

**Palomar College – Program Review and Planning  
Non-Instructional Programs  
YEAR 3  
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 CENTERS**

**11-20-14**

**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)**

	2010-2011	2011-2012	2012-2013	<<Prelim>> 2013-2014	Definitions
RN	4,497	3,685	3,113	3,513	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, prescribes and 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.
MD	1,053	897	1,031	672	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	769	573	606	677	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, provides health instruction and follow-up as needed.
Brief Personal Counselor	0	0	22	43	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	185	130	182	216	Distributes basic over-the-counter drugs including aspirin, ibuprofen, acetaminophen and supplies like Band-Aids and ice packs; provides Band-Aids, meds, feminine products, condoms, weight checks, assists DRC students and assembles First Aid Kits for campus departments.
Medical Reception Direct Services	31,669	23,041	30,615	23,252	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.
	<b>38,173</b>	<b>28,326</b>	<b>35,569</b>	<b>28,373</b>	<b>TOTAL VISITS</b>

2013-2014 was highlighted by the transition from MedPro Management Medical software to the implementation of the state-of-the-art program for colleges, **Point & Click Electronic Medical Records** software. Usage in 2012-13 was greatly affected by the relocation of the Health Services Center to the far north of campus in a remote area; limited functional space; and training time for the electronic medical records. The previous HSC location was in the center of campus on a main walk way for students. Students found this location very easy access to services and currently often complain that the new location is difficult to find. The relocation of the HSC to partially remodeled permanent trailer provided less functional space than the previous location. The HSC was to be located at the current site for 2 years until the remodel of the current San Marcos Campus Library. Due to construction difficulties, the HSC has been at the current site for 3 years with no known date to move to the new location. These factors and limited NP/RN staffing have greatly impacted the department's abilities to meet the student demand and "Maintenance of Effort" requirements (Health Fee Elimination) for the Health Services Centers. For 2013-2014 the full-time NP position was employed and this will be addressed under the NP section of the report.

The data reflected in this report is generated from the Point and Click Electronic Medical Records Reports. The department is still working to refine the program and reports to meet the unique need of the Health Services Centers at Palomar College. In general, there was a 40% decrease in the number of appointments provided by the practitioners due to the implementation of electronic medical records. Use of the EMR has required much more time on task to provide medical services to students and staff. The RN statistics do not reflect the decrease in appointments as additional part-time RNs were working to meet the student demand. The staffing needs are continuing to be refined with a strong awareness that Health Services is required to meet the MOE "Maintenance of Effort (Health Fee Elimination) requirements of 1986" as required in Ed Code **76355**. The Health Services Centers work very closely with the Palomar College Information Systems Department and the programmers at Point and Click for regular program updates, development of specialized reports, and resolution of software problems. The NP and lead RN collaborate with the coordinating Staff Assistant for recommendations to develop and update the EMR program. The software includes "Custom Reports" that are written specifically to meet our reporting needs. There will be an increase in Custom Report requirements in the next year.

#### **RN Visits:**

- Have increased by 11%. During this reporting period Health Services had 1 full-time RN and 5 short-term hourly RNs.
- There was a national shortage of TB serum for TB screening which limited the number of TB screenings available to *staff*. Students were given preference.

#### **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 health care needs.

- Total MD visits have decreased. This may be attributed to continued training in Point & Click, increased appointment time needed because of EMR implementation and operation and time spent on quality assurance of electronic medical records. The physician was also responsible for training/clinical oversight of a new full-time Nurse Practitioner. The NP was then able to see students, especially female students who often request a female Nurse Practitioner for gynecological issues. DMV physical appointments with the physician were also decreased due to new requirements.
- NP visits per practitioner in reality were decreased by 40% due to implementation of electronic medical records. The data indicates a very slight increase due to the fact that one new full-time NP was added to the staff in addition to the 2 part-time NPs. The full-time NP visits skewed the data to appear to be an increase in visits however the increase was due to the filling of the vacant position. The NP position again vacated in May as the former employee moved out of state. The HSC has had consistent difficulty in recruiting both full and part time Nurse Practitioners due to non-competitive salaries with the community. Hopefully this will be resolved with the classification study currently taking place.

**Counseling Visits:**

Brief Personal Counseling was provided three hours per week in the HSC. A Faculty Counselor worked the 2013-2014 semesters. This provided for great coordination between physical and mental health needs of students.

The Health Services Centers budget also funded the pilot program "HELP" Consultant Mental Health and Counseling Services at a total of \$30,000 to evaluate the need for a mental/behavioral health program at Palomar College. The total number of students using the HELP program was an unduplicated Head Count of 67 and the total number of student appointments presenting for the HELP program was 213.

The Director of HSC served as the chair person for the Student in Crisis/Behavioral Health Committee as well as the liaison to the Chancellor's Office for Student Mental Health. This resulted in grant funding for development of the comprehensive behavioral/mental health program and training on campus for students and staff. See Accomplishments for details.

