

# Student Services Program Review Report Sierra College, 2018-19

Department/Program Name: Health Services

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Ideally, the writing of a Program Review Report should be a collaborative process of full-time and part-time faculty as well as all other staff and stakeholders invested in the present and future success of the program at all sites throughout the district. The Program Review Committee needs as much information as possible to evaluate the past and current performance, assessment, and planning of this program.

**1) Relevancy: This section assesses the program's significance to the students, the college, and the community.**

**1a) To provide context for the information that follows, describe the basic functions of your area and/or program.**

Sierra College Student Health Services provides mental health counseling and primary healthcare types of services to students. Healthcare is provided by family nurse practitioners, a physician, licensed clinical social workers, marriage family therapists as well as intern therapists.

Services provided include:

- History and physical examinations for Registered Nursing, Medical Assisting, Nursing Assistants, athletes, fire academy, job requirements
- Vaccine and tuberculosis clearance for Emergency Medical Technician, Human Development, Registered Nursing, Medical Assisting and Nursing Assistant students, TB clearance and hepatitis b vaccination and titers for human resources
- General physicals, sports physicals
- Diagnosis and treatment of acute illness
- Diagnosis and treatment of injuries
- Minor dermatologic surgical repairs and excision
- Full-scope family planning services to include intrauterine devices, implantable devices, oral birth control, etc.
- Women's annual examination
- Sexually transmitted disease screening, diagnosis and treatment
- Laboratory services: on-site specimen services as well as collection for outside laboratory testing
- Prescriptions are dispensed on-site or sent to outside pharmacy to be filled
- Diagnostic imaging orders (x-ray, ultrasound, etc.)

- Immunizations offered to all students as well as flu vaccines to students, staff and the community
- Tuberculosis screening
- Medical evaluation and treatment of depression, anxiety and other mental illnesses
- Guest lecture about health topics such as birth control, sexually transmitted infections, healthy living, stress and mental health, etc.
- Health education and handouts are provided with each visit
- Referral to outside medical and mental health providers as needed

Outreach and education to the campus and community about healthy living, mental health, suicide prevention, stigma reduction and substance abuse reduction

- Participation in campus events as outreach for services offered
- Referrals to community resources for care outside the scope of services offered
- Education to the District employees and students about mental health, suicide prevention and stigma reduction
- Liaison with community resources and members to facilitate care for our students
- Work with Placer County for Emergency Preparedness, mental health, cultural competency and substance abuse prevention

#### Mental Health Therapy

- Students are allowed 6 visits per semester for therapy with a licensed therapist
- A total 18 visits per student is available during a student's tenure at Sierra College

**Describe how the program aligns with state mandates, priorities set by external agencies, or any other relevant organizations.**

The State mandate for Community College Health Centers is that the level of care provided in the benchmark 1986-1987 school year be maintained at that level. Sierra College meets (exceeds) this mandate.

The clinic is a member of the Health Services Association for California community Colleges (HSACCC) which is the California association for community college clinics. Clinic leaders across the state collaborate on many topics including patient care, needs of students, policy change and legislation change. Sierra College Health Services supports the mission statement for HSACCC, "to support and foster student access to quality health services programs within the California Community Colleges" (hsaccc.org).

Health Services is a member of the American College Health Association (ACHA). This is the national organization for college health. College health standards-of-care can be found within this organization as well as up-to-date information about college health issues (acha.org).

Sierra College Health Services has been recognized as one of the leading California Community College Health Services with regards to innovative programs, with medical care provided by family nurse practitioners and having mental health professionals on site.

All of the medical providers are nationally board certified. Being board certified demonstrates a level of knowledge of standards of medical care on a national level. There is an initial examination the provider must pass and then continuing education must be maintained or providers have the option to re-take the examination every five years.

This clinic meets community medical standards of care as evidenced by peer review of charting done quarterly, writing and updating policies and procedures, participation in national quality assurance testing for laboratory tests, conduction of training and demonstration as required by Cal OSHA and by studies conducted within the clinic regarding medical care provided. Treatment standards have changed in our clinic as a result of studies conducted. We participate each year in the American College Health Association PAP Smear study. As a result of participation in this study with hundreds of other colleges, we have worked with our providers about optimal specimen collection and appropriate treatment of women with abnormal PAP Smears.

