

**Palomar College – Program Review and Planning**  
**Non-Instructional Programs**  
**YEAR 4**  
**Academic Year 2015-2016**

**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.)

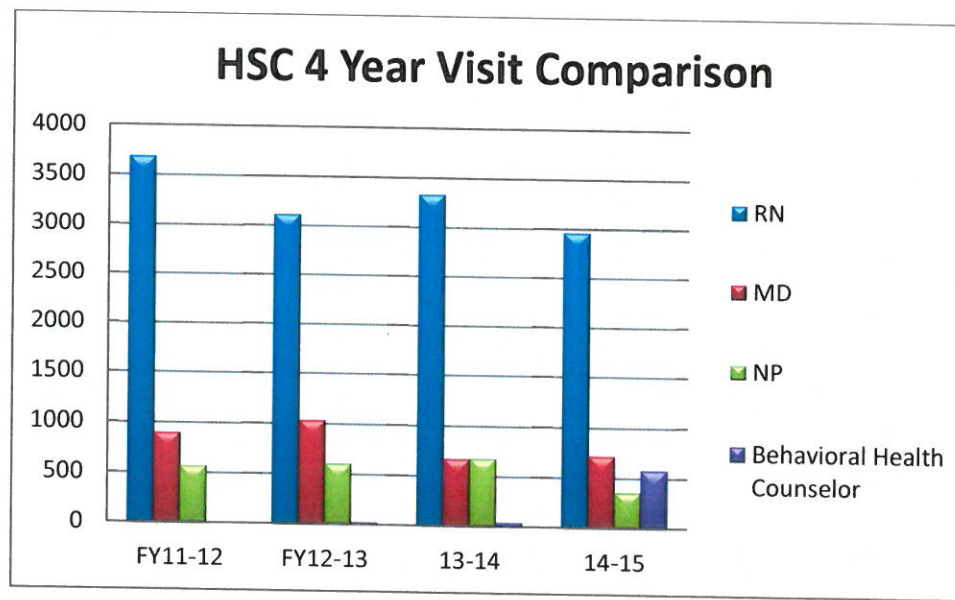
**Discipline:** **HEALTH SERVICES CENTERS**

**10-12-2015**

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)**

Discipline	2011-2012	2012-2013	2013-2014	2014-2015	%	Definitions
<b>RN</b>	<b>3,685</b>	<b>3,113</b>	<b>3,513</b>	<b>2,962</b>	<b>-16%</b>	Initial Registered Nurse level holistic health assessment of all patients who receive services. 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, administers over the counter medications, provides health instruction, refers to community resources, participates in Wellness Outreach Promotions, researches and assigns departmental projects, and serves as medical receptionist at the Escondido Center.
<b>MD</b>	<b>897</b>	<b>1,031</b>	<b>672</b>	<b>718</b>	<b>+7%</b>	Physician level primary care and holistic assessment, diagnose advanced treatments, prescribes prescription medications, orders laboratory tests, provides health instruction, reviews and approves medical charts for accuracy and compliance, researches latest medical information and provides medical in-services to update staff and follow-up as needed.
<b>NP</b>	<b>573</b>	<b>606</b>	<b>677</b>	<b>362</b>	<b>-47%</b>	Nurse Practitioner level primary care and holistic assessment, diagnose 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, provides health instruction and follow-up as needed.
<b>Behavioral Health Counseling</b>	<b>0</b>	<b>22</b>	<b>43</b>	<b>582</b>	<b>+73%</b>	Behavioral Health Counselors provide services to students experiencing psychological conditions such as for anxiety, crisis, depression, and other mental health conditions. Services include depression screening, mental health history, and short term therapy (up to 8 visits).
<b>Medical Reception Assist</b>	<b>130</b>	<b>182</b>	<b>216</b>	<b>277</b>	<b>+23%</b>	Distributes basic over-the-counter drugs including, ibuprofen, and acetaminophen. First Aid supplies such as Band-Aids, ice packs, feminine products, condoms, and weight checks, assists DRC students and assembles First Aid Kits for campus departments.
<b>Medical Reception Direct Services</b>	<b>23,041</b>	<b>30,615</b>	<b>23,252</b>	<b>18,917</b>	<b>-19%</b>	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. Provides information about clinic services and information to students, faculty, staff and the general public regarding Palomar College.
	<b>28,326</b>	<b>35,569</b>	<b>28,373</b>	<b>23,818</b>	<b>-17%</b>	<b>Total Visits</b>



