

**Palomar College – Program Review and Planning
Non-Instructional Programs
YEAR 2
Academic Year 2013-14**

Purpose of Program Review and Planning: 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.)

Discipline: HEALTH SERVICES CENTER

09/06/2013

Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)

STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)

Health Services Centers Visits	<<Prelim>>				Definitions
	2009-2010	2010-2011	2011-2012	2012-2013	
RN	4,758	4,497	3,685	3,113	Provides initial registered nurse level holistic health assessment of all patients who receive services. Provides assessment and intervention to on campus emergencies, assists MD/NP in treatments, performs venipuncture for blood tests, performs CLIA waived on site lab tests, administers prescription meds and prescribes and administers over the counter medications, provides health instruction, refers to community resources, participates in Wellness Outreach Promotions, researches and assigns departmental projects, serves as medical receptionist at the Escondido Center.
MD	933	1,053	897	1,031	Provides physician level primary care and holistic assessment, diagnoses advanced treatments, prescribes prescription medications, prescribes laboratory tests, provides health instruction, reviews medical charts for accuracy and performs quality assurance on medical records, researches latest medical information and provides medical in-services to update staff and follow-up as needed.
NP	718	769	573	606	Provides Nurse Practitioner level primary care and holistic assessment, diagnoses, advanced treatments, prescribes and administers prescription and over the counter medications, provides assessment and intervention to on campus emergencies, performs lead function over clinic operations, health instruction, and follow-up as needed.
Brief Personal Counselor	34	0	0	22	Brief Personal Counselor hired in Spring 2013; counsels students for anxiety, crisis, depression screening, mental health psychological, mental health history, and suicidal using holistic treatments.
Medical Reception Assists	153	185	130	182	Distributes basic over-the-counter drugs, aspirin, ibuprofen, acetaminophen Band-Aids, and ice packs; provides Band-Aids, meds, feminine products, condoms, weight checks, assists DRC students, assembles 1 st Aid Kits for campus departments.
Medical Reception Direct Services	32,135	31,669	23,041	30,615	Provides HS policy information, performs basic triage to schedule patient appointments & walk-ins, sets appointments, provides telephone contact, screens and directs calls, assists patients as needed, receives emergency telephone calls and dispatches medical staff to on campus emergencies. Initiates and maintains medical charts, copies of chart documentation, RN/MD NP clinic assists, and emergency response.

Top RN Visits Include:	2009-2010	2010-2011	2011-2012	2012-2013
✓ Academic Class Requirements (BP, TB Tests, Physical Health Exams, Lab Tests)	1,440	1,682	796	529
✓ Assist Disabled Students	114	49	21	22
✓ Cholesterol Blood Tests	79	206	145	115
✓ Emergency Response (includes 911, Advanced First Aid)	326	272	254	255
✓ Flu Shots (Includes Paramedic Students)	686	627	642	599
✓ Immunizations	111	126	63	61
✓ Lab Tests	329	303	202	642
✓ MD/NP Clinic Assists	1,844	1,822	1,470	1,637
✓ Medical Injury Reports, Student Accident Reports	132	119	109	118
✓ On-Site Labs (Chemstrips, Pregnancy, Urine Culture)	143	167	125	176
✓ Pre-Academic Physical Exams (PE)	70	60	31	41
✓ RN Assistance (Emergencies, Positive TB)	149	147	99	79
✓ TB Tests	991	912	833	767
✓ Telephone Triage/Consult	381	349	267	320
✓ Worker's Comp Intervention	20	22	8	7

San Marcos Laboratory Tests-Students	Total
Ana	2
Blood Typing/RH	11
CBC	41
Chem Panel	47
Chlamydia/GC	15
Cholesterol/Lipid Panel	121
Culture Urine/Routine UA	8
HCG Quantitative	1
HgbA1C	3
Hepatitis B Ab/Hep B other	13
H Pylori	1
Hormonal	19
Mono	3
Mumps	14
Other	12
Pap Smear	10
UA Culture	4
Rubella	14
Rubeola	14
T4/T3/T7	10
TSH	21
Varicella	20
Venipuncture Fee	14
Total	418

Escondido Laboratory Tests-Students	Total
Blood Typing/RH	7
CBC	11
Chem Panel	11
Chlamydia/GC	2
Cholesterol/Lipid Panel	32
H Pylori	1
Hepatitis B Surface Ab	2
Hepatitis Panel/Profile	1
Mumps	4
Other	1
Pap Smear	2
Rubella	2
Rubeola	2
T4/T3/T7	1
TSH	2
UA Routine/Culture	1
Varicella	15
Total	97