Mental health therapy is not a state mandate, however over the last several years, has become a very large component of Health Services offerings to students. All of Health Services therapists are licensed by the state of California. We also use interns who have completed their education and are accumulating hours toward their permanent licensure.

**1b) How does your program support the district mission, as quoted below, and align with student needs? Please include an analysis of how your program supports ISLOs (Institutional Student Learning Outcomes) and/or or the district's strategic planning goals.**

Sierra College provides an academic environment that is challenging and supportive for students of diverse backgrounds, needs, abilities, and goals with a focus on access, equity, student-centered learning, and achievement. The college is committed to practicing diversity and inclusion and recognizes that a diverse and inclusive curriculum and workforce promotes its educational goals and values. Institutional learning outcomes guide the college's programs and services, encouraging students to identify and expand their potential by developing knowledge, skills, and values to be fully engaged and contributing members of the global community. Sierra prepares students by offering Associate's and transfer degrees, certificates, career and technical education, foundational skills, as well as lifelong learning and enrichment.

Sierra College Health Services supports the mission of Sierra College to "encourage students to identify and expand their potential" and "to develop the knowledge, skills and abilities to become engaged and contributing members of the global community". We strive to optimize the health and well-being of the college population through the provision of quality, accessible and confidential health care in a cost effective and efficient setting. Our health professionals are available as physical, emotional and educational resources for Sierra College students. We emphasize health education, prevention and early intervention to maintain a safe and healthy learning environment. Sierra College Health Services is dedicated to the development of innovative programs to accommodate our students' health care needs.

Departmental meetings are held ~three times yearly. Staff attend division meetings, convocation and flex workshops.

Health Services is a leader in the Student Services Division with regard to meeting the Student Services Area Outcomes – SSAOs. Standards are listed below.

**SSAO 1: Provide excellent customer services to all audiences through all modalities**

**SSAO 2: Establish, maintain and communicate clear, effective processes for accessing services**

**SSAO 3: Observe all applicable internal and external standards of practice, rules, regulations and policies**

**SSAO 4: Identify and maintain comprehensive array of student services and information that met student needs, address barriers and support student success**

**Health Services SAO #1 addresses SSAO 1 and 3.**

Peer review of medical services provided by family nurse practitioners and physician.

This survey is a quarterly peer review of ten medical records for 18 indicators that are based on national criteria. Family nurse practitioners review each other's charts (which are chosen by the SST). Different reviewers each quarter for each provider. The purpose is to make sure charting is adequate for the specific problem for the patient AND to assess if the provider met community standards of care for the care provided to the patient. We contract with an outside physician to review our medical director's charts.

In medicine, charting is a provider's legal defense. If ever there is a problem with the care or outcome of the patient care, charting is the only way to show the provider's data collection, thought process, diagnosis, treatment and follow up plan. Charting appropriately is vital to having a strong medical clinic.

The medical providers are graded as follows: "1" = care appropriate, "2" = care or documentation missing, "3" = not applicable.

The areas checked in each chart are:

1. Content of chart is uniform and consistent
2. The chart is legible
3. The history and physical are adequate for the specific problem
4. Current medications listed
5. The diagnosis is appropriate based on the history and physical
6. Diagnostic procedures performed are appropriate to the care of the patient
7. Treatment plan is appropriate
8. Consultations and referrals are timely, as appropriate
9. Consent for surgery obtained, if appropriate
10. Consent for anesthesia, as appropriate
11. Appropriate follow up provided
12. Diagnostic summary is up to date
13. Allergies are noted

14. Documentation for missed appointments;
15. Laboratory and radiology reports are recorded
16. Phone advice is documented
17. Care is according to Nurse Practitioner procedures
18. Overall care score

The target in each area is 95% compliance All 18 targets have consistently between 98% and 100% compliance every year.

### **Health Services SAO #2 addresses SSAOs 2 and 4.**

Mental Health Outreach and Education began in 2014 with the receipt of both a federal and a state grant to promote outreach and education for mental health in students. Between 2014 and 2017, Health Services was responsible for the Outreach and Education for these grants.

