high usage by undeclared disabled students;
- 22% decrease in usage of vending machines due to equipment malfunctions;
- The Health Services Director and RN's worked with the DRC Director to obtain personal care assistants for disabled student as required by DRC for admission;
- 11% decrease in immunizations due to Public Health Department discontinuation of providing MMR vaccine, excessive cost of MMR vaccine to Health Services and Hepatitis B now required by middle school age, referrals are made to Public Health for vaccinations;
- Some Health & Wellness events have been limited or discontinued due to insufficient staffing;
- Health Education knowledge has increased requests for pregnancy and bladder infection testing;
- Health Services no longer offers the mini-physicals due to insufficient staffing and limited exam rooms;
- Bench added outside San Marcos Health Services to handle contagious patients and to serve waiting room overflow;
- The number of TB Tests has increased by 11%. Employees continue to utilize Health Services for testing due to convenience and affordability.

3. Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:

PLAN – 2007-08	Assessment/Outcome – 2008-09
<p>a. Programs changes/improvements (consider changes due to Growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)</p>	<p>Additional NP has increased the ability of the Health Center to provide medical services to students Monday through Friday. This met the students request for services and an additional female practitioner for exams.</p> <p>Update guidelines for physical exams due to requirements for admission into health programs including Nursing, EME, Dental, Athletics, etc.</p> <p>Employee office visits were reinstated with District reimbursement.</p>
<p>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.) Planning for relocation to the Library. Will need to add exam rooms to meet increasing demands of patients.</p>	<p>MD/NP availability on a daily basis allows students to access the clinic for immediate needs, i.e. prescriptions filled, etc. with a decreased in process in scheduling and intervention. As a result, wait times have decreased significantly and improved our service outcomes.</p> <p>Due to limited office space and patient demand, it was necessary to further combine staff work areas and change one office into an exam room to accommodate patient needs.</p>

4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:

PLAN 2007-08	Assessment/Outcome – 2008-09
<p>a. Equipment/Technology - block grant funds, VTEA, other resources, etc. Funding from Proposition M to set up new office and medical equipment for Health Center in Fallbrook.</p>	<p>Purchased :</p> <ul style="list-style-type: none"> • Microscope for specimen testing; • Two wheelchairs to aid in patient transportation.
<p>b. Budget - budget development process, one-time funds, grants, etc.</p>	<p>All services provided at Health Services are funded by the state mandated health fees and receive NO support from General Fund.</p> <p>In FY 07-08 approximately \$62,000 was deducted from Health Services designated accounts and given to other campus programs and departments.</p> <p>HS continues to provide services in collaboration with community partnership grants, i.e. tobacco education, HIV, Blood Drives.</p>
<p>c. Staff position (s) - changes staffing needs due to program growth, new technology, etc. Salaries for health professionals need to be more competitive to attract experienced nursing staff. Currently Health Services has vacancies for 2 full-time RN positions and 45% Health Services Support Specialist.</p>	<p>Unable to recruit for vacant RN positions as salary is not competitive with the outside job market.</p> <p>The 45% Health Services Support Specialist position remains vacant. Classification Study is now in progress for higher salaries for health professionals.</p>
<p>d. Other</p> <p>Plan for Fallbrook Education Center Health Services.</p> <p>Plan to move current facility site in 2 ½ years for interim; while construction is being completed at the future site.</p>	<p>Coordinate with Facilities strategic planning.</p>

5. Discuss one department/discipline goal linked to Palomar’s Strategic Plan 2009 and how it will support the success of students.

The goal of Health Services is to support the physical, emotional, and social well being through accessible, contemporary high quality health wellness services.

6. Student Learning Outcome progress:

a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.

1. The Healthy Lifestyle Self-Assessment was added in collaboration with the health classes. We continue to work with the health classes to further determine student needs and a methodology for providing follow-up care.
2. Health Services developed a Point of Service survey and a self-advocacy education piece (***Be an Active Participant in Your Health Care***).

3. Service Learning Outcomes survey at the physician's office to be completed with the Research Department after Accreditation.

b. Describe a learning outcome that is difficult to assess.

Difficult to assess application of Student Learning Outcomes with regard to education of health issues applied unless the student returns to Health Services for follow up.

7. Describe a department accomplishment that you would like to share with the college community.

Health Services continues to provide instructional nursing students the opportunity to use our clinic as a site to observe and perform with direction, instruction and mentoring by our RN staff, i.e. PPD testing and flu shot administration.

Health Services serves as a clinical site for RNs in MSN, Nurse Practitioner programs.

8. Are there other resources (including data) that you need to complete your department/discipline review and planning?

For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

Health Services operations comply with all California Laws and Codes, California Codes of Regulations. State and Federal regulations are followed with regard to the Health Insurance Portability and Accountability Act (HIPAA) and biohazard waste disposal requirements.

9. Other comments, recommendations

Please identify faculty and staff who participated in the development of this plan:

M. Jayne Conway, Margery McCrory, Yvette Martinez, Susan Mayfield, Maria Monsalud

Name/signature

Date