

Palomar College – Program 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

2010-2012

1. 3-year trend of quantitative data

Total Contacts for San Marcos and Escondido Health Services	2008-2009	2009-2010	2010-2011
RN Visits	5,187	4,758	4,497
Physician Visits	868	933	1,053
Nurse Practitioner	716	718	769
Counselor	0	34	0
Medical Reception Assist Visits	250	153	185
Health and Wellness Visits (Health Promotions)	3,193	4,061	4,655
Medication Reception Direct Services (Includes Walk-Ins, Make Appointments, Telephone Calls, Patient Assists, RN/MD/NP Clinic Assists, Emergency Response, Basic First Aid)	31,831	32,135	31,669
Grand Total Contacts	42,045	42,792	42,828

Summary of RN Visits	2008-2009	2009-2010	2010-2011
Academic Class Requirements (BP, TB Tests, PE's, Labs)	1,609	1,440	1,682
Assist Disabled Students	60	114	49
Cholesterol Blood Tests	198	79	206
Emergency Response, 911 Calls, Advanced First Aid	300	255	272
Flu Shots (includes Mentoring Nursing Students, EME Students)	557	691	627
Immunizations	95	111	126
MD/NP Clinic Assists	1,584	1,651	1,822
Onsite Lab Test	133	329	167
Pre-Academic Physical Exams (PE)	105	70	60
RN Assistance (Emergencies, Positive TB results)	105	149	147
TB Tests	1,157	991	912
Telephone Triage/Consult	411	381	349
Worker's Comp Intervention	28	20	22

Breakdown of MD/NP Visits	2008-2009	2009-2010	2010-2011
Physical Exams (Academic Programs, Sports PE, Healthy Lifestyle, DMV, Childcare)	228	218	289
Pap Tests	34	34	17
Skin Cancer Screenings	120	105	144
Abnormal Lab Results	110	26	149
Respiratory Illnesses	227	293	358
Dermatology	326	323	473
Musculoskeletal	197	222	244
Sexually Transmitted Infections (STI)	15	21	8

Health and Wellness Promotions Summary	2008-2009	2009-2010	2010-2011
Alcohol Awareness	n/a	126	n/a
American Red Cross	521	716	840
Breast Cancer Awareness	245	120	300
Campus Wide Days	500	300	108
Classroom Presentations Number of Classrooms visited/Number of Students in Class	27/513	29/641	69/1,752
Coffee House Night	n/a	481	n/a
Comet Celebration	n/a	321	n/a
Flu Shots	557	100	627
Great American Smoke-Out	75	151	50
Health Fair	n/a	269	n/a
Healthy Heart Month	113	80	101
HIV Testing – Partnership with North County Health Services	86	68	60
Infection Disease Awareness	50	130	96
Red Ribbon/Halloween Escape	n/a	200	n/a
San Marcos Fire Department	152	135	152
Sexual Responsibility Awareness	200	58	75
Skin Cancer Awareness	181	60	140
Sexually Transmitted Infections – Partnership with Vista Community Clinic	Started 09/10	105	117

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.

- 12% increase in the total number of MD visits.
- 7% increase in the total number of NP visits.
- 10% increase in the total number of **combined** MD/NP visits.
- 6% decrease in RN visits due to having only 1 full-time RN on staff.
- 18% increase in Medical Reception assist visits.
- 19% increase in MD treatment of respiratory illnesses.
- 32% increase in MD treatment of dermatology patients