San Marcos In-House Lab Tests - Students	Total
Hemacult	0
Urine Chemstrip	81
Urine Pregnancy	46
Total	127

San Marcos Abnormal Laboratory Tests-Students	Total
ANA	1
CBC	11
Comp. Metabolic Panel	21
Chlamydia/GC	1
Cholesterol	53
Hemoglobin A1C	2
Hepatitis B Surface Ab	1
Progesterone/Hormones	5
PSA/Testosterone	3
Stool for Occult Blood	1
TSH/T3/T4	0
Urine Culture	2
Varicella Titer	1
Total	102

Escondido Abnormal Laboratory Tests-Students	Total
ANA	0
CBC	3
Comp. Metabolic Panel	9
Chlamydia/GC	0
Cholesterol	16
Fasting Blood Sugar	0
Hemoglobin A1C	1
Hepatitis B Surface Ab	0
H Pylori	1
Total	30

The San Marcos Health Services was reopened in spring 2012. The department was relocated to the North end of campus. Students still report having difficulty finding the new location, but this has improved significantly since adding the large red crosses on the sides of the building. The previous location was in the middle of campus.

The entire year 12-13 the staff were preparing for implementation of Point and Click electronic medical records. Extensive planning and implementation meetings were held with Information Systems for interfacing with People Soft student records. Programs and reproduction equipment were encrypted to insure compliance with the new HIPPA Laws to ensure student and staff medical confidentiality. The program was developed to meet the unique needs of the Palomar College Health Services Centers. Extensive set-up of all medical clinic systems including pharmacy and supplies was performed. All staff began training for operation of the EMR. The EMR was fully implemented on July 8, 2013.

The Director was assigned to serve as the liaison to the Chancellor's Office Student Mental Health Program by the VPSS. An Active Minds Club was initiated and has a small core of student officers. The SMHP provided \$5,000 to provide the "Send Silence packing" program on campus. On-line mental health training was made available to all staff with the supported by a three year grant from the Chancellor's Office. These programs provided by the Kognito Company include: identifying "At Risk" students and working them; LGBTQ students and staff programs and Veterans student and staff programs. The HELP Mental Health and Counseling Service 6 month pilot was funded by student health fees

RN Visits:

- Have decreased by 16% due to staff training sessions for Point & Click electronic Medical records. Health Services currently has only 1 full-time RN and six part-time RNs. There has also been a national shortage of TB serum for TB screening which lead to fewer appointments.

MD/NP Visits – top diagnoses	2009-2010	2010-2011	2011-2012	2012-2013
✓ Abnormal Lab Results for follow-up with M.D.	240	149	40	48
✓ Dermatology (Rash, Warts, Skin Infections)	323	473	404	434
✓ Rx Meds – In-house	242	330	336	443
✓ Rx Written – Outside Pharmacies	336	293	176	154
✓ Musculoskeletal	222	244	182	242
✓ Pap Tests	34	17	12	7
✓ Physical Exams (Academic, Sports, Healthy Lifestyle, DMV, Childcare, Mini-PE)	218	289	149	101
✓ Respiratory Illnesses	293	358	270	257
✓ Sexually Transmitted Infections (STI's)	21	8	9	14
✓ Skin Cancer Screenings	105	144	62	124

Physician services offer our students ready access to primary care, with particular attention to the many stressful aspects of academic life. Consideration of the student's family, work, finances, transportation and mobility situations, as well as language needs and previous medical issues weigh on individual treatment plans. 70% of our students have no medical insurance and rely on the college Health Services Centers for their health care.

The National Institute of Mental Health (NIMH) states in a 2008 report that an estimated 26.2% of Americans, ages 18 and older, about 1 in 4 adults, suffer from a diagnosable mental disorder in a given year, which translates into 57.7 million people. Furthermore, researchers supported by NIMH have found that mental illness begins very early in life (2005). Half of all lifetime cases begin by age 14, and ¾ have begun by age 24. Thus, mental disorders are really the chronic diseases of the young. Individuals with serious physical health problems often have co-morbid mental health problems and nearly ½ of those with any mental disorder meet the criteria for 2 or more disorders, with severity strongly linked to co-morbidity (Kessler et al 2005). As cited in Robinson and Reiter (2007), as many as 78% of primary care visits stem from psychosocial issues. While patients typically present with a physical health complaint, data suggests that underlying mental health of substance abuse issues are often triggering these visits.