Year 1 of the grant (2014-2015): 206 outreach activities and 50,000 actual or potential contacts were made with students, staff and community partners

Year 2 of the grant (2015-2016): 286 outreach activities and 50,900 actual or potential contacts were made with students, staff and community partners

Year 3 of the grant (2016-2017): 286 outreach activities and 22,900 actual or potential contacts were made with students, staff and community partners

As a result of the grants, Sierra College hired a Mental Health Counselor in the Counseling department. Since fall 2017, it is her job to manage outreach and education for mental health for the District.

### **SAO Health Services SAO #3 addresses SSAOs 1, 2 and 4.**

Student satisfaction with services.

Areas assessed include satisfaction with services, what the patient learned at the visit, how did they learn about Health Services and would they refer another person to Health Services. This is a survey conducted Spring 2017 of 119 students after they had an appointment at Health Services.

Results of the survey were as follows:

The demographics were as follows for the 119 surveys collected:

1. 68% 18 to 24 years old; range 18 to over 45
2. 39% were first-time visits; 25% had 2+ visits; and 9% had 6+ visits
3. 74% female
4. 40% heard about Health Services from their faculty
5. 52% have private insurance, 22% have Medi-Cal and 26% had no insurance

Results were impressive. **All responses were at least 80% in the “strongly agree” area.**

Questions asked:

1. The front office staff was friendly and courteous
2. Attention was given to what I had to say
3. Medical procedures and tests were explained
4. Medication uses and precautions were explained
5. Advice about ways to avoid illness and stay healthy were provided
6. The time spent with the health care provider was adequate
7. **The services received have helped me stay in school and work toward my goals**
8. Quality care was provided

**The last question was about “what did you learn about your health today”**

19% learned about medications

16% learned about allergies

16% about services available

15% about birth control

13% about drinking plenty of water

11% said they learned nothing

**100% said they would refer another student to Health Services**

1c) Please analyze your program program’s effectiveness in supporting the strategic goals with which your program aligns. Please provide evidence in support of this analysis, including service or student learning outcomes, equity data, or other measurements of success.

**Please see above responses.**

1d) Optional Additional Data: Describe any other relevant contributions of your program not incorporated above. These may include but are not limited to contributions to diversity, campus climate, cultural enrichment, community ties, partnerships, and service. Please include specific data and examples when these are available and relevant to the analysis.

Sierra College has been a blood drive site for Vitalant (formerly Blood Source) for many years. Blood drives are held in Rocklin five times per year (two days for each drive) and at NCC intermittently. Approximately 800 units are collected at the Rocklin Campus annually The NCC drive brings about 20 units. Over the past three years, the Sierra College blood drives have contributed approximately 2,500 units of life saving blood to the community, state and nation.

Health Services is a provider of influenza vaccine for students, employees and community members. We partner with Placer County and Nevada County to provide free influenza vaccine.

Health Services hosts an immunization week each semester for students in health care related programs. During this immunization week each semester, we provide ~300 students services to satisfy immunization and tuberculosis clearance requirements for their programs.

Health Services has partnered with the Applied Art and Design department for about five years. We work with an instructor and are a “client” of the class. The classes have been tasked to design posters about mental health, suicide prevention, decreasing stigma about mental illness, and for sexual consent. This has been a wonderful partnership.

## **2) Currency**

2a) Service Outcomes and Student Learning Outcomes Assessment: Considering any relevant information, please describe and analyze your program’s development and assessment of Service Assessment Outcomes and/or Student Learning Outcomes, including any relevant information regarding diversity and equity goals. Please describe any improvements or changes made to the program as a result of this analysis.

Outcomes and outcome data: Please see above for SAO information

Assessment of outcomes: Please see above for SAO information

In the space below, please describe or attach any cycle you have developed for outcomes assessment. We do student satisfaction surveys every 2 years. Peer review for chart audits are done quarterly. One study decided upon by the nurse practitioners is done every 18 months.

2b) Professional Development: Describe how departmental activities serve to improve student service and student outcomes. Include flex activities, departmental meetings and activities, conferences, outreach to other colleges, research and implementation of best practices, changes in legislation, mandates from regulatory agencies, required faculty certifications, health and safety trainings or other factors. How do these activities contribute to your program’s self-assessment and planning?

Please describe your staff development needs based on this analysis.

