

Student Health Services 2008-09 Program Review

Mary Sullivan

I. Description and mission of the program:

Provide a brief description of the program including any services provided and the program's mission

Our mission at De Anza College Health Services is to facilitate the educational success of our students by providing personalized and affordable medical care, health education and community resource information to promote their physical, social and emotional well-being.

Health Services provides a variety of confidential free and low-cost services. Free services include first aid, blood pressure checks, T.B. testing, over-the-counter medicines, smoking cessation, emergency contraception, pregnancy testing, condoms, and health education information. Services at reduced cost include well women exams, physical exams, birth control, immunizations, and flu shots.

II. Retention and growth :

A. How has the program responded to the institutional goal of increased access, growth and retention?

Health Services has responded to the institutional goal of increased access, growth and retention in a variety of ways. We have expanded our medical services from one day a week to four days a week, including evenings, with the hiring of a nurse practitioner in September 2007. We looked at our birth control policy and identified the requisite well woman exam as a barrier for many women to get birth control. We made a change to this policy and have seen positive results. We also found creative ways to market our services to the community. For example, we noted that many students who take classes at the Kirsch Center or Auto Tech may not visit the Campus Center building, where we are located. In fall quarter, 2007, we created a "Wellness Wagon" that contained over-the-counter medicines, first aid materials, condoms and health education literature. One morning a week we parked the Wellness Wagon at the far ends of the campus to allow students to pick up supplies. It was amazing how few students we encountered had not previously known about our office.

Student Health Services is committed to enhancing the educational process by modifying or removing health related barriers to learning, promoting optimal wellness, enabling individuals to make informed decisions about health related concerns, and empowering clients to be self-directed and well informed consumer of health care services. Maintaining access to Health Services for first aid, over-the-counter keeps the students in class. Providing birth control increases chance of not having an unwanted pregnancy and dropping out of school. Offering low cost examinations with physician/nurse practitioner for the diagnosis,

treatment, and management of various physical/mental illnesses keeps students in classes instead of dropping out of college.

B. How has the program responded to the institutional goal of increased access, growth and retention specifically for the identified targeted populations of African Ancestry, Latino/a, and Filipino/a, Students with Disabilities?

Health Service is the only department on campus that provides health services and the low-income non-insured student would not have access to any type of health care if the program was eliminated. Students requiring physicals and immunizations for transfer or clinical externs/jobs etc. would not have a low cost place to access these services.

Addressing the needs of physically limited/handicapped patients, we have purchased an exam table that can be raised and lowered to accommodate every student. Thus we can now perform pelvic/pap examinations which focuses on sexually transmitted infections and genital/cervical cancer screening.

Health Services has an ethnically/culturally diverse staff representative of student body. Specifically, our MD is African/Latina and our Nurse Practitioner is Latina. This helps with the retention of students of African ancestry and Latina as the health care providers look like them, speak their language, understand their culture. Both serve as role models for students (African/Latinas) thereby increasing retention of these "at risk" students.

We have attended programs sponsored by other campus programs such as LEAD and OTI.

III. Student equity:

In what ways has the program worked towards decreasing the student equity gap? Has the program made progress towards or achieved these equity goals? What challenges exist in the program in reaching such goals?

Student Health Service provides services to all enrolled students. Our services are available from 8AM - 8:30PM, to accommodate day and evening students. Our costs are at a reduced rate: clinician visits (\$10 to \$30/visit); medications (\$1 - \$20); and immunizations (\$20 - \$90).

IV. Strategic Planning initiatives (Community Collaborations, Cultural Competency, Outreach, and Individualized Attention for Retention).

Other than what was mentioned in III and IV above, what other Strategic Planning Initiatives has the program addressed and in what ways?

None

V. Budget limitations. (Please be specific in your responses.)

- A. *Identify any limitations placed on the program based on limited funding. What increases in resources are critical to the program and what are the consequences if the program does not receive these resources?*

Limited funding inhibits our ability to increase and expand our services.

- B. *Identify any other implications affecting your program: e.g. technology, staff, Facilities.*

Health Services is in desperate need of larger facilities. Our current space compromises student privacy and limits the clinician's capacity negatively impacting the

students we can serve. We need a larger reception area, specific injection station, observation rooms and first aide care area as well as more exam rooms. With more space we can employ more clinicians thus providing more serves for students.