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

**RN Visits:** Health Services has had only 1 full-time Registered Nurse since November 2010. This has placed a greater burden on the shoulders of the remaining full-time RN as her position has been responsible for the majority of clinic operations. We have also experienced a shortage of hourly RN's due to their unavailability to work flexible clinic hours. RN visits have decreased by 16%. During this reporting period Health Services had 1 full-time RN and 5 short-term hourly RNs.

16% decrease in total visits due to:

- Continued nursing staff shortages, especially at the Escondido Center.
- Limited exam rooms at the Escondido Center.
- Training and orientation time involved for all new hires; the full-time RN provides clinical orientation and training in EMR.

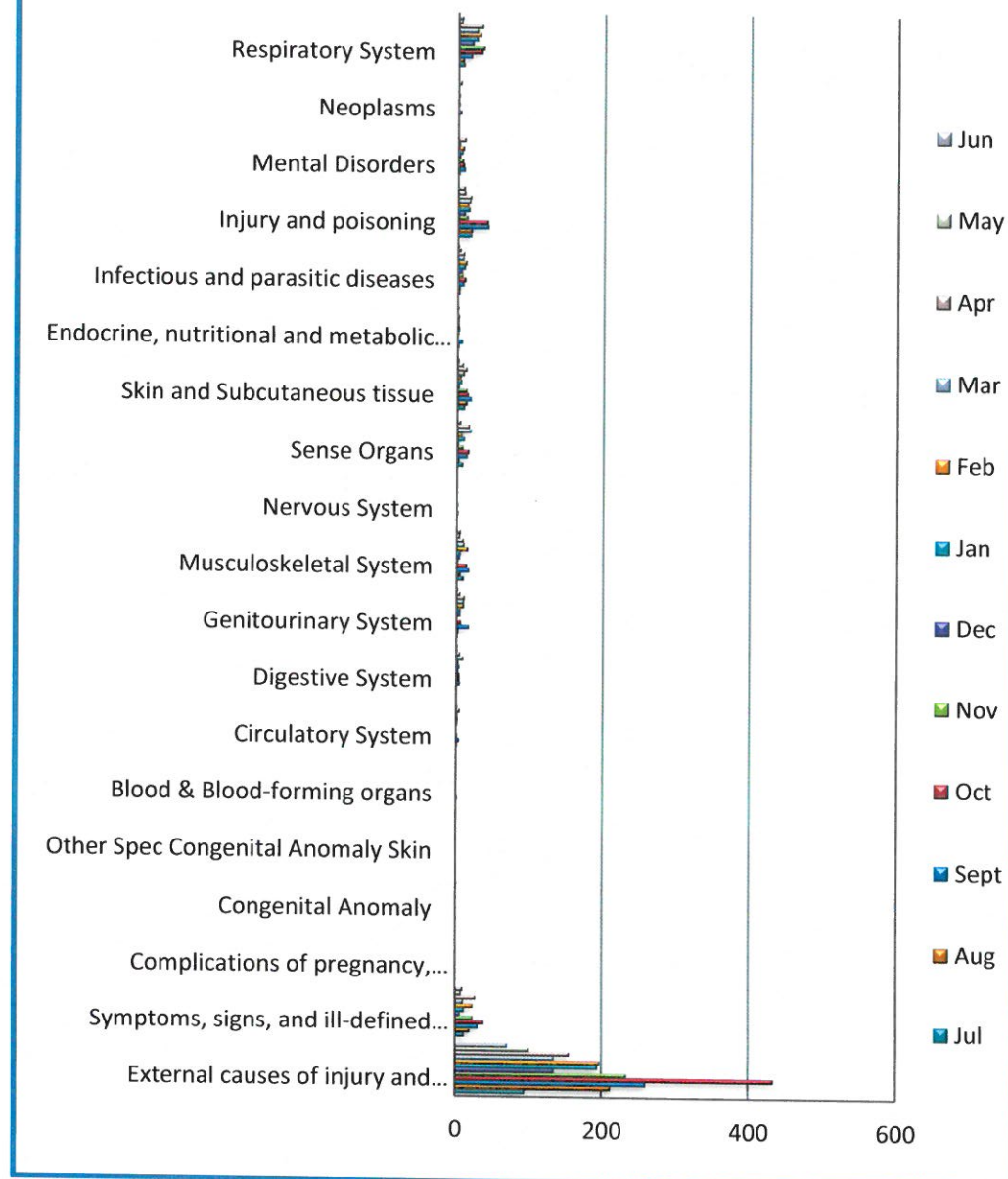