Peer review of the family nurse practitioners and physician are conducted quarterly. The nurse practitioners review 10 of each other’s charts each quarter. We have an outside physician review our physician’s charts. Areas evaluated are based on national accreditation standards for ambulatory care clinics. The target for peer review is to have 95% of the charts meet these standards, except for the standard that the Nurse Practitioner work within the confines of the Standardized Procedure for Nurse Practitioners This item has a goal of 100% compliance.

Items reviewed include:

1. Content of chart is uniform and consistent
2. The chart is legible
3. The history and physical are adequate for the specific problem
4. Current medications listed
5. The diagnosis is appropriate based on the history and physical
6. Diagnostic procedures performed are appropriate to the care of the patient
7. Treatment plan is appropriate
8. Consultations and referrals are timely, as appropriate
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16. Phone advice is documented
17. Care is according to Nurse Practitioner procedures
18. Overall care score

2016 compiled results for peer review:

- all standards targets were met for the year (four quarters combined)

2017 compiled results for peer review:

- all standards targets were met for the year (four quarters combined)

2018 compiled results for peer review:

- all standards targets were met for the year (four quarters combined)

All of the Nurse Practitioners and the physician are nationally Board Certified. Board Certification means the provider has taken a national examination (and passed) to prove currency in providing medical care as well as legislation related to their area of expertise. Certification is renewed once every five years. Nurse Practitioners need to satisfy 150 continuing education (conferences) hours for renewal or they can choose to take the certification examination again. All NPs must include at least 25 of the 150 continuing education hours in pharmaco-therapeutics (medication prescribing).

In addition to national Board Certification, other requirements for medical providers to work at Sierra College are as follows: current licensure as a registered nurse, family nurse practitioner in California (or physician for our medical director), current licensure to prescribe medication, current Federal Drug Enforcement Administration (DEA) number (to prescribe controlled substances), and CPR certificate.



Staff meetings are conducted 2-3 times per year. Topics discussed include sharps and needle safety, Sierra College information and trainings, biohazard handling, fire preparedness, patient care standards and patient confidentiality, standards of care, collaboration between clinicians and therapists, progress on SAOs and Program Review topics. Specialists have presented to our staff about eating disorders, mental health, contraception technology and standards of care for LGBTIQ students.

Nurse practitioners receive medical updates by attending or completing medical continuing education courses, journal reading and examinations, email, staff meetings and when things need to be known urgently documents are provided to read and sign.

The nurse practitioners and physician at Sierra College Health Services have exemplary medical charting which meets or exceeds the community standard of care.

Licensed therapists must maintain currency by attending continuing education courses or reading journals and taking examinations to renew their professional licenses. Continuing education hours are required every two years in order to renew licenses. In addition, if the therapist is supervising Interns, there is additional training required.

2c) Optional Additional Data: Provide any other information, not included above, that contributes to your program's success in supporting student service and student outcomes.

**3) Effectiveness: This section assesses the effectiveness of the program in light of traditional measurements.**

3a) Retention and Success/Service Outcomes: Please analyze your success in achieving your program goals using whatever data is relevant to your program, including service outcomes and/or student learning outcomes. Describe any changes you have made that have improved the effectiveness of the program as well as any barriers you may have encountered in making these or other changes.

As relevant, please address your program's role in the development of MAPs, Interest Areas, and Guided pathways and the impact of these developments on program planning and assessment.

The Health Services Satisfaction Survey asks if Health Services assists the student to stay in school and work towards their goal.

2008 survey: 85% responded that Sierra College Health Services helped them stay in school

2009 survey: 85% responded that Sierra College Health Services helped them stay in school