Laboratory	Units
Comprehensive Metabolic Panel	25
Lipid Panel	20
Urinalysis, Dipstick - In House	54
Pregnancy Test Urine - In House	53
Amylase	1
Androstenedione, LD/MS/MS	1
Occult Blood x 1 - In House	1
Hemoglobin A1C	1
Testosterone, Total	1
T4, Free	4
TSH, 3rd Generation	8
HCG, Qualitative	1
CBC (includes Diff/Plt)	25
Helicobacter Pylori Antibody (IgG) Qualitative	1
Hepatitis B Surface Ab Quantitative	7
Mumps Virus IgG Ab by EIA, Serum	5
Rubella IgG Ab	5
Measles IgG Ab (Rubeola)	5
Varicella Zoster Virus IgG Antibody	13
Varicella Zoster Virus IgM Antibody	1
Culture, Urine	6
KOH Prep - In House	1
Influenza A and B - In House	3
ThinPrep Pap with Reflex to HR HPV DNA	4
T4, Total	1
TSH	1
T3 Uptake	1
ABO Group	2
Rh Type	2
Chlamydia, amplified probe	4
Chlamydia, urine	1
Nesseiria gonorrhoeae, amplified probe	4
Neisseria gonorrhoeae, urine	1
<b>Laboratory Total:</b>	<b>264</b>

## Summary of Clinical Services FY 2013-2014

Immunizations	Units
PPD	394
PPD #2	42
Flu Vaccine	600
Tdap (Adacel)	19
Tetanus-diphtheria (Td) Vaccine	4
Hepatitis B Vaccine (adult)	19
<b>Immunizations Total:</b>	<b>1020</b>

Free over-the-counter medications are provided through the Health Services Centers and include the following:

- Antacids
- Band-Aids
- Condoms
- Feminine Products
- Motrin/Ibuprofen
- Tylenol/Acetaminophen

Prescription medications are prescribed by the physician/nurse practitioner or by the RN with standing orders for advanced practice.

A variety of antibiotics are provided for students with **Azithromycin** being prescribed the most often.

**Respiratory** continues to be the primary reason for visits. Ventolin inhalers are available Rx medications to provide for the growing student need. This year the larger size Ventolin inhaler was added due to the growing demand.

Students' purchase of **birth control pills** has increased by **200%**.

The cost of prescription medication in the HSC 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.

Over the Counter Medications	Units
Ibuprofen 200 mg Tablet	1150 Pkts
Acetaminophen 325 mg Tablet	750 Pkts
Loratidine 10 mg Tablet	200 each
Antacid Calcium Carbonate Chewable	325 Pkts
Refresh Lubricant Eye Drops	150 each
Calagel Clear Lotion Packet	144 each
Polysporin Ointment Packet	576 each
Cetirizine HCl Tablet, 10mg (Zyrtec)	180 each
Banophen 25mg Capsule(s)	72 each
<b>Prescription Medications</b>	
Amoxicillin 250mg Capsule	7 bottles
Amoxicillin 500mg Capsule	6 bottles
Cephalexin 250mg Capsule	5
Cephalexin 500mg Capsule	8
Ciprofloxacin 0.3% Ophthalmic Sol. 2.5cc	8
Doxycycline 100mg Tablet	18
Fluticasone Nasal Spray 50mcg	25
Gentamycin Ophthalmic Sol. 5cc	8
Neosporin-Polymycin with HC Otic Solution	12
Nitrofurantoin 100mg Capsule	4
Penicillin 250mg Tablet	2
Penicillin 500mg Tablet	2
Sulfa DS Tablet	37
Azithromycin 250mg Tablet	79
Ciprofloxacin 500mg Tablet	8
Ventolin Inhaler 8g	37
Ventolin Inhaler 18g	13
TriNessa Oral Contraceptives 28 Day/Pk	167
MonoNessa Oral Contraceptives 28 Day/Pk	44
NICOrelief Gum 2mg	7
<b>Other:</b>	
Condoms	3,000