#### **MD/NP Visits:**

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 are included on individual treatment plans. Many college students have no medical insurance and an estimated 70% of students rely on the college Health Services Centers for their primary health care needs. Total MD visits have increased by 7%. This may be attributed to the resignation of the full-time NP in FY 13-14, NP visits decreased by 47% for the same reason.

#### **Counseling Visits:**

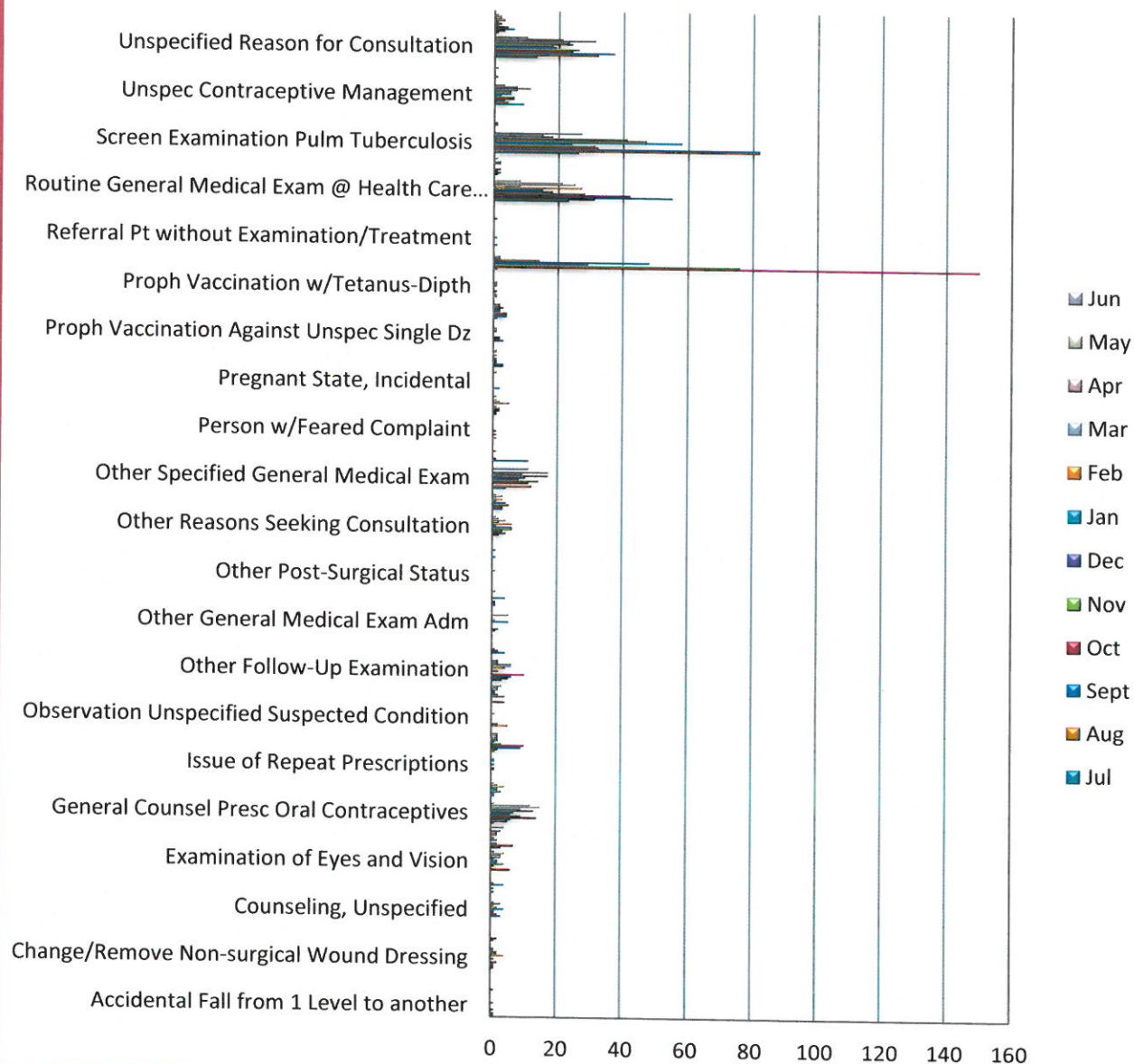
Behavioral Health Counselor visits were relocated from the Health Services to the Counseling Center late in 2013. The Behavioral Health Program is budgeted for 36 hours/week and is currently providing 28 hours a week, which is split between 2 counselors. 23 hours/week of Behavioral Health counseling is available at the San Marcos campus while 5 hours is provided at the Escondido Center.