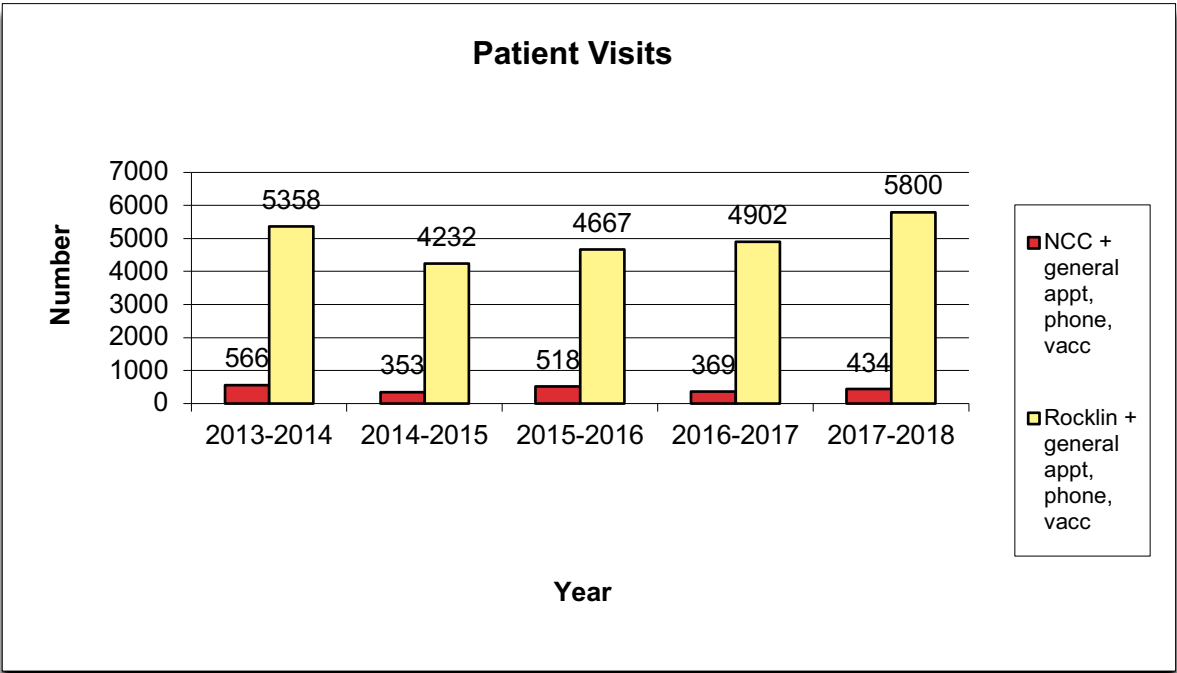
2011 survey: 90% responded that Sierra College Health Services helped them stay in school

2013 survey: 91% responded that Sierra College Health Services helped them stay in school

2017 survey: 95% responded that Sierra College Health Services helped them stay in school

With the above results, it appears that students who have been seen at Health Services feel the department and the services rendered assist them to stay in school and work towards their goals.

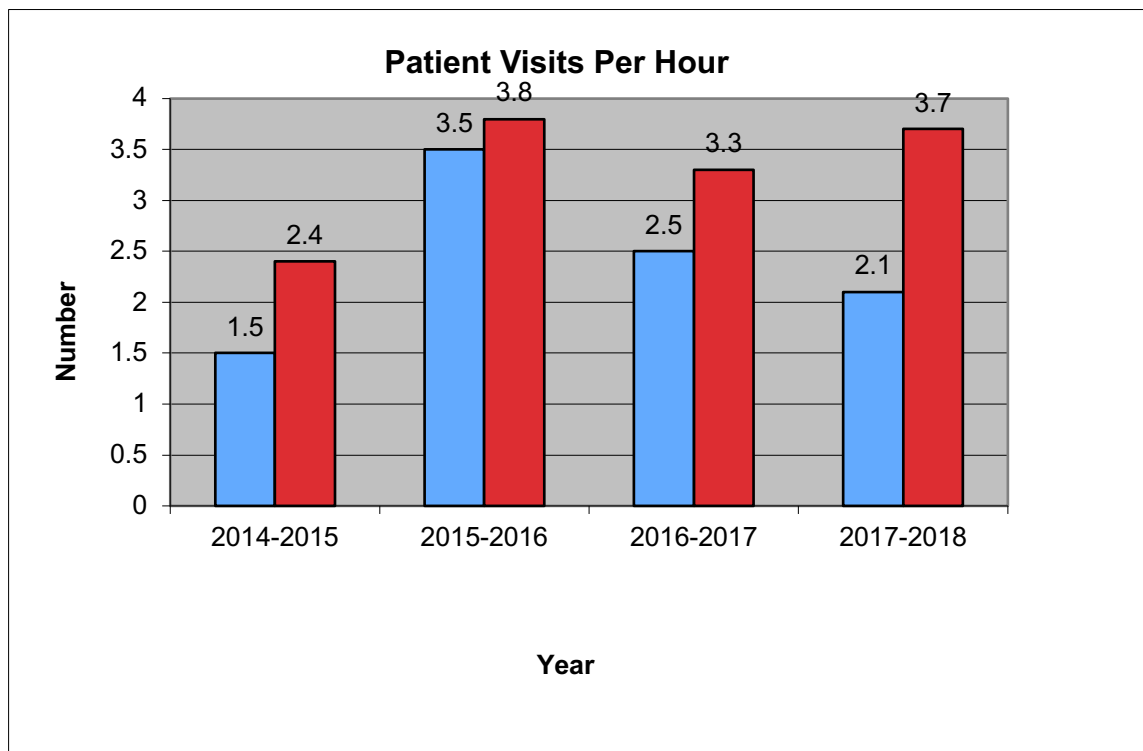
3b) Usage Trends - Identify and analyze the usage trends relevant to your program for the last three years. Address separately the data for on ground and on-line services, as well as usage at the various centers when applicable. Analyze these trends as well as any challenges experienced by the program in terms of providing timely and effective student service. If you determine that you need to improve the program’s performance in any way, please describe how you plan to achieve this goal.