## Summary of Clinical Services FY 2013-2014 (continued)

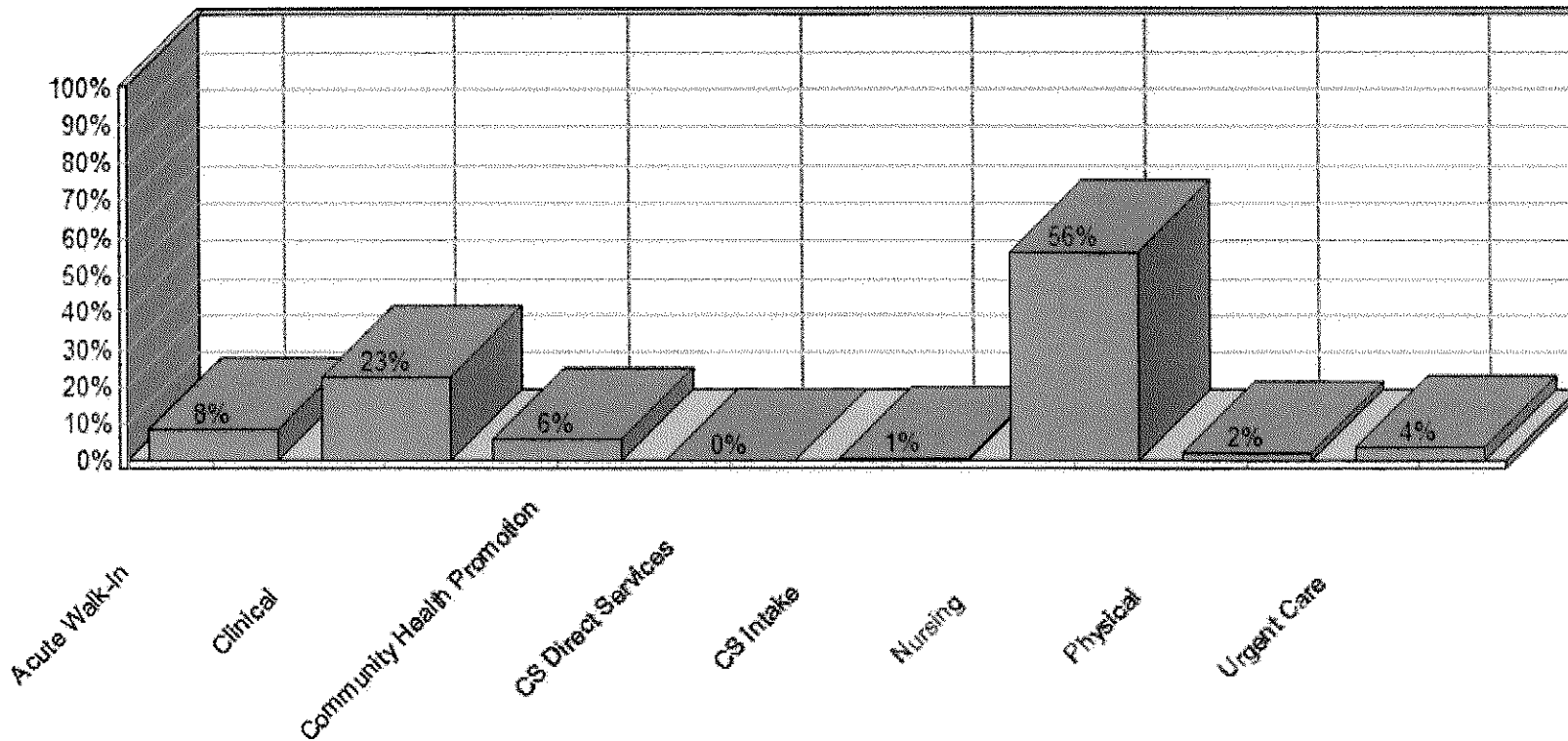
Schedule Activity	Appt Count	Appt Count (%)
Acute Walk-In	316	8.4
Clinical	853	22.6
Community Health Promotion	215	5.7
CS Direct Services	15	0.4
CS Intake	28	0.7
Nursing	2109	56.0
Physical	82	2.2
Urgent Care	150	4.0

This report counts checked in appointments by schedule activity for a date range. This data can be filtered by department.

