

STUDENT SERVICES PROGRAM REVIEW

Student Services Area Health Services

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Academic Year: 2018-2019

I. Student Services Area Overview

1. Mission Statement

Student Health and Psychological Services uses clinic, educational programs, and advanced technology to provide quality and reasonably priced health care. Our specialized and inclusive approach to health and wellness assists a diverse student population to achieve and maintain optimum physical and psychological health. This approach promotes academic success, and retention in the learning environment while focusing on the importance of lifelong wellness. (Revised 2016)

2. Philosophy Statement

Using a collaborative approach, we provide care to the whole person and meet the physical, emotional, and social needs of the student. We recognize the linkage between physical and psychological health and enhance student success and retention. (Revised 2016)

3. Summary

- x Health Services, an educational and clinical program, enhances the students' college experience by providing quality programs for prevention, education, and treatment of physical and psychological ailments.
- x Health Services contributes to student wellness and provides care and assistance when illness and injury interfere with a student's academic and personal success
- x Health Services provides quality health care for a reasonable price and a welcoming environment where students feel comfortable to receive confidential care.
- x 1 RN

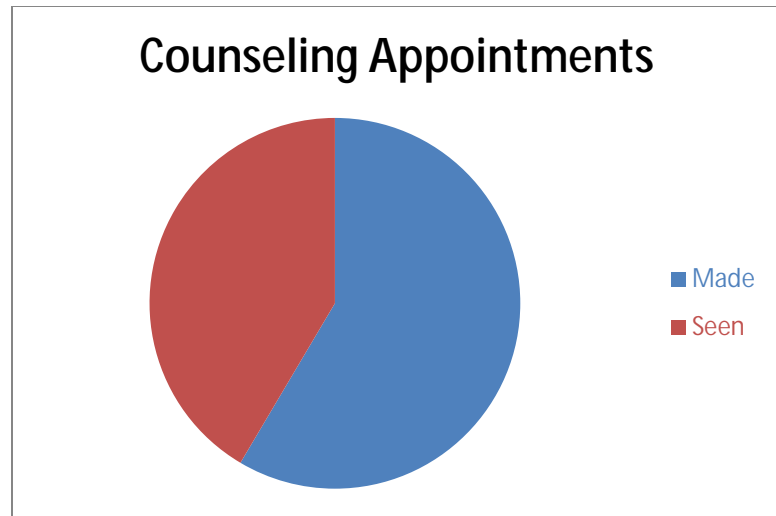
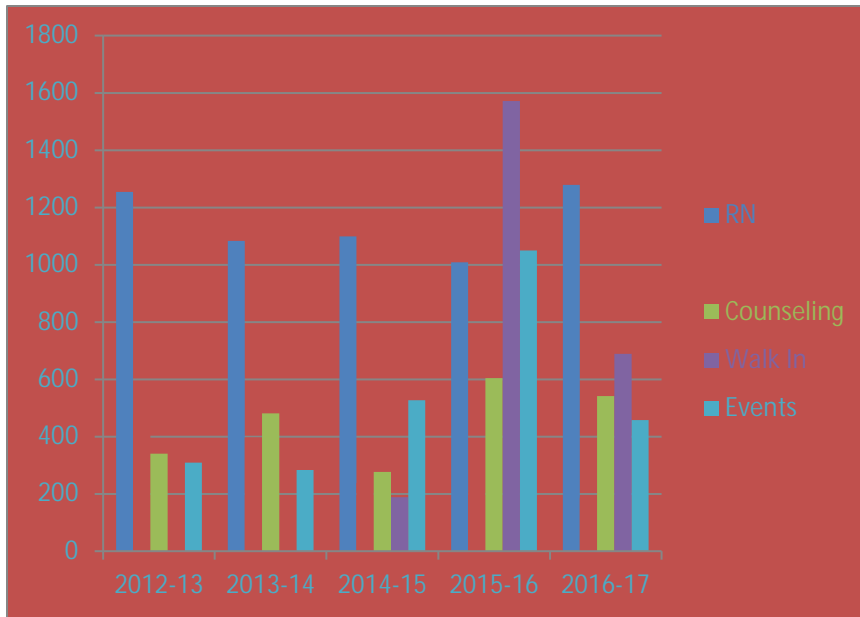
- x 1 Licensed Marriage and Family Therapist for 6 hours of counseling a week and supervision of 6 interns for over 30 additional hours of counseling a week including evening hours
- x 4 hours of MD coverage every other week

4. Strengths

1. Emergency and first aid care, low cost lab and immunization services, low cost prescriptions, and TB screenings for students and staff
2. Comprehensive services by Registered Nurses, Nurse Practitioners, Mental Health professionals, and Physicians
3. Committee member of CARE Network
4. Participates in 2 emergency preparedness training and/or safety trainings throughout the year
5. Multiple events related to physical and mental health, sexual assault, and stress done each year
6. Received the mental health grant from the state chancellor's office and collaborates with county programs to enhance mental health services

5. Students Served

Students from any college can receive services at any Health Services clinic. Below is a chart with a comparison of students discipline from 2012-13 through 2017-18. The other 2 charts are a representation of the number of students who made appointments versus the number of appointments they kept. In addition, we included a representation to depict the number of walk in's we had over 2017-18



II. Assessing Outcomes

1. Report on 20162017 Assessment Plan

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Increase students understanding of the campus SAVE Act.

Through group presentations and events, students will be able to identify crimes that are included in the campus SAVE Act. (SLO)

Supports the mission in the area of student

					insurance terms and indicate whether or not they have health insurance.			
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2017-2018 Assessment Plan Findings/Data Analysis

SLO/SAO #1: Through one on one teaching and group presentations, students will be able to correctly identify at least 2 ways stress affects student success

Findings/Data Analysis- This goal was not met. 548 students were given presentations on stress and stress management. Out of 548 students, 316 (58%) were able to identify ways to reduce stress after the presentation.