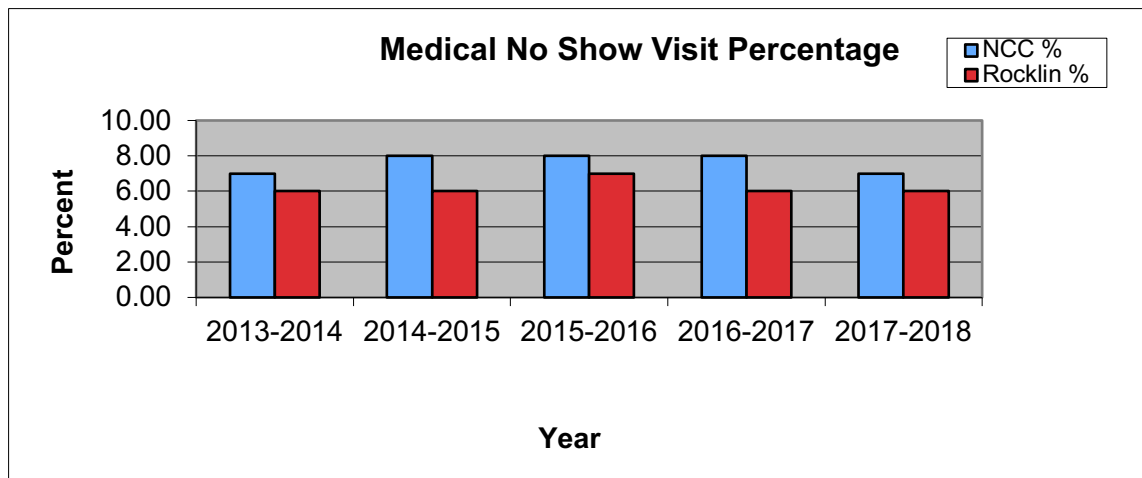


As relevant, please address any impact of the development of Interest Areas and Guided pathways on program planning and assessment.

Departmental interest areas don't play an active role in Health Services' planning and assessment. Increasing enrollment in certain programs and collaborative work with various programs has positively impacted students with regard to ease of access and decreased costs of services in order to meet program requirements. Collaboration with the EMT program who has 240 students, Human Development has almost 200 students in various classes needing vaccine and medical clearance. Health Services does all of the physical examinations for the registered nursing, medical assisting and certified nursing assistant programs which have about 60 students entering each year. There is also collaboration with the Athletic Department and the Fire Academy to provide physical examinations done for their students.

3c) Equity: Analyze and evaluate your program's performance in promoting and/or achieving equity. Based on this analysis, describe any plans you have to sustain or improve the program's contribution to student equity as a central component of student success.