**Start Date:** 7/8/2013

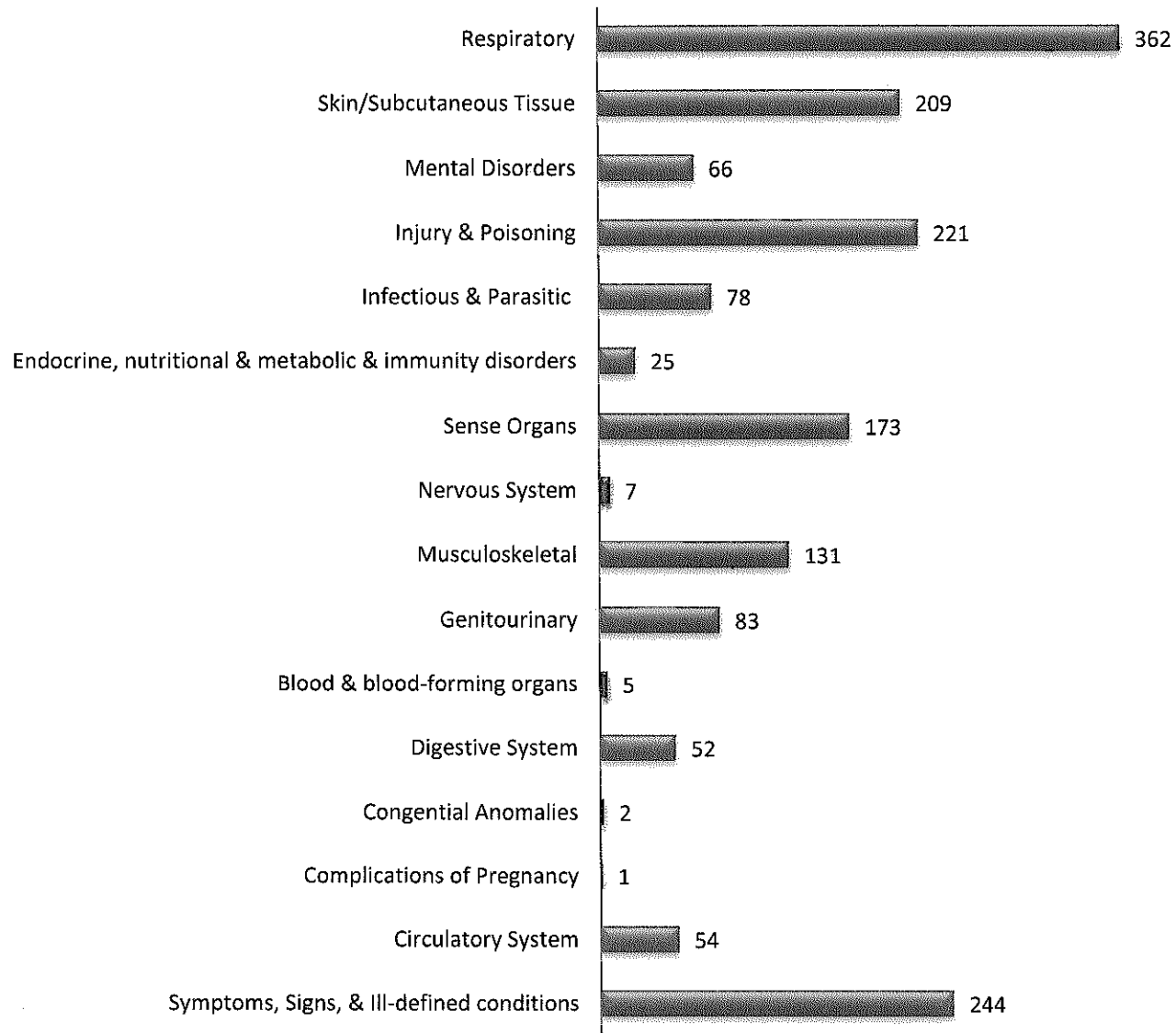
**End Date (Inclusive):** 6/30/2014

Appointments by Schedule Activity- (unvalidated report)

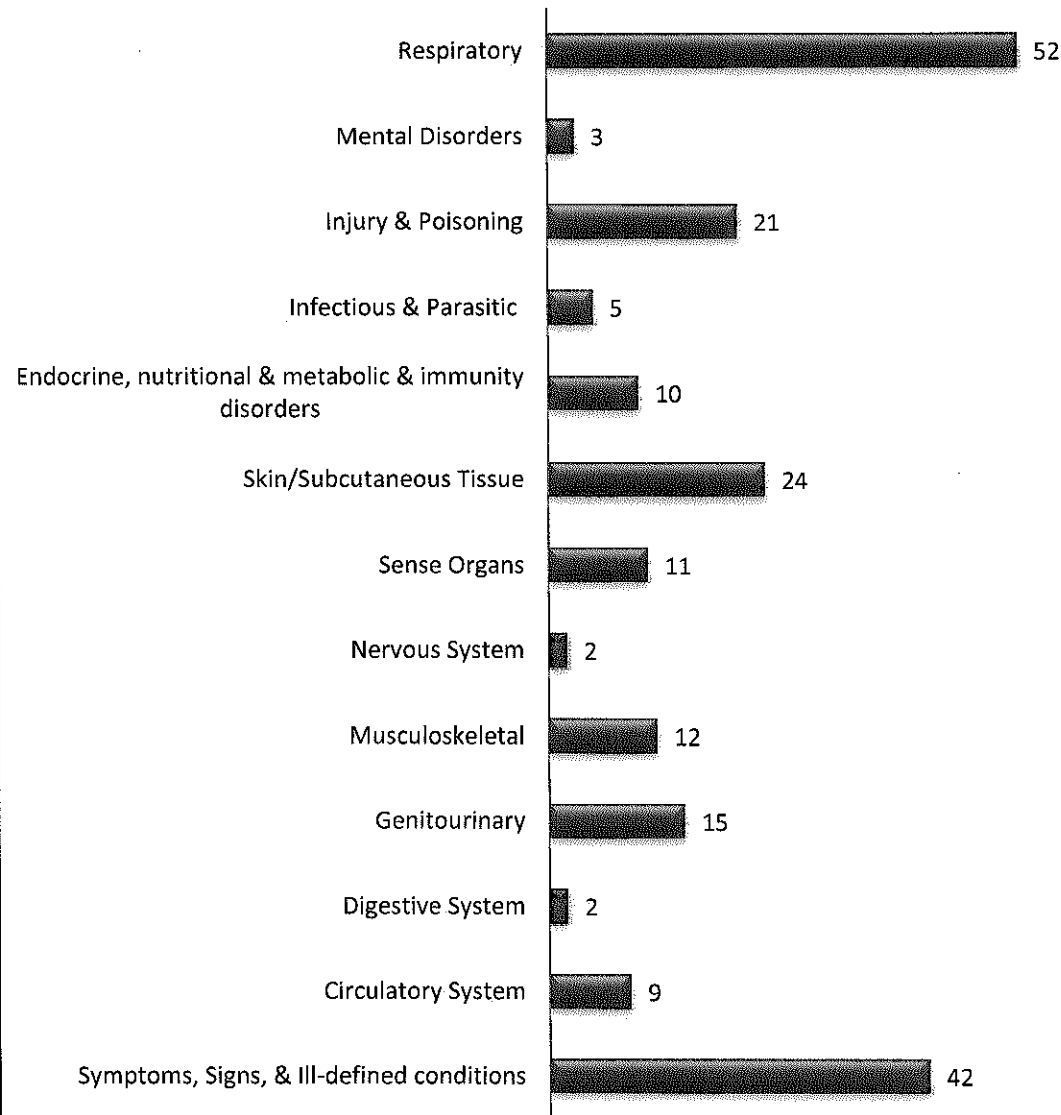


## Diagnosis Count by ICD Category (Body Systems)

San Marcos FY 13-14



### Diagnosis Count by ICD (Body Systems) Escondido FY 13-14



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

Electronic Medical Records (EMR) was successfully implemented on July 8, 2013. The Health Services staff continued to refine their skill and develop the program throughout the summer and fall 2013. The increased time needed per patient to complete a patient visit lead to a decreased amount of total available time for patient care.