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

PLAN – 2010-2012	Assessment/Outcome 2010-2012
<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.) -Develop programs for Palomar College North and South based on demographics of each area.</p> <p>Instructional programs require physical exams for admission into health related programs including Nursing, EME, Dental, Athletics, etc. and require yearly updating.</p>	<p>Director serves on NCHEA Board and assists in providing Grants to increase student transfers to CSUSM.</p> <p>Development of Health Center programs for Palomar College North and South are in the planning stages. A staffing plan has been developed for the Palomar College North and South Health Centers.</p> <p>Guidelines for History and Physicals (physical examinations) were updated this year to meet current standards for multiple departments including Nursing, Dental Assisting, Fire Academy, Medical Assisting, Paramedic Program, Police Academy, Athletics, Childcare and DMV. Pre-matriculation immunization outreach for students transferring to 4-yr. universities.</p>
<p>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</p> <p>Health Services has been working with the Facilities Department and the LPA architects for relocation to the NO building. This was originally scheduled for Spring 2011. We anticipate that the additional space will aid in serving the student needs somewhat, but does not meet the current need. This 1800 sq. ft. facility which provided 600 additional sq. ft. does not meet the Health Services needs of approximately 30,000 student population.</p> <p>Although additional NP Clinics have allowed Health Services to meet the student requests for easy access to services, with patient clinics five (5) days per week at San Marcos a facility with only 2 exam rooms limits flexibility in scheduling various other services, i.e. hearing and vision exams, HIV and Sexually Transmitted Infection Testing, etc.. With the addition of exam rooms, Health Services will be better equipped to meet the varied patient needs. We anticipate with the limited space for services there will continue to be a large volume of students referred to community clinics due to limited facility resources. Health Services is developing a staffing plan for the current Director position to</p>	<p>Health Services has been working with the Facilities Department and the LPA Architectural Firm throughout the various phases of construction and remodeling of the NO Building. The tentative move date is December 2, 2011. We are anticipating that with the addition of 1 exam room and an isolation room, we will be better able to meet student demands and decrease wait times.</p> <p>Health Services continues to partner with Vista Community Clinic and North County Health Services to provide clinics for testing HIV and Sexually Transmitted Infections.</p> <p>Health Services completed and continues to develop a staffing plan for the Director to administer 4 Palomar College Health sites; San Marcos, Escondido Center, Southern Center, and Northern Center. The recently approved Lead Nurse Practitioner position (in recruitment phase) will be a tremendous asset to the Director in administration of the various work sites.</p> <p>Health Services is in the planning stages for satellite clinic offices. Plans for approximate square footage and office space needs are being negotiated.</p>

<p>administer 4 Palomar College Health sites.</p> <p>a. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</p> <p>The Director is working with the VP of Student Services and the Facilities department in regard to Health Services satellite offices at Palomar College North and South.</p>	<p>The Health Services' Counseling Intern Program was discontinued several years ago due to lack of space. There has been an increased demand for students requesting reinstatement of the Brief Personal Counseling Program through Health Services.</p> <p>The Director served as the chair of the Crisis Intervention Task Force on campus. We are currently evaluating Behavior Assessment Teams and other programs that address the student with psychological issues.</p> <p>Health Services is requesting additional space at the Escondido Center to provide full health service programs at the site.</p> <p>The HSACCC is currently working with the Chancellor's Office on additional funding provided through the Mental Health Initiative.</p>
<p>c.</p>	

