Program Review - Health Center

What the strengths of your overall utilization of Student Services Health Center has nearly doubled at the Visalia site, doubled at the Hanford site, and tripled at the Tulare site. Free raffle and incentive prizes resulted in triple student participation in Health Events at the Tulare and Hanford sites. Increase awareness of location and services occurred during events when students reported to Health Center to enter raffle and was provided with a personal tour of facility. The Giant Emergency Food Pantry, Snack Stations, and monthly produce give away (Nutrition on the Go-Visalia; Neighborhood Market-Tulare) has addressed the food insecurity issue on campus which could interfere with student success and development. The Health Center in collaboration with the Food Insecurity Taskforce (FIT), COS Foundation, ELI, COS community, Foodlink of Visalia, and Community Food Bank of Fresno acknowledge the need and will strive to continue to provide this service as resources remain available. The Health Center also provides student referrals to on and off campus resources to aid in on-going food assistance programs- Cal Fresh/Food Banks, education on budget planning, and/or assistance in job placement.

Student satisfaction surveys resulted in 99-100% strongly agree/agree with health services provided. The Health Center has an outstanding team dedicated to promoting student success and equity through provision of services that promote holistic health and wellbeing.

What improvements are needed: Improvements are necessary in logging on in the appropriate area (dependent on site location) on the Medicat Electronic Health Record (EHR) to promote efficiency, accurate computerized records, and ease of reports. Substitute nurses as well as full-time and part-time employees will be in services on the importance and updated on log-in technique according to site. Less that 12% of the students on the Student Satisfaction Survey revealed "Disagree/Strongly Disagree" that they were not aware of additional fees for some services. The Health fee covers primarily all services except for Hepatitis B vaccine, repeat TB test if student requires another due to failure to return for reading, pregnancy test when completed by Nurse when Planned Parenthood is not on campus, and copy of medical records etc. The Health Center employees are diligent and will continue to attempt to notify students of additional charges when appropriate. In order to address this concern, signage has been posted in the Health Center waiting rooms with a list of items that require additional fees.

Describe any external opportunities or challenges: The expansion of Reproductive Health Services (Planned Parenthood) and monthly Neighborhood Market to the Hanford campus as well as the continuation of the Neighborhood Market at the Tulare campus has been a challenge. Lack of community and student volunteers as well as limited storage space prevented Neighborhood Market in Hanford. Tulare’s Neighborhood Market is currently suspended due to lack of student volunteers. Incentive and recruitment measures are being planned and implemented to resolve the volunteer aspect. Reservation of the Mobile Van for the Neighbor Market versus the drop and go of food products are also being investigate to eliminate the obstacle of storage and volunteers for clean up after the event. Revisions to the current "MOU" for Planned Parenthood services at the Visalia campus with possible future expansion of services to the Hanford campus are being conducted and is currently with administration for recommendations and approval.

Overall Outcome Achievement: The Visalia Health services were utilized more than 19,267 times by students; Hanford Center was used 549 times which is an increase from 206 the previous year, and Tulare Center services were utilized 1,814 which is a tremendous increase from 266 in the 2013-14 year. These numbers are not all inclusive of student usage and service such as BLS/CPR classes, Workout with the Nurse, and Together We Can programs but indicate primary services.

Changes based on outcome: In-service all staff (especially substitutes) on importance of appropriate log-in for "Clinic" on Medicat system and small label on computer screen with visual reminder of Medicat clinic name i.e. Tulare Health Center= Tulare CHC to reduce error and promote accurate Medicat reports for those sites. Place appropriate signage in Health Center waiting rooms with list and cost of services not covered by health fee.

Outcome cycle evaluation: The Health Center employees are pleased with the findings from the 2013-14 year and remain optimistic that student utilization of Health Center services provided at all sites will continue to increase.

Action: Classroom/orientation Health Center Presentations

Provide Health Center information to at least five classroom/orientation/events settings per Spring/Fall semesters at each campus.

Implementation Timeline: 2015 - 2016
Start Date: 07/01/2015
Completion Date: 06/30/2016
Status: Continued Action

Identify related course/program outcomes:

Person(s) Responsible: Patricia Alvarez-Health Center Coordinator; Ursula Almeida-Mental Health Counselor; Cynthia Norvall-College Nurse; Mary Hightower-College Nurse; Cindy
Student utilization of Health Services have increased at all sites. 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. Utilization of social media and flyers increase visibility and awareness of events/services that promote student success.

Priority: High
Safety Issue: No
External Mandate: No

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Resource Description</td>
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**Link Actions to District Objectives**

**District Objectives: 2013-2015**

* 2013-2015: District Objective #1 - District Objective #1 for 2013-2015: Provide effective academic support services as measured by an increase in the rate at which students successfully complete courses.