## Diagnosis Count by ICD Category FY 14-15





## External Causes of Injury & Supplemental Classification    FY 14-15



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

The Health Services Centers **RNs** measured **outcomes** in the following areas for FY 14-15:

- 108 Lab Results appointment were completed and documented in EMR with 1 No Show Lab result appointment recorded. Upon investigation of the no show appointment, the patient called a few months later to inquire about the result and the result was given over the phone by a provider. The goal for the upcoming year is that all lab results will be provided to patients within two weeks of the result being known. If the lab result appointment results in "no show", the front reception staff will attempt and document phone calls to reschedule the appointment or ask provider to perform a telephone contact with the patient (which will be documented in the EMR).
- 19 patients were "**No Shows**" for their PPD Read appointment and required retesting. B An investigation of the No Show appointment will be performed to determine if test or e-mail appointment reminders had been received or other possible reasons for the now show. In addition, any "no show" PPD read appointment will have follow-up phone calls/e-mails placed by front reception staff the same or the next day to remind the patient that the PPD test must be read (48-72 hours after placement).

**OBJECTIVE 1.8**

The **Administrative Team** is measuring Service Area Outcomes in the following areas:

- **Student "No Shows" to Appointments**

Health Services Centers 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 given an appointment card on which to write down the name of their provider, date and time of the appointment recorded. In addition, students are sent a "*text message*" reminder. Students continue to have positive feedback about adding the "*text message*" service. In teaching students personal self-responsibility, students are informed to call the HSC 24 hours ahead of time if they are unable to keep their appointment. If a student fails to keep their scheduled appointment and does not call the HSC it is documented in our electronic medical records. Students are allowed two (2) No Shows to appointments without consequences. After 2 No show visits the student will only be seen for future visits for walk-in open appointments. Since the implementation of the above stated intervention, the number of No Show continues to decrease. Further investigation will be performed to determine if the e-mail and text reminder messages are being received when sent out and front office staff will be reminded to update on the EMR cell phone numbers and e-mail address when a patient checks in for an appointment.

Student No Shows		
2012-2013	2013-2014	2014-2015
279	269	216

- **Awareness of Health Services Offered**

It is the goal of the Health Services Centers to outreach to students about services available to them. The Health Centers have 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 Centers' medical reception desk, they are asked to complete a sign-in sheet indicating where they learned of the services provided. The sign-in sheet data is then tabulated, entered into Point and Click, and reported on a monthly basis. The front office sign-in sheet screens the following options as to how the students learned about the Health Services Centers. The following are the major resources used to advertise about the Health Services Centers. In addition, articles are published in the Telescope student newspaper which is not reflected in the data. The Health Services Office recently purchased a subscription to the "Student Health 101 magazine", that is being sent via e-mail and twitter accounts to students. It is hoped that this monthly magazine will increase student awareness of Health Services available to them on San Marcos and Escondido campuses.

**Awareness of Health Services**

Source	2012-2013	2013-2014	2014-2015
Word of Mouth	1661	2453	2412
Webpage	438	1140	1227
Facebook	173	1055	1066
Promotional Events	1357	2161	2121
Classroom	793	969	803
Schedule	76	258	262
Walking By	1283	2499	2554

Walking By, Word of Mouth, and Health & Wellness Outreach promotions continue to be the major mechanisms that make students aware of the services offered at the Health Services Centers.