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

<p>PLAN 2010-2012</p>	<p>Assessment/Outcome – 2010-2012</p>
<p>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</p> <p>Develop a plan with Informational Systems for technology needs to meet national standards for Electronic Medical Records for 4 interconnected Palomar College Health Center sites.</p> <p>Determine technology needs and purchase new technology equipment for relocation of SM Health Services to new site at the former NO building for Spring 2011.</p> <p>Determine costs for new equipment and revenue sources for all new equipment needs.</p>	<p>Health Services relocation required purchase of all new office equipment. Health Services in coordination with the IS Department, is currently reviewing a proposal from Point and Click and has developed a plan for our technology needs to meet national standards for Electronic Medical Records for implementation In Spring 2012.</p> <p>The following new office furniture/medical equipment was and is being funded with Student Health Fees and is in the purchasing stages or has already been purchased:</p> <ul style="list-style-type: none"> • Office furniture <u>\$25,000</u> Exam Tables (5) <u>\$36,071</u> • Vital Sign Wall Mounts \$14,640 • Autoclave \$6,000 estimate • Refrigerators <u>\$5,234</u> • Electronic Medical Records (basic estimated cost) <u>\$42,000</u> • Photocopier \$6,000 • Electric Cart Pricing: \$10,000 • Computer equipment is currently being evaluated: Pricing: To Be Determined • Other Medical equipment Pricing: To Be Determined <p>Health Services has submitted a request to partner with Vista Community Clinic for a new Grant to broaden services which helps meet Cleary Act requirements.</p>
<p>b. Budget - budget development process, one-time funds, grants, etc.</p> <p>All services provided at Health Services are funded by the Student Health Fees and currently receive NO support from General Fund.</p> <p>Establish operational budgets for Palomar College North and South.</p> <p>Health Services Director will continue to provide services in collaboration with community partnership grants, i.e. tobacco education, HIV, Sexually Transmitted Infections, and Blood Drives to augment health services offered to Palomar College community.</p>	<p>Health Services receives NO support from the General Fund for services provided to students for Health Services operation. Health Services is fully funded by Student Health Fees.</p> <p>Operational budgets are in the planning stages for the satellite offices. Health Services continues to partner with outside resources to provide testing for HIV and STI.</p> <p>The Palomar Fire Club students assist with the American Red Cross Blood</p>

<p>Outreach to community health resources to provide grant funded services at all 4 Palomar College sites to compliment student health fee funded programs.</p> <p>Director collaborated with Vista Community Clinic to expand grant funded STI Clinics at the Escondido Center.</p> <p>Prepare rebuttal report to State Controller's Office on their assessment on use of health fees reported to the state for Health Fee Elimination Reimbursement.</p>	<p>drives and their participation has resulted in a significant increase in donations. Health Services partners with the Vista Community Clinic to bring education about tobacco and smoking on campus.</p> <p>Sexually Transmission Infection screening was provided in partnership with both the Vista Community Clinic and North County Health Services through a grant.</p> <p>Health Services successfully completed a State Audit. The patient charts, purchase orders, staffing and budgets were audited. It was determined that Health Services was operating within State guidelines.</p>
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<p>Staff position (s) - changes staffing needs due to program growth, new technology, etc.</p> <p>Reclassification Study continues to be in progress for higher salaries competitive with outside market for health professionals.</p> <p>Health Services is in the planning stages of hiring 1 RN Supervisor and hire part-time Associate RNs to serve clinic needs for San Marcos and Escondido Center.</p> <p>Determine staffing needs for Palomar College North, Palomar College South and an administrative structure to administrate the 4 Health Services Departments of the college. All staff must be hired and trained to function independently by Fall 2012</p> <p>c. Other</p>	<p>The Reclassification Study has not been completed.</p> <p>The plan to hire 1 RN Supervisor has changed. The plan is to hire a full-time Lead Nurse Practitioner. The position is currently being advertised for and a Selection Committee is in the beginning stages.</p> <p>The Director and acting Lead RN are interviewing for hourly nurses to fill the staffing gaps at the San Marcos and Escondido Centers due to the continued staffing shortage and the vacated LVN position. The Director has identified the need to hire a part-time receptionist at the Escondido Health Center and is in negotiating to increase the clinic space due to patient needs and program growth.</p> <p>Two temporary hourly RN positions were filled this past fiscal year; however neither hire met position requirements during the probationary period and were not retained.</p> <p>Counseling faculty need to be hired to reinstitute the Brief Personal Counseling Program.</p> <p>Future staffing needs for the satellite offices will be determined dependent upon state guidelines, determined student class need, and available funding.</p>
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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.

Health Services continues to market the medical services available to students who have paid their Student Health Fee. The Medical Receptionists collect data at the front desk to determine how students became aware of our services. The data is entered into a spreadsheet and a report is compiled on a monthly basis and is entered into TracDat, POD program. The collection of this data allows us to evaluate the effectiveness of our outreach efforts.