**District Objectives: 2015-2018**

* District Objectives - 2.1 - Increase the number of students who are transfer-prepared annually.
* District Objectives - 2.2 - Increase the number of students who earn an associate degree or certificate annually.
* District Objectives - 2.3 - Increase course success and completion rates in pre-transfer English, Math, and English as a Second Language courses annually.
* District Objectives - 2.4 - Increase Career Technical Education course success rates and program completion annually.
* District Objectives - 3.1 - Reduce the achievement gap of disproportionately impacted student groups annually, as identified in the Student Equity Plan.

* District Objectives - 4.2 - Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.

**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; collaborate with PIO to advertise Health Center events on COS social media, web sites, and through student e-mails; display additional signage throughout campus; class presentation/orientations/special events; continue "Giant" Emergency Food Pantry, Snack Stations, and monthly distribution of free, fresh produce through collaboration with COS Foundation, ELI, Food Insecurity Task force and COS community as well as Visalia Food-link and Fresno's Community Food Bank to address food insecure students to promote academic success and equity plans for at risk students.

**Implementation Timeline:** 2015 - 2016

- **Start Date:** 07/01/2015
- **Completion Date:** 06/30/2016
- **Status:** New Action

Identify related course/program outcomes:

Increase student awareness and utilization of Health Center Services to promote health and student success.

**Person(s) Responsible (Name and Position):** Patricia Alvarez- Health Center Coordinator; Ursula Almeida Mental Health Counselor; Mary Hightower-College Nurse, Cynthia Norvall-College Nurse; Cindy Piper-Clerical Assistant

**Rationale (With supporting data):** Students to drop off raffle ticket at the Health Center promotes awareness of location and services provided. Utilization of social media and flyers increase visibility and awareness of events/services that promote student success.
**Add Resource Request for Action**

<table>
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<th>Resource Description</th>
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* District Objectives - 2.4 - Increase Career Technical Education course success rates and program completion annually.
* District Objectives - 3.1 - Reduce the achievement gap of disproportionately impacted student groups annually, as identified in the Student Equity Plan.

**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. In-service Health Center employees on appropriate log-in clinic at each site; place label on computer screen as visual reminder to select appropriate clinic.

**Implementation Timeline:** 2015 - 2016

- **Start Date:** 07/01/2015
- **Completion Date:** 06/30/2016
- **Status:** Continued Action

**Identify related course/program outcomes:** SAO.

**Person(s) Responsible (Name and Position):** Patricia Alvarez—Health Center Coordinator; MARY Hightower-Tulare/Hanford College Nurse; Cynthia Norvall-College Nurse; Ursula Almeida-LMFT/Mental Health Counselor; Cindy Piper—Clerical Assistant

**Rationale (With supporting data):** In order to effectively monitor student utilization, it is crucial that the electronic health record (EHR) record/program (Medicate) document utilization of services at each Health Center as separate facilities. Separate clinics were established with personalized log-ins implemented but data at Hanford and Tulare sites not consistently logged into correct clinic. Plan: In-service employees on correct procedure for log-in and place a small label on screen as a visual reminder at each site.

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No
* District Objectives - 3.2 - Increase training for academic and student services staff and faculty to respond to the unique needs of our student population.
* District Objectives - 4.1 - Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.
* District Objectives - 4.2 - Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.
What are the strengths of your area?:

Overall utilization of Student Services Health Center has nearly doubled at the Visalia site, doubled at the Hanford site, and tripled at the Tulare site. Free raffle and incentive prizes resulted in triple student participation in Health Events at the Tulare and Hanford sites. Increase awareness of location and services occurred during events when students reported to Health Center to enter raffle and was provided with a personal tour of facility. The Giant Emergency Food Pantry, Snack Stations, and monthly produce give away (Nutrition on the Go-Visalia; Neighborhood Market-Tulare) has addressed the food insecurity issue on campus which could interfere with student success and development. The Health Center in collaboration with the Food Insecurity Taskforce (FIT), COS Foundation, ELI, COS community, Foodlink of Visalia, and Community Food Bank of Fresno acknowledge the need and will strive to continue to provide this service as resources remain available. The Health Center also provides student referrals to on and off campus resources to aid in on-going food assistance programs- Cal Fresh/Food Banks, education on budget planning, and/or assistance in job placement.

Student satisfaction surveys resulted in 99-100% strongly agree/agree with health services provided. The Health Center has an outstanding team dedicated to promoting student success and equity through provision of services that promote holistic health and wellbeing.