21% decrease in total visits due to:

- Limited number of visits for MD/NP due to ongoing Point & Click training. Initially visits were scheduled for longer times to complete electronic medical records.
- Training and orientation time involved for new hires; FT NP and hourly RN.
- Limited clinical staff due to practitioner staffing shortage at both sites.
- Continued nursing staff shortages, especially at the Escondido Health Services Center.
- Students still report having difficulty finding the new location even though large "red" crosses have been added on all sides of the building.
- Many students are presenting with "multiple complex health issues" which leads to longer appointment times for care. Longer appointment times result in less total appointment availability.
- State shortage of TB serum to provide screening to students and staff has decreased the number of overall TB Tests provided.
- Updated DMV physical requirements.

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

The Health Services Centers **RNs** are measuring outcomes in the following areas:

- **Distance Vision Testing:** 35 tests performed, for FY 13-14
- **Hearing Testing:** 36 tests performed, for FY 13-14
- **Gynecological:** The number of pap smears performed continues to decrease due to a change in legal requirements to have a pap smear done in order to receive birth control pills. Purchase of birth control pills in the HSC has increased by 200% due to this change in medical requirements. Students who do request a pelvic exam and pap smear pay \$50 and this includes testing for Chlamydia and Gonorrhea, the most common Sexually Transmitted Diseases among young people. The \$50 charge is for lab processing at Quest Laboratories.
- **Breast Cancer Awareness:** 65 students received information pertaining to Breast Cancer Awareness at our events in October of 2013. Students were instructed in performing a breast exam and were able to practice screening on the demo model.
- **Infectious Disease:** 600 Flu Shots were provided to students at no charge. Students were instructed in preventative education, including hand washing technique, coughing into their sleeves and other ways to protect themselves during the flu season.

### 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, within the last year students were sent a "text message" reminder of their appointment. Students have given very 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 on a walk-in basis open appointments. Since the implementation of the above stated intervention, the number of No Show visits has decreased from previous years. We continue to experience a slight decrease in the number of No Shows and credit this to the use of electronic medical records providing a "text message" reminder.



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

**Student No Shows**

2011-2012	2012-2013	2013-2014
439	279	269

- **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 through the HSC. 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.

**Awareness of Health Services**

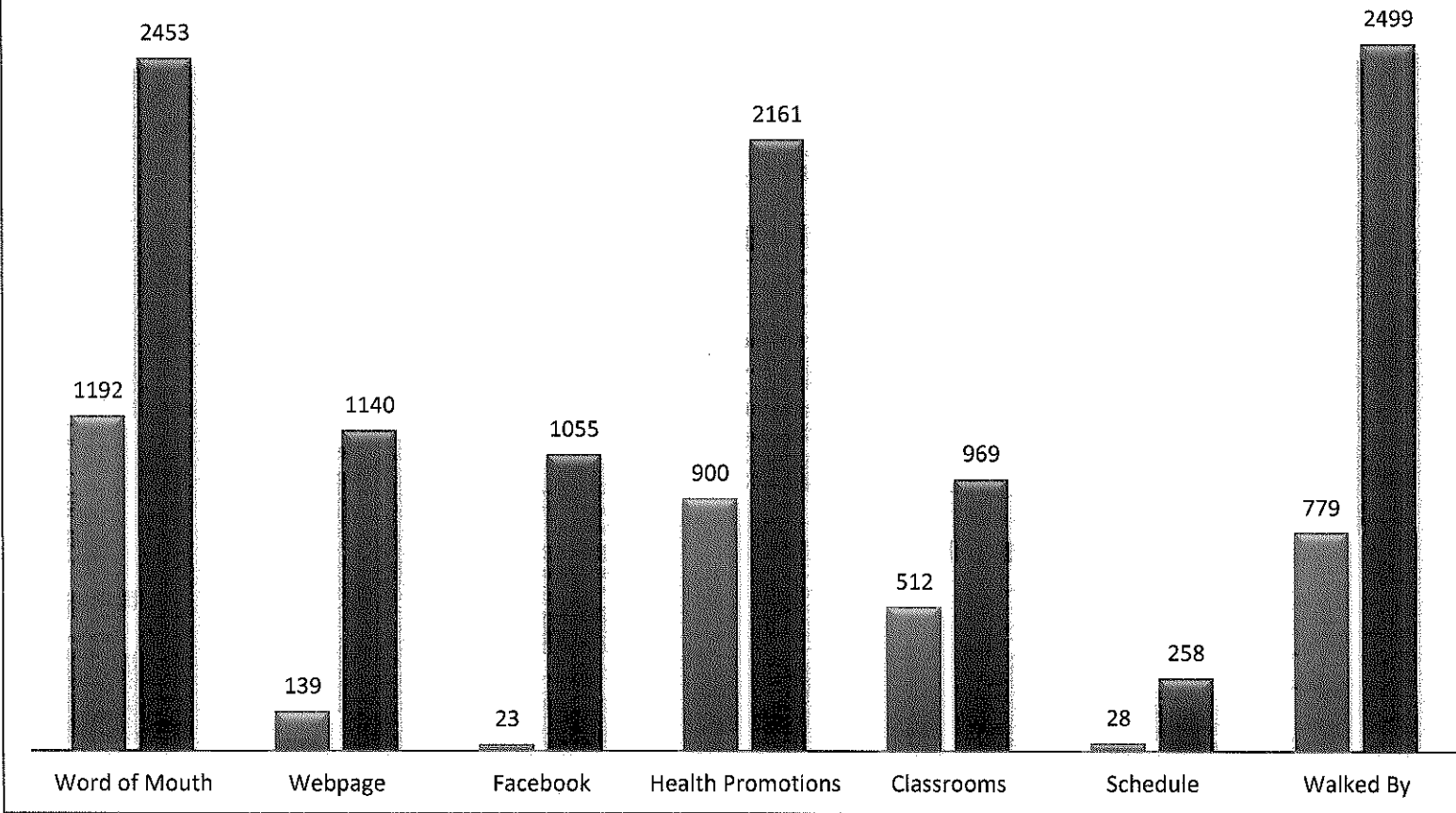
Source	2011-2012	2012-2013	2013-2014	Increase
<b>Word of Mouth</b>	3425	1661	2453	32%
<b>Webpage</b>	463	438	1140	61%
<b>Facebook</b>	n/a	173	1055	83%
<b>Promotional Events</b>	1367	1357	2161	37%
<b>Classroom</b>	1880	793	969	18%
<b>Schedule</b>	55	76	258	70%
<b>Walking By</b>	3431	1283	2499	49%