<b>Health &amp; Wellness Outreach Visits Include:</b>	<b>2012-2013</b>	<b>2013-2014</b>	<b>2014-2015</b>
Alcohol Awareness	n/a	n/a	40
American Red Cross Blood Drive (Sponsored with Fire Club & EME Club)	841	823	881
Athletic PE Promotion (Collaboration with Athletics Dept. & Vista Community Clinic)	200	45	60
Breast Cancer Awareness	280	65	61
Campus-Wide Days/Discover Palomar	675	670	595
Classroom Outreach	8	47	105
Coffee House Nights (Partner with ASG)	75	90	-0-
Covered California Outreach	n/a	n/a	45
DE Stress Fest	n/a	n/a	105
Discover Palomar	n/a	n/a	595
Domestic Violence Unity Day	n/a	n/a	19
Early Acceptance Open House	n/a	n/a	35
Earth Day	n/a	45	80
Eating Disorders Awareness (Collaboration with Active Minds Club)	n/a	86	35
Flu Shots (Collaboration with Nursing & EME Departments)	612	600	394
Great American Smoke-Out (Partnership with Vista Community Clinic)	100	53	14
Health Services Outreach Events	n/a	n/a	187
Health and Wellness Fair	n/a	100	200
Healthy Heart Month	54	45	63
HIV Testing (Partnership with Vista Community Clinic)	294	186	214
Immunization Awareness	63	34	41
LGBTQA Pride Center Event & Celebrating Palomar Pride	n/a	n/a	57



Love on a Leash (Collaboration with Active Minds Club)	n/a	75	45
Sexual Responsibility Awareness (Partnership with Vista Community Clinic)	235	60	62
Skin Cancer Awareness	90	80	50
Suicide Prevention Awareness (Collaboration with Active Minds Club)	n/a	n/a	23

HSC outreaches to students at various events including the following Health & Wellness Promotions:

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 Centers statistics indicate that:

- The SAO outcomes reflect that marketing continues to be effective in reaching our target group via our Health & Wellness Promotions.
- The implementation of the "text message reminder" feature available through the EMR has been very well received by students. As a result, the amount of **No Shows** have decreased.
- The majority of students became aware of our services via **Walking by** the Health Services Centers; **Word of Mouth** is in second place. There is a growing use of online health education via Facebook and the website. The Facebook page reflects student interaction, especially in areas of mental health, tobacco education, reproductive health, nutrition, healthy lifestyle and more. The data demonstrates a growing demand for on-line services and use of social media. The HSC webpage provides general information on programs and services and is the process of being updated to WordPress.
- Behavioral Health visits have increased dramatically over the last year due to outreach activities with Active Minds student group, direct referrals by Health Services providers/Academic Counselors and increased staffing in the Program (2 part time Counselors).

## 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. Escondido Center expansion plans from a 1 to 2 exam room clinic have been submitted with office space at the Escondido Center identified and approved. Project Funding has been the ongoing issue as it moves into a third year. Interim Director Health Services will continue to look for acceptable funding resources to move this project towards completion.
2. With the completion of the Reclassification study, it is expected that full and part time salaries of Health Services employees to be increased upwards of \$5.00/hour in order to be competitive in the local community (per San Diego Labor Statistics). It has been extremely difficult to hire experienced and qualified healthcare

**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.)**

providers (RN and NP) at the current salary scale.