What improvements are needed?:

Improvements are necessary in logging on in the appropriate area (dependent on site location) on the Medicat Electronic Health Record (EHR) to promote efficiency, accurate computerized records, and ease of reports. Substitute nurses as well as full-time and part-time employees will be in serviced on the importance and updated on log-in technique according to site. Less that 12% of the students on the Student Satisfaction Survey revealed "Disagree/Strongly Disagree" that they were not aware of additional fees for some services. The Health fee covers primarily all services except for Hepatitis B vaccine, repeat TB test if student requires another due to failure to return for reading, pregnancy test when completed by Nurse when Planned Parenthood is not on campus, and copy of medical records etc. The Health Center employees are diligent and will continue to attempt to notify students of additional charges when appropriate. In order to address this concern, signage has been posted in the Health Center waiting rooms with a list of items that require additional fees.

Describe any external opportunities or challenges:

The expansion of Reproductive Health Services (Planned Parenthood) and monthly Neighborhood Market to the Hanford campus as well as the continuation of the Neighborhood Market at the Tulare campus has been a challenge. Lack of community and student volunteers as well as limited storage space prevented Neighborhood Market in Hanford. Tulare's Neighborhood Market is currently suspended due to lack of student volunteers. Incentive and recruitment measures are being planned and implemented to resolve the volunteer aspect. Reservation of the Mobile Van for the Neighbor Market versus the drop and go of food products are also being investigate to eliminate the obstacle of storage and volunteers for clean up after the event. Revisions to the current “MOU” for Planned Parenthood services at the Visalia campus with possible future expansion of services to the Hanford campus are being conducted and is currently with administration for recommendations and approval.

Overall Outcome Achievement:

The Visalia Health services were utilized more than 19,267 times by students; Hanford Center was used 549 times which is an increase from 206 the previous year, and Tulare Center services were utilized 1,814 which is a tremendous increase from 266 in the 2013-14 year. These numbers are not all inclusive of student usage and service such as BLS/CPR classes, Workout with the Nurse, and Together We Can programs but indicate primary services.

Changes based on outcome achievement:

In-service all staff (especially substitutes) on importance of appropriate log-in for "Clinic" on Medicat system and small label on computer screen with visual reminder of Medicat clinic name i.e. Tulare Health Center= Tulare CHC to reduce error and promote accurate Medicat reports for those sites.

Place appropriate signage in Health Center waiting rooms with list and cost of services not covered by health fee.

Outcome cycle evaluation:

The Health Center employees are pleased with the findings from the 2013-14 year and remain optimistic that student utilization of Health Center services provided at all sites will continue to increase.
### Actions

- Add Resource Request for Action & Why is this resource required for this action? / Tasks

### Updates

09/18/2015 - The addition of emergency food aid to students has provided a valuable service to students who many have commented "it is difficult to learn when hungry." (See Food Insecurity Survey). Health Events with free raffle incentives which require deposit of ticket in Health Center has increased student participation and awareness of service as well as location of Health Center. Student Survey revealed positive feed back regarding health services and programs with comments that some students remain unaware of services. Health Center Services Presentations were provided to more than five per semester at Visalia campus including: RN orientations, classroom settings, and special programs i.e. FYE. Email invitations to provide classroom presentations were sent at various times during each semester. Less than five presentation were provide at Tulare site and zero at Hanford due to lack of instructor invitation or interest. Monthly Health Center Events in Building B at Tulare, near or in cafeteria at Hanford, and in quad at Visalia provided Health Center presentations and increased knowledge of services in a non-classroom setting.

Completed:

Yes

**Update Year:** 2014 - 2015

**Impact on District Objectives/Unit Outcomes:**

Health Services provide services that promote health and wellbeing and increase student success and equity.

**Related Documents:**

- 2014-15 health event calendar.pub
- 2014-2015 Health Center Report.xlsx
- 2014-15 Health Center in-house satisfaction survey.pdf
- 2014-2015 Student Services Survey.pdf
- 2012-2015 Health Center report.docx
- 2014-2015 FIT students served.docx
- Food Insecurity SurveyJan 2014 Results.pdf

### Program Review - Health Center - 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; collaborate with PIO to advertise Health Center events on COS social media, web sites, and through student e-mails; display additional signage throughout sites.

### Resource Description:

N/A

09/18/2015 - Grants from COS Foundation and ELI have assisted in funding Food Pantry as well as donations of staples from food donation/collection events. Non additional resource allocation necessary at this time.
**Actions**
campus; class presentation/orientations/special events; continue "Giant" Emergency Food Pantry, Snack Stations, and monthly distribution of free, fresh produce through collaboration with COS Foundation, ELI, Food Insecurity Task force and COS community as well as Visalia Food-link and Fresno’s Community Food Bank to address food insecure students to promote academic success and equity plans for at risk students.