MD/NP Visits:

- Total MD visits have increased by 13% (front page) as more students have located the Health Service Center.
- NP visits have increased by 6% even though the FT Lead NP resigned in September 2012. NP resigned due to poor salary as compared with higher salaries in the community and the threat of salary and benefits cuts. The new full-time NP position was not fully functioning until the following summer 2013. There were several unsuccessful NP searches due to the shortage of qualified applicants. It is anticipated there will be an even greater shortage of licensed practitioners due to the needs of the Affordable Care Act.
- Dermatology continues to be the most common reason for visits by students; respiratory visits are the second highest followed by musculoskeletal issues. We are anticipating much more detailed medical reports with the electronic medical records Point & Click package.

Brief Counseling Visits Include:	2009-2010	2010-2011	2011-2012	2012-2013
✓ Anxiety	63	23	31	80
✓ Counseling	55	9	43	61
✓ Crisis	20	7	4	11
✓ Depression Screening	21	4	7	50
✓ Mental Health - Psychological	76	34	49	80
✓ Mental Health History	0	0	2	21
✓ Referrals to Counseling Department	Wasn't tracking	Wasn't tracking	1	6
✓ Suicidal	2	0	3	5

Counseling Visits:

- Health Services provides Brief Personal Counseling three hours per week. A faculty Counselor was hired for Spring semester. The data from prior years was collected from students who saw the MD/NP or RN. There is no statistical data to compare from prior years at this time.

I. A. Reflect upon and provide an analysis of the four years of data above

- Provided additional staff meetings to discuss and plan for EMR "Go Live" directly affected the number of patient appointments
- Several Health classes no longer utilize Health Services visits for Extra Credit for their students.
- Many students are presenting with multiple complex health issues.
- Due to high respiratory problems Health Services initiated bronchodilators medications available in the Health Services Centers. This has been very successful for students
- Shortage of TB serum to provide screening to students and staff has decreased the number of overall TB Tests provided.

I. B. Please summarize the findings of SAO assessments conducted.

The Health Services RN's are measuring outcomes in the following areas:

- Distance Vision Testing: 112 tests performed, abnormal vision results totaled 14 for FY 12-13
- Hearing Testing: 95 tests performed, abnormal hearing results totaled 4 for FY 12-13
- Gynecological: The number of pap smears performed continues to decrease based upon free or reduced costs and services available in the community. Students are responsible to pay \$50.00 for a pap in Health Services. The \$50 charge is for lab processing at Quest.
- Breast Cancer Awareness: 280 students received information pertaining to Breast Cancer Awareness at our event in October of 2012 and were able to practice screening on the demo model.
- Infectious Disease 599 Flu Shots were provided to students at no charge. Preventative education was supplied to students.

I. B. Please summarize the findings of SAO assessments conducted.

OBJECTIVE 1.8

The **Administrative Team** is measuring outcomes in the following areas:

- **Student “No Shows” to Appointments**

The Health Services Standardized Policy for “No Shows”, (updated FY 2010-2011) states that at the time of scheduling an appointment, the student will be advised of our policy and will be offered an appointment card on which to write down the name of their provider; date and time of the appointment recorded. If the student fails to keep their scheduled appointment it is documented in our medical database and the student medical record. Students are allowed two (2) No Shows to appointments and will be only seen for future visits on a walk-in basis as the providers schedule allows. Since the implementation of the policy the number of No Shows has decreased from 439 in FY 11-12 to 279 in FY 12-13. We hope to decrease the No shows rate next year by use of EMR to add e-mail and text reminders of appointments.

- **Awareness of Health Services Offered**

It is the goal of the Health Services Center to outreach to students about services available to them. The Health Center has various communication methods for sharing information with students included at monthly Health and Wellness Outreach events, by posting flyers or sending campus wide e-mails, and more. As students present to make appointments at the Health Services medical reception desk, they are asked to complete a sign-in sheet indicating where they learned of our services. The response is noted and retained until the day's end. This data is then entered into a spreadsheet and tabulated and reported on a monthly basis. The sign-in sheet offers the following options as to how the student learned about Health Services. The following are the major resources used to advertise about Health Services. This does not include articles published in the Telescope newspaper.