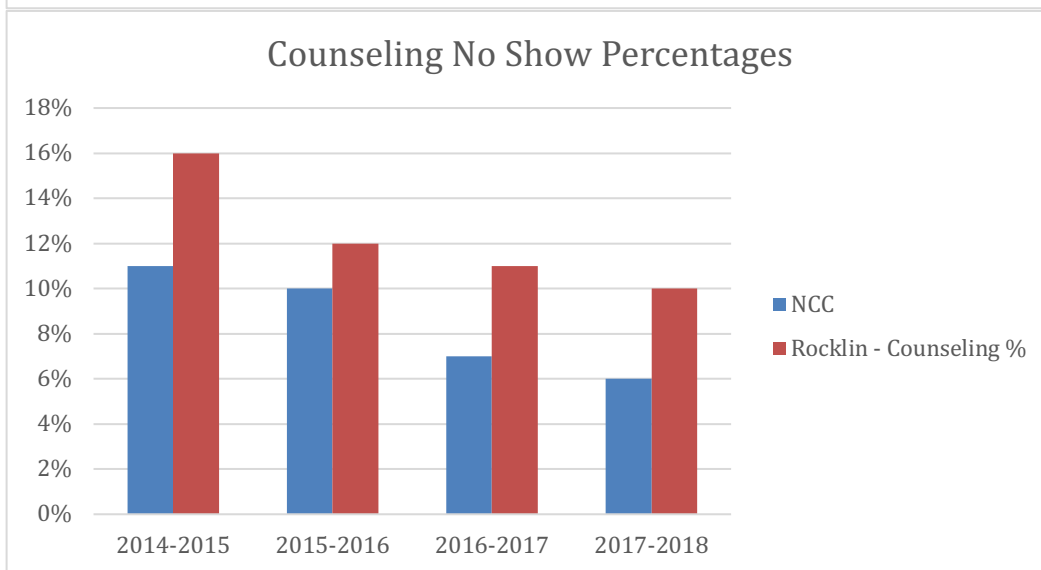
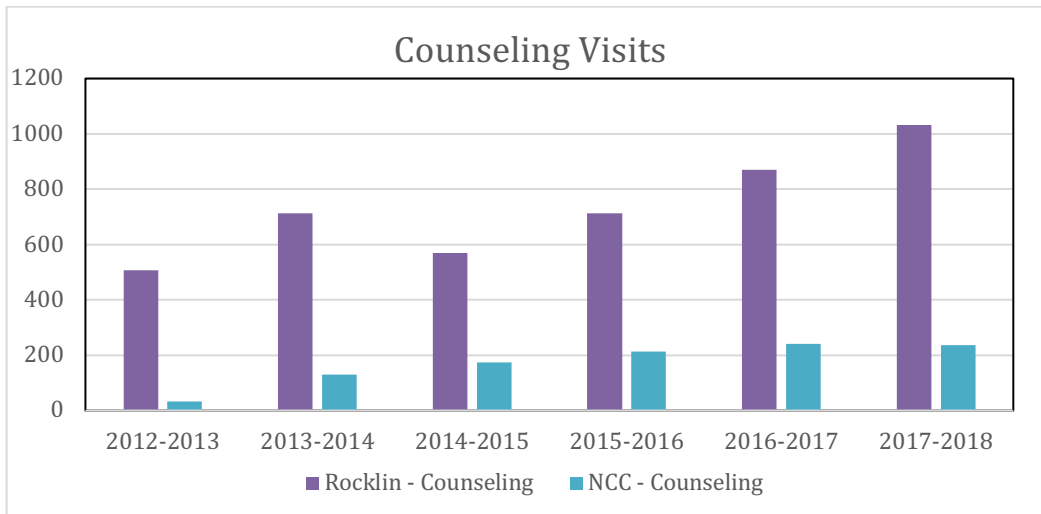
3d) Please provide any additional information relevant to the assessment and evaluation of your program.

Mental health therapy has become a vital part of Health Services over the past several years. Students may have six visits per semester with a licensed therapist to a maximum of 18 visits in their tenure at Sierra College.

The main focus of therapy at Health Services is short-term therapy. We strive to help patients problem solve, work on issues and obtain life skills. Some of our therapists are trained in techniques to assist people to work through past traumatic experiences. They also treat people with depression, anxiety, adjustment disorders as well as other mental health issues.