Improvement Recommendations- In order to improve the number of students who can identify stress management techniques, the presentations will become more interactive with exercises aimed to reduce stress incorporated into the presentation.

SLO/SAO #2: Through group presentations and events students will be able to identify three things Norco College is doing to increase campus safety and/or emergency preparedness.

Findings/Data Analysis- This goal was not met. All presentations in the classroom and in summer advantage were changed to add information on campus safety and emergency preparedness with a total of 972 students given presentations. Out of 972 students, 717 (74%) of students could identify 2 things the college is doing to address College Safety.

Improvement Recommendations- It is recommended to close this goal out because students are obtaining more information in multiple platforms regarding safety and emergency preparedness.

SLO/SAO #3: Through one on one and group teaching, students will be able to correctly match common health insurance terms and definitions in order to gain a better understanding of the importance of having health insurance.

Findings/Data Analysis- Out of 78 students given the pre and post test of health insurance terms and definitions, 74 (95%) students were able to correctly match the insurance terms with their definitions.

Improvement Recommendations- It is recommended to close this goal out because students are more aware of their healthcare insurance options.

III. NEEDS ASSESSMENT

Unit Name: Health Services

Staff Needs NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

<p align="center">List Staff Positions Needed for Academic Year 2017-2018 Please be as specific and as brief as possible when offering a justification. Place titles on list in order of (rank) or importance (rank) .</p>	<p align="center">Indicate N = New R=Replacement I = Increase time</p>	<p align="center">Annual TCP* TCP for employee</p>
<p>1. FT Psychological Services Supervisor <u>Justification :</u> This position is critical to not only grow our existing service to students also to increase the level of assistance for students by implanting new programs aimed at decreasing suicide rates, promoting mental health, developing group sessions and/or workshops on common mental health topics such as depression and anxiety, collaborate to establish an Active Mind chapter at Norco and also bring AA/NA meetings on campus as well as this person would also fill a critical need in Health Services by creating stability in mental health services as well as expanding and mentoring our peer health educators. This person would also serve as a key member on the CARE Network team and provide classroom presentations and trainings on mental health services and topics. This position would be instrumental in managing the mental health grants and serve as an expert related to student matters. A FT Psychological Supervisor would play a role in establishing partnerships with outside mental health agencies. They would also play a role in organizing key events related to mental health throughout the year and supervise the intern program that has been established with multiple universities in California as well as universities out of state.</p>	<p align="center">N</p>	<p align="center">\$111,871</p>

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (replacement positions) also require space and equipment. Please speak with area manager to obtain accurate estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

Equipment (Not including technology) Needs Not Covered by Current Budget

<p>List Equipment or Equipment Repair Needed for Academic Year 2019-2020</p> <p>Please list/summarize the needs of your unit below. Please be as specific as possible. Place items on list in order of importance (rank).</p> <p>1. Pyxis MedStation</p>	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request

Justification : A pyxis medstation would be valuable in the clinic as it allows

result in faster treatment options and physical exams could be completed quicker.

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.

If equipment needs are linked to a position please be sure to mention that linkage.

Technology++ Needs Not Covered by Current Budget



Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infrastructure?	How many users served?	Has it been repaired frequently?	
1. Usage / Justification								
2. Usage / Justification								
3. Usage / Justification								
4. Usage / Justification								
5. Usage / Justification								

Facilities Needs Not Covered by Current Building or Remodeling Projects*

<p align="center">List Facility Needs for Academic Year 2017-2018 (Remodels, Renovations or added new facilities) Place items on list in order of importance (rank) .</p>	<p align="center">Total Cost of Request</p>
<p>1. Health Services Clinic Build-Out <u>Justification</u> : Health Services is continuing to expand both in patients served and in services offered. It is at a point where our current location is insufficient. We need to add rooms and staffing as well as storage and supplies. Additionally, there is only one way out of the clinic which is a safety concern for both fire and active shooter. In order to be able to keep us serving the increasing needs of our students it is vital Health Services has a location that can accommodate growth as well.</p>	<p align="center">Unknown at this time</p>
<p>2. Entry Door and door to access patient care area <u>Justification:</u> Our current entry point needs to be changed to allow for greater security. Right now, once the door is manually unlocked which is difficult many times as it requires a person to place the key in the lock, turn and hold, push a little lever up or down and then let go of the key. The door can be opened and closed with no way to maintain safety and security. A new door which has card key access and a way to lock down quickly in the event of an active shooter is necessary. Additionally, students have started entering patient care areas as soon as they enter the clinic which can violate patient confidentiality as well as having a serious safety concern attached to it as when someone is here by themselves. In order to help this situation, a door that separates the waiting area from the hallway in patient care areas should be placed for added security and confidentiality.</p>	<p align="center">Unknown at this time</p>
<p>3. <u>Justification</u> :</p>	
<p>4. <u>Justification</u> :</p>	

5. <u>Justification :</u>	
6. <u>Justification :</u>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

Unit Name:

Unit Name: Health Services

SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2017-2018

Please list/summarize the needs of your unit below.

Please be as specific as possible.

Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of

OTHER NEEDS *not* covered by current budget

<p align="center">List Other Needs for Academic Year 2017-2018 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order of importance (rank).</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. NONE <u>Justification :</u></p>			
<p>2. <u>Justification :</u></p>			
<p>3. <u>Justification :</u></p>			
<p>4. <u>Justification :</u></p>			
<p>5. <u>Justification :</u></p>			
<p>6. <u>Justification :</u></p>			