**Implementation Timeline:**
- **Start Date:** 07/01/2015
- **Completion Date:** 06/30/2016
- **Status:** New Action

**Identify related course/program outcomes:**
Increase student awareness and utilization of Health Center Services to promote health and student success.

**Person(s) Responsible (Name and Position):**
Patricia Alvarez- Health Center Coordinator; Ursula Almeida Mental Health Counselor; Mary Hightower-College Nurse, Cynthia Norvall-College Nurse; Cindy Piper-Clerical Assistant

**Rationale (With supporting data):**
Student utilization of Health Services have increased at all sites. 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. Utilization of social media and flyers increase visibility and awareness of events/services that promote student success.

**Priority:**
High

**Safety Issue:**
No

**External Mandate:**
No

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**Add Resource Request for Action & Why is this resource required for this action? / Tasks**

Food Insecurity Survey). Health Events with free raffle incentives which require deposit of ticket in Health Center has increased student participation and awareness of service as well as location of Health Center. Student Survey revealed positive feedback regarding health services and programs with comments that some students remain unaware of services.

**Completed:**
Yes

**Update Year:**
2014 - 2015

**Impact on District Objectives/Unit Outcomes:**
Increased awareness and utilization of Health Center services promote student success to aid in academic achievement through health promotion and disease prevention. Provision of snack stations and emergency food aid for students who suffer from food insecurity reduces risk of poor achievement and/or attrition.

**Related Documents:**
- 2014-2015 FIT students served.docx
- 2012-2015 Health Center report.docx
- 2014-15 health event calendar.pub
- 2014-2015 Student Services Survey.pdf
- Food Insecurity Survey Jan 2014 Results.pdf

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**Program Review - Health Center - Improve Monitoring System of Services Rendered at Tulare and Hanford Sites - Create separate clinics on Medicat system to monitor student visits and create reports. In-service Health Center employees on appropriate log-in clinic at each site; place label on computer screen as visual reminder to select appropriate clinic.

**Resource Description:**
N/A

09/18/2015 - Medicat electronic health record (EHR) monitoring of student utilization of services continues to be an issue at times at the Hanford and Tulare sites. Hand reports were maintained to ensure accurate assessment of outcomes. The nurse must sign on to

09/18/2015 - N/A no resource allocation requested at this time.

**Additional Comment:**
<table>
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<th>Actions</th>
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<th>Updates</th>
<th>Update on Resource Allocation Effectiveness &amp; Additional Comment</th>
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| **Implementation Timeline:**  
2015 - 2016 | **Actions**  
**Start Date:**  
07/01/2015  
**Completion Date:**  
06/30/2016 | **Completed:**  
No | **Additional Comment:**  
09/18/2015 - Continue monthly manual calculation of services utilized until consistent log-in to appropriate clinic is established at Hanford and Tulare Health Centers. |
| **Status:**  
Continued Action | **Person(s) Responsible (Name and Position):**  
Patricia Alvarez-Health Center Coordinator; Mary Hightower-Tulare/Hanford College Nurse; Cynthia Norvall-College Nurse; Ursula Almeida-LMFT/Mental Health Counselor; Cindy Piper- Clerical Assistant | **Update Year:**  
2014 - 2015 | |
| **Identify related course/program outcomes:**  
Maintain accurate data to identify student utilization of Health Center Services and early identification and correction of factors that may hinder achievement of SAO. | **Impact on District Objectives/Unit Outcomes:**  
Maintains an electronic record of student utilization of services to aid in SAO evaluation and early identification of issues that require revision to promote student success. | **Related Documents:**  
2013-2014 otc count.rtf  
2013-14 medicat report.rtf  
2014-15 medicat support doc.pdf  
2014-15 Mental Health Appts thru DRAW.pdf  
2014-2015 Hanford and Tulare HC data.pdf  
2012-2015 Health Center report.docx | |
| **Rationale (With supporting data):**  
In order to effectively monitor student utilization, it is crucial that the electronic health record (EHR) record/program (Medicate) document utilization of services at each Health Center as separate facilities. Separate clinics were established with personalized log-ins implemented but data at Hanford and Tulare sites not consistently logged into correct clinic. Plan: In-service employees on correct procedure for log-in and place a small label on screen as a visual reminder at each site. | | |
| **Priority:**  
Medium | **Safety Issue:**  
No | **External Mandate:**  
No | |