As you can see below, the counseling visits have been increasing each year. This is mostly a function of the number of therapists we have available. There is still a little space for added therapy sessions which we will work to fill as needed.

The rate of no show for appointments for mental health therapy has been on a steady decline. We implemented a “no-show” fee of ten dollars if a students does not give 24 hour’s notice of cancellation. We send an email reminder of appointments as well as text message reminders. Lastly, if a person is late, we will call them to see if they can get here for their appointment so they don’t incur a charge. All of the methods have been successful in decreasing no show for appointments.



3e) Referring to the analysis in 3a-3d, your departmental planning document, and relevant outcomes assessments and evaluation, please describe your program’s plans to maintain or increase its effectiveness and evaluate your efforts to achieve these goals.

The services are being used more each year as you can see from the data. In part, our collaboration with other departments such as General Counseling has attributed to this. To continue this trend, we will continue to collaborate. There also needs to be more outreach about Health Services each semester.

In past years, we have sent an email to all faculty asking if they desire to have a Health Service employee come to their classes to discuss services offered. With the gradually increasing traffic, it has cut our availability to go to classrooms to promote services. There is room to increase services but time needs to be cut out to do this job without affecting access and efficiency of patient care.

**4) Resources: This category assesses the adequacy of current resources available to the program and describes and justifies the resources required to achieve planning goals by relating program needs to the assessments above.**

4a) Please describe the future direction and goals of your program for the next three years in terms of sustaining or improving program effectiveness, relevance, and currency. Please include any analysis of relevant performance assessments in your explanation and of any impacts on program planning and development related to guided pathways, student equity, and student success.

The funding for Health Services is independent from Sierra College District. Health Services is 100% student health fee supported. Each student, other than BOGG Waiver A students, pay a health fee each summer and each semester. These fees are adequate to support Health Services funding needs.

The nature of the leadership of Health Services has had dramatic changes over the past 10 years. It has gone from a clinic with only medical services provided by four family nurse practitioners and 2.4 classified employees along with our contracted medical director to having medical services and mental health therapy provided by four contracted licensed therapists and two intern licensed therapists.

Two goals come to mind for Health Services. The first goal is the addition of social work interns who can work with Sierra College students. There is consistent documentation that students struggle with homelessness and food insecurity. Social work interns are equipped to assist students to connect with community resources to assist them with housing and food. Once basic needs are addressed for students, they can be free to focus more on success with their educational pursuits.

The second goal would be to eliminate the Health Services Coordinator position and allow the current Coordinator to see patients as a full-time family nurse practitioner. Replacement of the Coordinator with a Health Services Director would have many benefits to Health Services and to the District. On a clinic level, a director would be able to supervise and evaluate clinic employees including discipline issues, chair hiring committees for departmental employees, manage budget, supervise schedules, and other managerial duties. At a District level, this person could supervise the Sierra College Crisis Team and the Title IX Committee. This would allow for a central person for organization and coordination of these two busy committees.

4b) Please describe and justify any projected requests for additional staff, new or augmented technology/equipment, and additional or remodeled facilities necessary to support the goals presented above. Please incorporate any relevant data related to service outcomes, student success, and equity.

Equipment/Technology: New computers for all Health Services areas, 14 total. Current computers are 5 years old.

Facilities: Addition of two rooms for intern social workers to see students and assist them with housing, food, community services. Addition of an office or a space for the full-time FNP

Staff: Health Services Director – see above

4c) Please check the appropriate boxes in the chart below indicating the general reasons for the resource requests described above (please check all that apply):

Function/Role	Maintenance	Development	Growth	Safety	Outcomes	Other success measures	No Requests
x	x	x	X				

## 5) Summary/Closing

5a) Briefly summarize the program’s strengths, weaknesses, opportunities/future directions, challenges.

Health Services is an ancillary program in the Student Services Division. The department is funded solely by student health fees. Medical and mental health services provided are valued by students according to surveys conducted. They surveys consistently show that students feel Health Services helps them stay in school and achieve their educational goals.

Health Services needs the Coordinator position eliminated and a Director position to replace it . With the growth of the clinic over the years, it truly needs a manager to do the managerial jobs that have just evolved over time.

5b) How has the author of this report integrated the views and perspectives of stakeholders in the program? This report has been discussed and reviewed with Health Services’ employees