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

Word of Mouth, Walking By, and Health & Wellness Outreach booths continue to be the major mechanisms that make students aware of the services offered at the Health Services Centers. There was a substantial increase in student awareness of the services available from the very active department Facebook and the Health Services Centers webpage.

# Awareness of Health Services

■ FY 12-13 ■ FY 13-14



HSC staff has outreached to students at various events including the following Health & Wellness Promotions:

<b>Health &amp; Wellness Outreach Visits Include:</b>	<b>2011-2012</b>	<b>2012-2013</b>	<b>2013-2014</b>
Aids Quilt Awareness (Collaboration with LGBTQA Club & Vista Community Clinic)	n/a	160	n/a
American Red Cross Blood Drive (Sponsored with Fire Club & EME Club)	966	841	823
Athletic PE Promotion (Collaboration with Athletics Dept. & Vista Community Clinic)	30	200	45
Breast Cancer Awareness	75	280	65
Campus-Wide Days/Discover Palomar (includes Earth Day)	0	675	670
Classroom Outreach	22	8	47
Coffee House Nights (Partner with ASG)	0	75	90
Earth Day	n/a	n/a	45
Eating Disorders Awareness (Collaboration with Active Minds Club)	n/a	n/a	75
Flu Shots (Collaboration with Nursing & EME Departments)	642	612	600
Great American Smoke-Out (Partnership with Vista Community Clinic)	80	100	53
Health Fair (Partner with ASG)	n/a	n/a	100
Healthy Heart Month	77	54	45
HIV Testing (Partnership with Vista Community Clinic)	426	294	186
Immunization Awareness	20	63	34
National Stress Out Day (Collaboration with Active Minds Club)	n/a	n/a	75
Pie Your Professor (Collaboration with Active Minds Club)	n/a	n/a	50
Self-Affirmation Day (Collaboration with Active Minds Club)	n/a	n/a	55
Send Silence Packing (Collaboration with Active Minds Club)	n/a	n/a	50
Sexual Responsibility Awareness (Partnership with Vista Community Clinic)	225	235	60
Skin Cancer Awareness	200	90	80
Stress and Nutrition (Collaboration with Active Minds Club)	n/a	n/a	30
World Aids Day (Collaboration with LGBTQA Club & Vista Community Clinic)	100	50	80

This year, a new survey was developed to track Student Learning Outcomes during Health & Wellness Promotions. Students were asked to respond about what they learned as a result of stopping at the booth. The results of the survey were positive and demonstrate that students were able to identify what services are available in the HSC, the locations and requirements for being seen in the clinics. Student responses reflect that they learned about a variety of health issues including the hazards of tobacco use, the importance of sun protection, safe sex, stress management, behavioral/mental health, regular health screenings, immunizations, and the prevention of communicable diseases. Students developed a beginning understanding of the importance of healthy behaviors and maintaining a healthy lifestyle.

**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 electronic medical records has been very well received by students. As a result, there is a slight decrease in the "no show" rate.
- The majority of students became aware of our services via *Walking by* the Health Services Centers with *Word of Mouth* in second place. There is a growing use of online health education via Facebook and the website. There has been a substantial increase of awareness through on-line activities with a 61% increase in use of the webpage and 83% increase in use of the Health Services Center Facebook page. 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. Future implementation of the student portal "Open Communicator" in the EMR will allow us to meet the growing student on-line demand through a student portal. The HSC webpage provides general information on programs and services and will be updated in the upcoming year.
- Limited staffing prevents additional classroom presentations to educate students about our services. Traditionally, this has been the most effective method if there is staff available to go to the classroom.

**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. Limited space in the HSC facilities and limited nursing staff restrict the ability to meet both the growing student demand for medical/nursing appointments and the state "Maintenance of Effort" (MOE) requirements for the program. Additional space is needed at both the San Marcos and Escondido Center sites. Lack of conference room space forces our staff to limit regular staff meetings, student interviews, education and medical in service trainings/updates. This forces the HSC to coordinate space in other available buildings which is often difficult given the limitations of a busy medical clinic. Limited space and limited staffing frequently result in students being sent to community medical providers for services. More clinic space needs to be provided in order to meet the student demand for visits by adding a module trailer until relocation to the old Library site occurs.
2. Salaries of HSC medical staff need to be comparable with salaries in the outside community to attract experienced practitioners to provide care. For this reason, there were several failed searches in filling the NP position resulting in lowering the experience qualifications of the candidate. Both a full-time NP and RN positions need to be filled.
3. Planning continues for the new sites: Escondido Center, Palomar College South and Palomar College North Health Services Centers.
4. Physical exams for pre-admission into Academic Programs such as Nursing, EME, Dental, Athletics, Police Academy, Fire Academy, etc. are offered through the Health Services Centers at a very reasonable cost for students. Close collaboration with the academic programs is required to ensure physical form content is updated to current standards. In order to provide these services and outreach to more students, early registration could be considered for these populations to ensure availability of physicals exams in the newly established timelines by hospitals and community providers.