3. Expansion of the Behavioral Health program to include a third part time Counselor and increase provider hours to 54 hours/week. Funding for this position will be covered 50% by Student Health Fees and 50% by Student Success (anticipated by end of the Fall 2015). In Spring 2016, the Behavioral Health Program will be relocated to the Health Services Center Department with counselors working in Health Services Clinic office space. Behavioral Health appointments and counselors schedules will need to be managed by a part time Classified Student Support Assistant, which can take up to 6 months to hire. In the meantime, an hourly medical receptionist will be hired at 24 hours/week to start in late Fall 2015/early Spring 2016, in 2016-2017 we anticipate the hiring of a tenure-track faculty position as the Lead Behavioral Health Counselor/Supervisor, when office space is in San Marcos Health Services Clinic has been identified. The current plan is to schedule the part time Behavioral Health Counselors into open office spaces on a rotational plan (there is no current office space available that can be dedicated to counselor's exclusive use). Administratively, the Behavioral Health Program will be placed under the supervision of the Interim Director, Health Services Center.
4. Name change from Health Services Centers to "**Student Health Centers**". Anticipate the name change to take effect in 2016-2017 with the publication of College catalog.
5. Opening of the South Palomar Center in Rancho Bernardo is anticipated in 2017 and expectations are that Health Services will be providing a part time RN staffed facility at this location. Planning will include space, staffing and equipment purchase prior to opening.
6. Expansion of the Point N Click Electronic Health Records Program to include Open Registration (students register via I-pads in waiting room), DSM V Module for Behavioral Health Counselors documentation and Open Communicator, which provides a method for patient satisfaction survey and a portal secure messaging between patient and providers.
7. Liaison with local Community Health Clinics (federal and state funded) including North County Health Services, Vista Community Clinic and Neighborhood Clinic to establish direct referral relationship for medical specialty care and will enable students to be provided with timely and comprehensive medical care, especially when clinic is not open during semester breaks.
8. Subscription to "Student Health 101" magazine, a web based monthly magazine focused on college student health issues that include dating violence, nutrition, mental health, smoking, finance, job seeking, etc. This online educational media resource satisfies Clery, and WAVA federal and state mandates.
9. Plan to administer the Spring 2016 American College Health Association - National College Health Assessment (ACHA-NCHA) to our student population to gain a better understanding of students' health habits, behaviors and perceptions and plan effective health programs.

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

1. Temporary location for the Behavioral Health Program on the San Marcos Campus. At the current location, Health Services Center at San Marcos doesn't have any office space to "permanently" locate the Behavioral Health Program. Campus administration needs to identify a temporary building/ portable trailer where this program can be located until the Library remodel is completed in 2019. This issue will be addressed with Facilities Committee and VPSS Cabinet starting Spring 2016.
2. Support of the campus wide no smoking or vaping policy that will be implemented in 2016. Development and implementation of a mandatory educational tobacco products program (waive monetary violation) and provide to students an in-house smoking/tobacco cessation program.



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

3. Develop an MOU with North County Health Services (NCHS) to provide Family PAC services to qualified students by Health Services providers (MD and NP). All providers would have to be MediCal qualified under the NCHS authority. A reimbursement scheme (via MediCal billed by NCHS) would be developed that would provide an income stream to both Health Services Center (provider of services) as well as North County Health Services (administrative fee for billing services).
4. Plan the 2019 move of Health Services Center San Marcos into the Library remodel project. In the move and expansion planning process, Behavioral Health Program offices would be included in the new Health Services Center complex.

### 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 ( <a href="#">Link</a> )	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.	Remodel NB Building to accommodate Behavioral Health Counselors Offices with Reception Area.	1		Construction and furniture for 2-3 offices and a reception area.	\$150,000	One time funding	Funded: Restricted Budget
a2.	Generator equipment (HS San Marcos)	2		To provide portable generator support in case of power outage	\$1,000	One time	Funded: Restricted Budget
a3.	Medical Equipment and furniture for South Palomar Health Services	3		Construction of a one exam room, nurses office and receptionist area clinic	\$100,000		Funded: Restricted budget
a4.	UPS for vaccine refrigerators (San Marcos and Escondido)	4		To provide electrical support during power outages up to 2.5 hours.	\$550		Funded Restricted budget
a5.	Escondido Clinic project (remodel & equipment)	5		Construction and equipment for the 2 exam room clinic	\$200,000	One time	Funded Restricted budget