C. Describe the consequence to students and the college in general if the program were eliminated. Please be specific.

The students that need services to continue in programs would incur significant costs outside of De Anza. These include: transfer physicals, disabled student examinations, nursing & allied health program physicals, immunizations, TB skin tests, as well as access to low cost well women exams and birth control services. Many students would not be able to afford the services off-campus or have limited transportation and would have to withdraw due to prolonged sickness, pregnancy, and/or lack of immunizations required for certain programs/professions.

VI. **Assessment of program.** What evaluation and/or assessment practices are in place to support the program's accomplishments and findings? (provide quantitative and/or qualitative data).

We conducted an interest survey in fall 2008 to give us some direction. We asked students for their top five issues they were interested in learning more about and we also asked them which medical conditions they are concerned about. Sleep, fitness, and stress reduction were the top three topics of interest, and Sexually Transmitted Infections and depression were the two top medical concerns.

We are implementing the S.A.R.S program to capture qualitative data about students seen in Health Services.

VII. **Additional comments.** What additional information is important to consider when reviewing the budget of your program for possible reductions? You may include any or all of the following, or other information.

We are investigating EMR (electronic medical records) which is the standard for medical care and many Health Services at universities/colleges have implemented. Beginning winter quarter 2009, Health Services is a community agency for the ICCE's Serve and Learn Project. This has been very beneficial to both the students and our office.

We collaborate with these programs on campus: I.S.P., nursing, allied health, disable students, CalWorks, EOPS etc.

- **Relationships with other programs.** Describe any partnerships or collaborations that the program is actively engaged in, which reduce costs and/or improve service delivery.

It is important that students are educated on services available in Health Services and resources available in our community. Health Services staff actively seek out and explore community services that would benefit our students. While we offer many sexual-related services as Planned Parenthood, their services are more extensive than we can offer, so we maintain professional connections.

- **State and Federal mandates.** What State or Federal mandates impact the work you do?

Title V, section 54702 outlines scope of service, proper use of health services funds, allowable charges, fundable expenses, etc. Supports Ed Code sections 70901 and 73655

Title V regulations, section 53411 outlines the requirements for individuals employed in Health Services.

AB 1088 coordinators - mandatory orientation sexual violence preventions.

Drug-Free Schools and Communities Act (DFSCA) and Drug-Free Schools and Campuses Regulations.

AB 982 Health Fee Waiver Guidance

- **Trends.** Describe any positive and/or negative trends in the program.

As a result of the economic recession there is an expanding need by our students for health service. Increasing number of students come into health services with stress related physical illness and greater numbers have recently lost health insurances coverage. For some students it is because their parents lost their job, and others because they lost their job. There are escalating number of students seeking help and a higher level of acuity of care needed. We continue to seek out community services that could assist students, but a recent student seeking psychiatric help from the county told us they could not help due to budget cuts. Our mission at the Health Services is to facilitate student's educational success by providing personalized and affordable medical care, health education and community resource information to promote their physical, social and emotional well-being. In these economic times with the increased need with dwindling resources, it is challenging.

Comparable programs at other institutions. Provide any information that you have that would allow for a comparison of the program to similar programs at other institutions in the State.

Our sister college, Foothill, has a facility three times larger than our current area with safe and close connections to counseling/psychological services and police. Santa Rosa Community College has similar size student population with an expansive Health Services facility. Their staff include 2 MDs, 2NPs, 3 mental health providers, 3 medical assistants, and 2 admin. Assistants.

VIII. **Program strengths/areas for improvement.**

A. Provide a summary of the program's main strengths.

The program's main strength is our ability to provide good quality medical care, and treatment, at such a low cost to students during both day and evening hours.

B. Provide a summary of the program's main areas for improvement.

Increased tracking of students served at Health Services.

IX. **Suggestions for campus-wide change.**

A. What organizational change would you recommend to increase program effectiveness, include consolidations, collaborations, or mergers that you think the college should investigate?

There is a need for psych services as approximately 1/3 of patient visits are mental health related. Hiring a Psych NP would be beneficial for

the success of our students with mental illness.

B. Are there cost savings or recommended reductions to any areas of the college that you think should be investigated?

None