Semester:	Word of Mouth	Webpage	Facebook	Promotional Events	Classroom	Schedule	Walking By
Fall 2010	19%	1%	n/a	22%	37%	0%	22%
Spring 2011	37%	2%	n/a	16%	14%	1%	31%
Fall 2011	31%	3%	n/a	9%	19%	0%	38%
Spring 2012	32%	6%	n/a	18%	18%	1%	25%
Fall 2012	33%	3%	4%	25%	14%	0%	21%
Spring 2013	28%	7%	2%	23%	13%	1%	26%

In addition to these methods, the Director of HSC makes regular updates to the Associated Student Government.

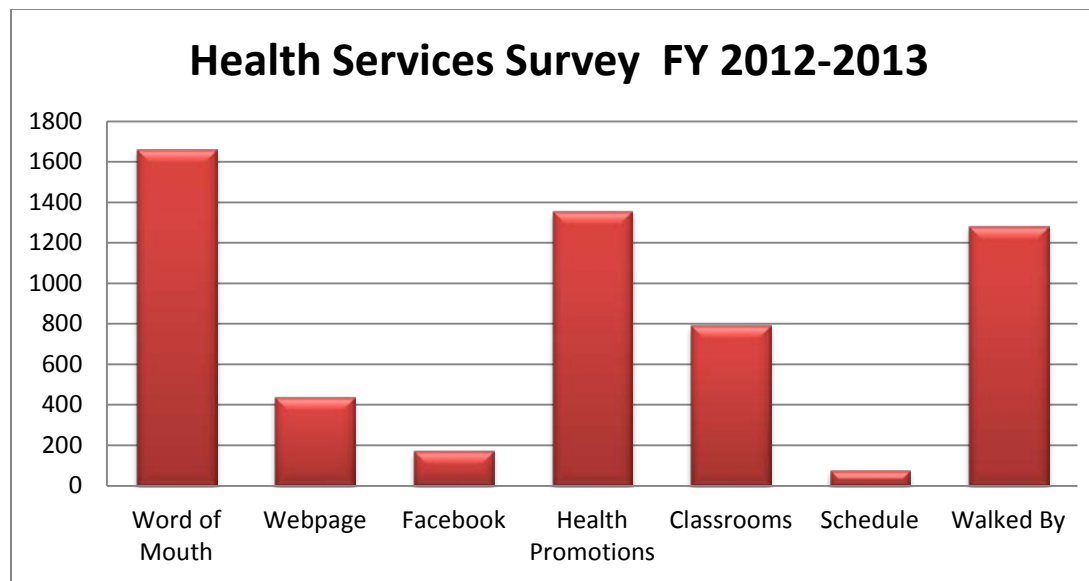
HSC staff has outreached at various events including the following Health and Wellness Promotions:

Health & Wellness Visits Include:	2010-2011	2011-2012	2012-2013
Aids Quilt Awareness	n/a	n/a	160
American Red Cross Blood Drive (Fire Academy assists)	757	966*	841
Athletic PE Promotion	0	30	200
Breast Cancer Awareness	300	75	280
Campus-Wide Days/Discover Palomar (includes Earth Day)	108	0	675
Classroom Presentations (includes # and # of Students)	71/1774	22/427	8/167
Coffee House Nights	0	0	75
Flu Shots	627	642	612
Great American Smoke-Out (Partnership with Vista Community Clinic)	50	80	100
Healthy Heart Month (Blood Pressures & Cholesterols)	101	77	54
Infectious Disease Awareness	135	20	63
Sexual Responsibility Awareness	75	225	235
HIV Testing (Partnership with Vista Community Clinic)	117	426	294
Skin Cancer Awareness	140	200	90
World Aids Day	n/a	100	50

I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.

Health Services statistics indicate that:

- The SAO measuring outcomes marketing has been effective in reaching our target group via our Health and Wellness promotions
- The implementation of the recent “No Show” policy has been very successful which is indicated by the decrease of no shows
- The majority of students became aware of our services via **Word of Mouth**.



STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's [Strategic Plan 2016](#), describe/discuss the discipline planning related to the following:

II. A. Programs changes and 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.)

1. Space limitations at the San Marcos Health Services has restricted our ability to meet the current student demand for medical appointments and for Brief Personal Counseling. Available appointments have also lessened due to EMR and the time required seeing each student. The Escondido Center Health Services Center also has space limitations however there are plans to expand the location and services. Strategies need to be developed to provide more health and counseling appointments for students.
2. The Affordable Care Act and its effects on students has to be further explored and shared with students.
3. Planning continues for the new sites: Palomar College South and Palomar College North Health Services Centers.
4. Physical exams for admission into the Academic Programs such as, Nursing, EME, Dental, Athletics, etc. are offered through the Health Services Centers at a very reasonable cost for students. Close coordination with the academic programs is required to ensure physical forms content is updated to current standards. In order to provide these services to outreach more students' early registration could be considered for these populations to ensure availability of physicals exams in the newly established timelines by hospitals and providers.
5. Health Services has transitioned from paper charts to Electronic Medical Records with the Point & Click medical software in accordance with medical standards and practices. This process has taken time away from serving patients due to setup and training. It will allow us to obtain better statistical data, provide cost savings associated with a paper free office and allow for an improved flow of confidential patient records among our multiple sites. The Point & Click software will also allow us to send appointment reminders by e-mail or text, thus providing a more efficient appointment system.
6. Develop staffing plan structure to administer and coordinate 4 Health Services Clinics and Wellness Outreach resources.

II. A. Programs changes and 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.)

7. Explore staffing related to Psychological Services provided in the Health Services Centers.
8. Support hiring of a part-time psychologist in the Counseling Department for student mental health needs.

II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)

The Health Services Director has been participating in the development and planning stages of the Palomar College North and South Centers. A staffing plan is being developed for administration of 4 Palomar College Health sites; San Marcos, Escondido Center, Southern Center, and Northern Center. A full-time Nurse Practitioner was replaced in Spring 2013.

- Update Health Services Center web page with support of the graphics faculty and information sciences staff.
- Provide ACHA American College Health Association health survey on campus to better identify the health needs of each Palomar College site.
- Set up a Blood Drive wellness outreach program at EC
- Implement Mind Body Stress management program
- Students are requesting more Health practitioner, MD, NP visits to meet the increased demands

STEP III. RESOURCE REQUESTS FOR DISCIPLINE:

III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.

All services provided at the Health Services Centers are solely funded by the Student Health Fees and receive no support from the General Fund.

a. Equipment (per unit cost is >\$500) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.	Exam Table	1		Equipment required to provide services to patients	\$7910.87	One-time	Funded: Restricted Budget
a2.	Vital Signs Equipment	1		Equipment required to provide services to patients	\$5693.33	One-time	Funded: Restricted Budget
a3.							
a4.							
a5.							

b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.	Dell OptiPlex 9010 32 GB	1		Computer equipment required for RN/NP office at the Escondido HSC after remodel	1645.81	One-time	Funded: Restricted Budget
b2.	OptiPlex 9010 Touch	1		Computer equipment required for 2 nd Exam Room at the Escondido HSC after remodel	1630.99	One-time	Funded: Restricted Budget
b3.							
b4.							
b5.							

c. Budget for 4000s (per unit cost is <\$500 supplies) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.	Clinic Supply Expenses	1		Clinic Consumable Supplies	\$3,496.46	ongoing	Funded: Restricted Budget
c2.	Medication Expenses	1		Medication Expenses	13,677.45	ongoing	Funded: Restricted Budget
c3.							
c4.							
c5.							

d. Budget for 5000s (printing, maintenance agreements, software license etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.	Knight Security Agreement	1		After hours security system	\$540.00	ongoing	Funded: Restricted Budget
d2.	Point & Click Software Maintenance	1		Electronic Medical Records	\$8,000.00	ongoing	Funded: Restricted Budget
d3.	Quest Laboratory Services	1		Process labs ordered by the MD/NP	\$4060.00	ongoing	Funded: Restricted Budget
d4.	Airgas Maintenance Agreement	1		Supply Liquid Nitrogen & Oxygen	\$929.00	ongoing	Funded: Restricted Budget
d5.	Audiometrics Maintenance Agreement	1		Annual Calibration of Earscan equip	\$270.00	ongoing	Funded: Restricted Budget
d6.	BioMed Maintenance Agreement	1		Annual medical equipment Calibrations	\$533.00	ongoing	Funded: Restricted Budget
d7.	CLIA Contract	1		Certification for Lab clinic operations	\$83.00	ongoing	Funded: Restricted Budget
d8.	UniFirst Uniforms Contract	1		Lab coats for clinic staff	\$404.55	ongoing	Funded: Restricted Budget

Total \$14,819.55

e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.	Supervisor – Nurse Practitioner	1			In process	ongoing	Funded: Restricted Budget
e2.	Medical Receptionist	1			In process	ongoing	Funded: Restricted Budget
e3.							
e4.							
e5.							

f. Classified staff position (temporary and student workers position requests unique to this discipline) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.	3 Hourly RN's	1		Provide skilled nursing services to students, assist MD/NP in clinics.	\$20,000.00	ongoing	Funded: Restricted Budget
f2.	2 Student Workers	4		Provide reception support	\$6,000.00	ongoing	Funded: Restricted Budget
f3.							
f4.							
f5.							