**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 ( <a href="#">Link</a> )	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.	Point N Click Open Survey Module	4		Enhance Health Services Program	\$3,500	One Time & ongoing maintenance	Funded: Restricted Budget
b2.	Point N Click DSM V Module (for Behavioral Health Program)	1		Provide electronic medical documentation for behavioral health visits	\$65 per user/ per yr	One Time & ongoing maintenance	Funded: Restricted Budget
b3.	Computer and other office equipment for South Palomar Health Services	3		Equipment for reception, nurses office and exam room	\$10,000	One Time	Funded Restrictive Budget
b4.	Computer and other office equipment for the Behavioral Health Program when relocated to the NB Building	2		Computers and other office equipment 2-3 offices and reception area for the NB office Building	20,000	One Time	Funded Restrictive Budget
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 ( <a href="#">Link</a> )	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	\$10,000	ongoing	Funded: Restricted Budget
c2.	Medication Expenses	1		Medication Expenses	\$20,000	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 ( <a href="#">Link</a> )	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	\$467	ongoing	Funded: Restricted Budget
d2.	Student Accident Insurance	1		Annual Share	\$45,841	ongoing	
d3.	Doctors Company Medical Malpractice	1		MD, NPs, RNs and LCSW's	\$6,000	ongoing	
d4.	Point & Click Software Maintenance	1		Electronic Medical Records	\$16,000	ongoing	Funded: Restricted Budget
d5.	Quest Laboratory Services	1		Process labs ordered by the MD/NP	\$4,400	ongoing	Funded: Restricted Budget
d6.	Airgas Maintenance Agreement	1		Supply Liquid Nitrogen & Oxygen	\$1,024	ongoing	Funded: Restricted Budget
d7.	Audiometrics Maintenance Agreement	1		Annual Calibration of Earscan equip	\$346	ongoing	Funded: Restricted Budget
d8.	BioMed Maintenance Agreement	1		Annual medical equipment Calibrations	\$588	ongoing	Funded: Restricted Budget
d9.	CLIA Contract	1		Certification for Lab clinic operations	\$200	every 2 years	Funded: Restricted Budget
d10.	UniFirst Uniforms Contract	1		Lab coats for clinic staff	\$552	ongoing	Funded: Restricted Budget
d11.	McBain Systems	1		Annual maintenance of 3 microscopes	\$620	ongoing	Funded: Restricted Budget
<b>Total</b>					<b>\$ 76,038</b>		

**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 ( <a href="#">Link</a> )	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.	College Health Nurse	1		Provide full-time skilled nursing services to students; assist MD/NP in clinics.	\$60,000	ongoing	Funded: Restricted Budget
e2.	Office Specialist	2		Management of appointment scheduling and other administrative duties for Behavioral Health Program	To be determined	ongoing	Funded: Restricted Budget
e3.	Lead Behavioral Health Counselor (Restricted Faculty tenured track position)	3		Provide full time student counseling services and supervision for the Behavioral Health Program	To be determined	ongoing	Funded: Restricted Budget

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 <a href="#">(Link)</a>	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.	Short-term (Hourly) Registered Nurses	3		Provide skilled nursing services to students; assist MD/NP in clinics.	To be determined	ongoing	Funded: Restricted Budget
f2.	Short-term (Hourly) Medical Reception	2		Provide appointment scheduling for Behavioral Health Program and other administrative duties as assigned	To be determined	One time(interim until 50% Classified position is hired) 24 hours/week	Funded: Restricted Budget
13.	Short term (hourly) Behavioral Health Counselor	1		Provides behavioral Health Counseling services. 9 hours/week paid by Health Services and 9 hours paid by Student Success funding	To be determined	ongoing	Funded Restricted budget

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

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

1. HSC is in the 3<sup>rd</sup> year of transition to EMR. Staff are successful in using the system and continue to master their skills. This year we will be transitioning to the ICD-10 and have purchased IMO's to assist practitioners in coding diagnoses more efficiently.
2. Collaborative partnerships: Active Minds Club, Fire Club, Emergency Medical Education Club, LGBTQA Club/Pride Center, and Associated Student Government.
3. C.H.A.S.E. (Curbing HIV/AIDS & Substance Abuse in Ethnic Young Adults) Grant Program partnership with Vista Community Clinic successfully completed its 4<sup>th</sup> year providing free HIV testing, substance abuse screening and counseling to Palomar College students. Students were given the opportunity of being reimbursed \$165 for participation in the full program. Confidential HIV testing/counseling was provided in both the HSC and Pride Center. The Director and Staff Assistant have worked in partnership with Vista Community Clinic in organizing additional services which were made available to students at the main campus and Escondido Center. Vista Community Clinic joined the HSC for Wellness Outreach events and provided materials, giveaways and safe sex kits to students at a value of \$5,000. 2400 Male and female condoms and safe sex supplies were made available throughout the year to students at no cost. 831 students were served.