**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.)**

5. Coordinate with the Counseling Department for services provided by 3 part-time licensed mental health counselors that are funded by student health fees. This collaboration will allow integrated care for the physical and behavioral health needs of Palomar College students. Furthermore, accurate record keeping and documentation of student mental health needs and services is required to be reported to the Chancellor's Office Student Mental Health Program by the HSC director. Point and Click EMR for Counseling Services was used by the part time Faculty Counselor in the HSC. Evaluate use of Point and Click EMR Counseling Program for use by Licensed Mental Health Counselors.
6. Update webpage to meet college standards with use of WordPress program. Provide staff training in WordPress for set-up and update of new webpage.
7. Hire part-time NPs and BSN RNs. HSC to fund separate advertising campaign to recruit qualified medical professionals.

**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 Center sites: San Marcos, Escondido Center, Southern Center, and Northern Center. Planning must include space, medical and administrative staff, medical and office equipment, office furniture, storage, computers, as well as Point and Click program set-up with additional workstation licenses.
- Recruiting and retention of qualified Nurse Practitioners remains difficult for the HSC due to non-competitive salaries for medical professionals at Palomar College. There have been numerous failed searches for the full time Nurse Practitioner position. This position must be replaced as soon as possible.
- Space limitations at the San Marcos Health Services Center continue to restrict our ability to meet the current student demand for medical appointments. The remodel at the Escondido Center Health Services Center is currently on hold.
- Collaborate with the Counseling Department for a smooth transition of students presenting in the Health Services Centers for mental health counseling, especially emergency mental health. HSC recommends obtaining Case Management software, like Maxient, for communication to the developing Behavioral Intervention Team. Maxient can be utilized between campus departments to effectively manage students with behavioral issues.
- Collaborate with Student Services programs to provide Professional Development training on dealing with students with behavioral challenges.
- Refine Holistic Mind/Body stress management program for students and coordinate with Active Minds Club.
- Implement Open Communicator – a web based patient/student portal in Point and Click Electronic Medical Records which will provide support for secure messaging, web booked appointments, pre-visit questionnaires, immunization reports, satisfaction surveys, counseling screening tools and online walkout statements. This program feature is anticipated to cost \$12,000 for start up with an annual support fee of \$2,400. This would increase the operational cost and maintenance of Point and Click EMR to a sum of \$11,200 per year for both sites.
- Easier access to the front entrance of the Health Services Center is needed to accommodate the needs of students with disabilities. The current entrance, although ADA compliant, does not meet the need of students using wheelchairs, scooters, etc.
- Work in partnership with the Business Office to implement use of Credit Card machines in the Health Services Centers that will allow students to use their debit

**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.)**

and/or credit cards as a method of payment for services and supplies. Currently, we only accept cash or check for payment while many students often present with only a card. This will eliminate the process of sending students to the Cashier's Office to pay and then return to the HSC to complete the payment process.

- Collaborate with campus departments and San Diego Project Heart Beat to provide free CPR training to Palomar College employees.
- Re-educate students on the current campus Smoking Policy and the harmful effects of tobacco and new emerging products like electronic smoking devices and hookah pipes. Propose update to the campus Smoking Policy to include electronic smoking devices, pipes, and hookahs. Continue to provide education materials via student e-mail, Telescope articles, Facebook, outreach booths, and more. Advertise the Smoking Cessation program offered through the HSC for students.
- Coordinate with the Campus Police department to provide staff training on updates to the Clery Act and evaluate HSC requirements with the Violence Against Women Act (VAWA).
- 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.

**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.	Exam Table – Escondido HSC	1		Equipment required to provide services to patients	\$7910.87	One-time	Funded: Restricted Budget
a2.	Vital Signs Equipment – Escondido HSC	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 ( <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.	Dell OptiPlex 9010 32 GB – Escondido HSC	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 <sup>nd</sup> 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 ( <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	\$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	\$8,800.00	ongoing	Funded: Restricted Budget
d3.	Quest Laboratory Services	1		Process labs ordered by the MD/NP	\$4,200.00	ongoing	Funded: Restricted Budget
d4.	Airgas Maintenance Agreement	1		Supply Liquid Nitrogen & Oxygen	\$975.45	ongoing	Funded: Restricted Budget
d5.	Audiometrics Maintenance Agreement	1		Annual Calibration of Earscan equip	\$304.50	ongoing	Funded: Restricted Budget
d6.	BioMed Maintenance Agreement	1		Annual medical equipment Calibrations	\$559.65	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	\$525.00	ongoing	Funded: Restricted Budget
d9.	McBain Systems	1		Annual maintenance of 3 microscopes	\$510.00	ongoing	Funded: Restricted Budget

**Total \$16,497.60**

**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.	Nurse Practitioner	1		Provides FT Nurse Practitioner level primary care, holistic assessment, diagnosis, advanced treatments, prescribes and administers prescription and over the counter medications, assessment and intervention for campus emergencies, performs lead function over clinic operations, health instruction, follow-up as needed.	In process	ongoing	Funded: Restricted Budget
e2.	College Health Nurse	2		Provide skilled nursing services to students; assist MD/NP in clinics.	In process	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 (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.	Short-term (Hourly) Registered Nurses	1		Provide skilled nursing services to students; assist MD/NP in clinics.	In process	ongoing	Funded: Restricted Budget
f2.	Hourly Nurse Practitioner	1		Provides hourly Nurse Practitioner level primary care, holistic assessment, diagnosis, advanced treatments, prescribes and administers prescription and over the counter medications, assessment and intervention for campus emergencies, performs lead function over clinic operations, health instruction, follow-up as needed.	In process	ongoing	Funded: Restricted Budget
f3.							

