Program Review - Health Center

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What are the strengths of your area?: Utilization of Student Health Services has increased in one year at Visalia site from 677 to 2,084 for nursing services; 867 to 885 counseling services, and 286 to 610 for reproductive health. Student attendance at Health Events has increased from 457+ to 1362+. Student satisfaction survey for the year revealed 94% excellent and 5% good for “quality of care.” Ninety-one percent reported that they “strongly agree” that the Health Center was convenient and accessible whereas, 8% agreed.

What improvements are needed?: Although student usage of Health Center Services at the Tulare and Hanford sites have slightly increased, it remains under utilized. Improve monitoring system for services rendered at Tulare and Hanford sites.

Describe any external opportunities or challenges: N/A

Overall Outcome Achievement: Visalia Health Center has met objectives in promoting utilization and awareness of Health Center services with 800 new students utilizing the Health Center in 2013-2014. Workout with the Nurse/Biggest Loser Contest and Food Insecurity Taskforce (FIT) was implemented by the Health Center with 100 students/employees participating in nutrition/exercise programs and 1942 students provided with food from Nutrition on the Go program that provides free fruits and vegetables to food insecure students. FIT includes a collaboration of numerous Student Services programs and the community Food Link program. FIT provides snacks in various areas of the campus to provide nourishment for food insecure students.

Changes based on outcome: Implement separate clinic sites on Medicat System for each Health Center to promote ease of reports. Raffle tickets at monthly Health Events to be placed into drawing by student at the Health Center to promote awareness and location of services. At least 5 Health Center Presentations in classroom setting per semester at each campus.

Outcome cycle evaluation: Health Center employees pleased with findings from 2013-14 year but remain unsatisfied with student utilization of Health Center services provided at Tulare and Hanford sites.

Action: Classroom/orientation Health Center Presentations

Provide Health Center information to at least five classroom settings per semester at each campus.

   Start Date: 08/08/2014
   Completion Date: 07/01/2015
   Status: New Action

Identify related course/program outcomes: Increase student awareness and utilization of Health Center services.

Person(s) Responsible (Name and Position): Patricia Alvarez-Health Center Coordinator; Mary Butler LMFT-Mental Health Counselor; Cynthia Norvall-College Nurse; Mary Hightower-College Nurse

Rationale (With supporting data): Although there was an increase number of students that utilized the Tulare and Hanford Health Center, Health Center employees believe it is not utilized to its full potential. See 2011-2014 COS Health Center Document.

Priority: High
Safety Issue: No
External Mandate: No

Action: Student Incentives to participate and utilize Health Center Services

Provide free raffle prizes at monthly Health Center Events at all sites which require student to deposit raffle ticket into drawing in the Health Center.

   Start Date: 08/08/2014
   Completion Date: 07/01/2015
   Status: New Action

Identify related course/program outcomes: Increase student awareness and utilization of Health Center Services.

Person(s) Responsible (Name): Patricia Alvarez- Health Center Coordinator; Mary Butler, Mental Health Counselor; Mary Hightower-College Nurse
Rationale (With supporting data): Student utilization of Tulare and Hanford Health Service remain poorly utilized. Raffle prizes motivate and provide incentives for student participation at events. Requiring students to drop off raffle ticket at the Health Center promotes awareness of location and services provided.

Action: Improve Monitoring System of Services Rendered at Tulare and Hanford Sites

Create separate clinics on Medicat system to monitor student visits and create reports.

**Implementation Timeline:** 2014 - 2015
- **Start Date:** 08/08/2014
- **Completion Date:** 07/01/2015
- **Status:** New Action

**Rationale (With supporting data):** In order to effectively monitor student utilization, it is crucial that electronic health record separate Health Centers, provide a means to input, and calculate services rendered.

**Priority:** Medium
**Safety Issue:** No
**External Mandate:** No