4. Clery Training – Health Services Center staff attended the Clery in-service.
5. Emergency Preparedness - Health Services Center staff attended the in-service.
6. Escondido HSC Remodel Planning – The Interim Director has met with the Manager of the Escondido Center, the Facilities Department and VP of Student Services to plan the future remodel of the EC HSC. The plans and new location was approved by the college administration but has been delayed for over 2 years to identify funding for the project. The Interim Director is seeking other sources for funding and will continue to push for project implementation.
7. Hired a full time Nurse Practitioner and 2 additional seasonal RNs in February and September of 2015, to resolve last year staffing shortages. Continue to advertise for seasonal RN coverage that allowed each of the campus clinics (San Marcos and Escondido) to remain open during advertised operational hours.
8. HSC budget funded **\$55,323.75** for the Accident Insurance policy for FY 14-15 and **\$45,841.00** for FY 15-16.
9. Sports Team Physicals – provided physician personnel to perform Sports Physicals for students participating in Athletics Department sports prior to the start of the fall semester. HSC provided Outreach to approximately **160** athletes and performed **36** Sports Physicals in the clinic throughout the year. Athletes were provided with information on services offered through the HSC and community services available through the Vista Community Clinic including the Affordable Care Act (ACA).
10. The Health Services Centers maintained several partnerships with community providers. Through these partnerships additional health services are brought to the college that are funded by community and state grants. Some of the partnerships involve several different programs offered through the Vista Community Clinic, California Youth Advocacy Network, American Red Cross, Chancellor's Office Student Mental Health Program and others. Initiated discussion with North County Health Services administration regarding an affiliation agreement.
11. 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, student clubs and ASG. One of such programs is the American Red Cross blood drive program offered in partnership with the *Palomar College Fire Club and Emergency Medical Education (EME) Club*. A total of 8 blood drives were held between the San Marcos campus and the Escondido Center.
12. The Health Services Centers have increased responsibility in health law due to the new *Affordable Care Act- Title I* through *Title X*. Health Services Centers provided information to all students and staff to help them understand and enroll in the Affordable Care Act (ACA). 6 different information and enrollment booths were offered at the San Marcos campus and the Escondido Center in cooperation with the Vista Community Clinic and North County Health Services.
13. Initiation of a Student Nurse Practitioner Preceptorship Program with USD. The three Health Services NPs (1 fulltime and 2 part-time) performed as preceptor for a total of 3 NP student, which greatly assisted USD faculty in being able to provide students with clinical experience.
14. Continue to provide low cost services and prescription medications to students and recently expanded services to include Department of Motor Vehicle Physical exams (community cost estimate is \$150.00 for the exam) Health Services cost is \$75.00. This exam is required for EMT and Paramedic Students for employment with ambulance companies.



**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 Centers laboratory services are certified through Clinical Laboratory Improvement Amendments (CLIA) and licenses are updated every 2 years.
- The Nurse Practitioners and Registered Nurses are licensed medical professionals through the California Board of Registered Nursing (BRN). The physician is a licensed Osteopathic Physician and Surgeon provided through the Osteopathic Medical Board of California. Nurse Practitioners are credentialed through the American Nurses Credentialing Center (ANCC) or the American Academy of Nurse Practitioner (AANP)
- The physician and each NP's possess Drug Enforcement Administration (DEA) licensure in order to prescribe medications.

**STEP VI. COMMENT** 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:

<b>Judy Harris, RN, MSN, FNP-BC, Interim Director</b> Name/Title <i>Judy Harris</i>	<b>Maria Monsalud, BSN, RN</b> Name/Title <i>Maria P. Monsalud</i>	<b>Lenka Schalkle, MPH, CHES, Staff Assistant</b> Name/Title <i>Lenka Schalkle</i>
<b>Yvette Martinez, Senior Admin. Secretary</b> Name/Title <i>Yvette Martinez</i>	<b>Randy Gallagher, Office Specialist III</b> Name/Title <i>Randy Gallagher Office Specialist</i>	<b>Doris Asombrado, RN, MSN, FNP-BC</b> Name <i>Doris Asombrado</i>

Department Chair/Designee Signature

Date

*B. B. B.*

*11/16/15*

Division Dean Signature