**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.

- ✓ Health Services Centers staff have been successful in transitioning from MedPro medical software to Point and Click EMR system in accordance with medical standards and practices. The staff worked in collaboration with the Information Systems staff at Palomar College and Point & Click to make the transition smooth.
- ✓ Collaborative partnerships: Active Minds Club, Fire Club, Emergency Medical Education Club, LGBTQA Club/Pride Center, and Associated Student Government.
- ✓ Automatic External Defibrillator (AED) Management – Coordinated program with San Diego Project Heart Beat and transitioned AED maintenance to the Facilities Department. The Director provided medical guidance of the PCC district program and coordinated AED trainings on campus for Classified Staff Development.
- ✓ 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 safer sex kits to students at a value of **\$31,366**. Male and female condoms and safe sex supplies were made available throughout the year to students at no cost. 265 students were served in classroom education lectures on Reproductive Health and HIV. This program alone augmented HSC services to students by **\$63,686** this year.
- ✓ Collaboration with the Counseling Department and Behavioral Health & Wellness Committee on hiring of Adjunct Mental Health Counselors.
- ✓ Participated in start-up of the Active Minds Club and contributed to the following events: Send Silence Packing, Self-Affirmation Day, Stress & Nutrition, Pie Your Professor, Eating Disorders Awareness and Love on a Leash.

- ✓ Customer Services Training – Health Services Center staff attended the Customer Services Training provided by the Student Services Department.
- ✓ Director coordinated with other departments and presented in a Professional Development Workshop – "Supporting Students with Behavioral Challenges and Understanding Mental Health Stigma".
- ✓ Emergency Response Training (ERT) NIMS – Health Services Center staff attended the in-service for the district Emergency Operations Plan.
- ✓ Escondido HSC Remodel Planning – The Director met with the Facilities Department and VP of Student Services to plan the future remodel of the EC HSC.
- ✓ Developed a Student Health Fee waiver form for students that use prayer alone for healing.
- ✓ HELP: A Mental Health Counseling pilot program – was funded by the HSC in the amount of \$30,000 to evaluate mental/behavioral health needs on campus for students. The program provided Licensed Mental Health Counselors on campus. The total number of individual student appointments in the HELP program was 213. The group sessions were not found to be well attended.
- ✓ HIPAA Seminar – the Director, NP, and FT College Health Nurse attended conference for updates issues pertaining to rules and regulations to ensure HIPAA compliance with implementation of electronic medical records.
- ✓ Hired additional seasonal RN in January 2014 and continue to advertise for additional part-time RNs.
- ✓ Site visit to Mesa Community College for review of Health Services Systems to help develop Escondido Center HSC remodel.
- ✓ Site visit to Santa Ana Community College to review Health Services and Mental Health Systems.
- ✓ Student Accident Insurance – attended training with Chris Wick from Business Services and Wells Fargo Insurance representative for updates and to improve coordination with departments that frequently use Student Accident Insurance. HSC budget funded \$55,323.75 for the Accident Insurance policy.
- ✓ Student Learning Outcomes – initiated a new outcomes survey at HSC Health & Wellness Promotional Booths to measure student understanding of health information presented and available services offered through the Health Centers.
- ✓ Completed update of "RN Standing Orders" for advanced practice being performed by RNs.
- ✓ 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. Continued to provide Sports Physicals in the HSC 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).
- ✓ The Health Services Centers negotiated, established and 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.
- ✓ 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.

- ✓ 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.
- ✓ Coordinated with department faculty to provide the Nursing and EME students with clinical experience in administering flu vaccination injections.
- ✓ Prescription medications available in the HSC are extremely economical (comparable to Wal-Mart pricing), easily accessible and help ensure student retention in their classes.

**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).
- Both the Nurse Practitioners and Registered Nurses are licensed medical professionals through the BRN Board of Registered Nursing of California. The physician is a licensed Osteopathic Physician and Surgeon provided through the Osteopathic Medical Board of California.
- The physician and each NP are registered to prescribe medications by the Drug Enforcement Administration (DEA).

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

- Noncompetitive salaries for NPs/RN have led to a 50% staffing shortage and cutback of services to students.
- Inadequate functional space in the HSC facilities limits needed services to students.
- Students evaluate the services provided through the HSC as helping them stay healthy and in school.

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

M. Jayne Conway, MSN, APRN, Director Name <i>M. Jayne Conway MSN APRN</i>	Maria Monsalud, BSN, RN Name	Lenka Schanka, MPH, CHES, Staff Assistant Name
Yvette Martinez, Senior Admin. Secretary Name	Randy Gallagher, Office Specialist III Name	Name <i>[Signature]</i>

Department Chair/Designee Signature

Date

Division Dean Signature

*a. Rye 1/20/15*