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

Health Services transitioned to Electronic Medical Records on July 8, 2013. We are familiarizing ourselves in report generation to gather statistical data.

STEP IV. SHARE YOUR ACCOMPLISHMENTS Please include at least one discipline accomplishment that you'd like to share with the college community.

- Hired Nurse Practitioner on May 1, 2013. The NP is being trained for administrative responsibilities.
- Health Services staff have been very successful in transitioning to the EMR system. Staff worked in collaboration with the IS staff at Palomar and Point & Click to make the transition a smooth one. Staff are upgrading their computer skills and are becoming more proficient in their use of the system. Students have been cooperative and understanding through this transition.
- Provided "free" Sports Physicals to students in collaboration with the Athletics Department
- Health Services negotiated, established and maintains several partnerships with community providers. Through these partnerships more services are brought to the college and are funded through community grants. Some of the partnerships involve several different programs at the Vista Community Clinics, California Youth Advocacy Council and others. These programs augment the services to students by \$90,000 per year.
- Wellness Outreach programs are also coordinated by the Health Center staff on campus and at the Escondido Center. These programs are often coordinated with instructional programs and student clubs. One of such programs is the blood drive in partnership with the *Palomar Fire Academy and the American Red Cross*. This has resulted in over 20 outreach programs provided for students and staff.
- Health Services obtained a Student Mental Health Grant to fund development of a comprehensive plan for dealing with student mental health problems and fund training for students, faculty, and staff.
- The Director was assigned to serve as the liaison to the Chancellor's Office for the Student Mental Health Initiative Program *and* obtained grant funding to provide increased services and evaluate student mental health needs at Palomar College. Additional grant funding was obtained for the consultant who assisted with development of a master plan to address student mental health needs at Palomar College. The Chancellor's Office Grant funded several of the *Kognito* on-line mental health trainings that include identifying "At Risk" behavior, issues related to LGTBTQ training for students and staff, and issues related to Veterans for students and staff.

- The Director in collaboration with the Chancellor's Office, facilitated the on campus "Threat Assessment" workshop training that was live streamed to all community colleges in the state.
- The Director's responsibility has increased as college liaison to *San Diego County Public Health*. Over the last several years the Director has been assigned the charge for developing a San Diego County Public Health *POD (Point of Distribution) Plan* on campus and at the Educational Center. The Director administrates dissemination of emergency medication provided by Public Health in a crisis for students, staff and the surrounding community. This was implemented with the *H1N1* outbreak and will be implemented for other outbreaks as anthrax.
- Health Services has increased responsibility in health law due to the new *Affordable Care Act- Title I* through *Title X*. Health Services Centers need to provide new information to all students and Help them understand the interface between the on campus services and our community interface for services for students. Students will also need to be informed of changes the law brings and how this interrelates with the student health services received in the Health Services Center and the community.
- The cost of prescription medication was lowered to be more affordable for ill students. Prescription medication pricing comparable with Wal-Mart is very convenient, economical and ensures students may return to the classroom.

STEP V. ACCREDITATION For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

The Health Services laboratory services are certified through CLIA (Clinical Laboratory Improvement Amendments).

STEP VI. COMMENTS Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

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

M. Jayne Conway, MSN, RN, Director <i>Name</i>	Sarah Sanchez, MS, RN, ANP-BC <i>Name</i>	Maria Monsalud, RN <i>Name</i>
Yvette Martinez, Senior Admin. Secretary <i>Name</i>	Randy Gallagher, Office Specialist III <i>Name</i>	Lenka Schanka, Staff Assistant <i>Name</i>

Department Chair/Designee Signature

Date

Division Dean Signature

Division Vice President Signature

Date

- Provide a hard copy to the Vice President Vernoy no later than **September 14, 2013**
- Email an electronic copy to jpettit@palomar.edu by **September 28, 2013**
- Email an electronic copy to jdecker@palomar.edu by **September 28, 2013**