1. TRACKING" NO SHOW" APPOINTMENTS:

Our reporting data from FY 09-10 to FY 10-11 indicates that the number of No Show appointments has increased. RN No Show appointments indicate a 6% increase; MD No Show appointments indicate a 21% increase; and Nurse Practitioner No Show appointments indicate a 7% increase. Data is tracked through the MedPro medical software program. We have identified that these increases may be directly attributed to the No Show **Extra Credit** appointments (Health 101 classes. It should be noted that there is an overall increase in MD/NP appointments. Total RN appointments decreased as a fulltime RN position was vacant most of the year.). Health Services has *initiated* the following practices in an attempt to decrease No Show appointments:

- The medical receptionist informs the student of the No Show policy. Students are required to complete their own appointment cards at the reception desk. Completing their appointment card teaches them to be mindful of their future appointment. They are also instructed to read the back of the appointment card as it explains the Health Services policy for NO SHOW appointments.
- Medical Receptionists are not booking **MULTIPLE** appointments for Extra Credit at one time due to high No Show" rate.
- The Policy for No Show appointments is displayed at the front desk.
- Health Class extra credit appointments were limited during the 2010-2011 Summer Session.

2. INCREASE AWARENESS OF AVAILABLE SERVICES:

The data that Health Services gathers on the student sign in sheet shows that students become aware of our services by several different methods of marketing including: **Word of Mouth, Webpage, Promotional Events, Classroom, Schedule and Walking by**. In Fall 2010, 19% of students learned of Health Services by Word of Mouth, 1% by Webpage, 22% by Promotional Events, 37% by Classroom presentation, 0% by Schedule, and 22% by Walking by the building. Yet, in Spring 2011, 37% of students learned of Health Services by Word of Mouth, 2% by Webpage, 16% by Promotional Events, 14% by Classroom, 1% by Schedule, and 31% by Walking by. Our reporting data from the Fall 2010 semester to the Spring 2011 semester indicates a reduction in Classroom marketing due to limited staffing to perform outreach. This resulted in an increase of Word of Mouth and Walking by marketing. **Word of Mouth** and **Walking by** are the most effective means of student awareness while the Schedule is the least effective. Health Services has *initiated* the following practices in an attempt to increase those numbers throughout the categories:

- For better data tracking updated the patient sign-in sheet that indicates how the student became aware of our services.
- Developed a FaceBook page for the Health Services department to communicate updates to the students.
- Director meets regularly with ASG to determine the best communication strategies for outreach to the student population.
- Maintained and updated Health Services webpage that contains links to national, state, community resources, and our Face Book account.
- Park Health Services ER vehicle in more visible area in front of Health Services facility.

Exploring better tracking system to separating out data for Extra Credit clinic visits, Wellness Outreach Programs, and medical practitioner clinic visit data for cleaner data. List separate "No Show" rates for each program and practitioner separately. Hopefully our new EMR, electronic medical records program will provide better tracking of data.

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

It is difficult to determine if students have been compliant with the recommended health interventions. Students are encouraged to return to Health Services to inform us of the efficacy of the health intervention.

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

- The Health Services Department served as Preceptor for NP Students from USD.
- Coordinated with the American Red Cross and Palomar Fire Club for 5 Blood Drives and collected **840** donations which have the potential to save **2,520** lives!
- Provided 289 History and Physicals (physical examinations) for the Academic Programs such as, Nursing, Fire, Police, EME, Dental, and DMV.
- 627 Flu Shots were provided to the Campus Community.
- Provided 583 Lab Tests
- Provided 410 prescriptions/medications
- Conducted 69 Classroom Presentations to 1,752 students.
- Implementing Electronic Medical Records tentative in January 2012.
- Health Services is changing location December 2011

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 and Human Services, and Health Insurance Portability and Accountability Act (HIPAA) and biohazard waste disposal requirements. Health Services consults with the HSACCC, Health Service Association California Community Colleges for updates that effect community college Health Service Programs. AACHA American College Health Association also provides regular updates to state and federal law.

9. Other comments, recommendations

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

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Name/signature M. Jayne Conway

Date November 1, 2011