MODESTO JUNIOR COLLEGE
Program Review
Health Services Spring 2016

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Primary Author: Cecilia Vera

1. Program Overview

Review Title: Health Services Spring 2016
Review Type: Student Services Program
Service Area: Health Services
External Regulations: Not External

Mission of the Program:

Health Services promotes the health of students through health education and services to optimize their overall well-being.

Overview of the Program:

Student Health Services (HS) provides health and mental health services on both east and west campus. It serves as a supplement to each student’s primary healthcare provider for students enrolled at Modesto Junior College. For many students HS is their only source of medical/health care. Services are limited to the care of short-term illnesses and injuries, health education and promotion, mental health services, health/vision/hearing screenings, TB skin testing, pregnancy testing, color vision testing, and first aid for minor injuries. Immunizations are available at no-cost or low-cost fees. Registered Nurses are available to see students daily on a walk-in basis. “Doctor Clinics” are provided 1-2 times a week for scheduled appointments. On-campus mental health counseling services and MH referrals through community partnerships are available for students throughout the week. Services are primarily offered on a drop-in basis. Over-the-counter medications, first aid supplies, and various hygiene supplies are available at "self-serve" stations. A cot room is provided for brief rest periods, and a variety of health-related information pamphlets are available in the lobby and virtually on the HS website.

References:
(1) Education Code 76355: addresses health fees, including limits and exclusions, (2) Title 5, CA Code of Regulations: outlines the proper use of health fees, describes expenses not allowed and minimum qualifications for individuals responsible for developing and directing health services, (3) YCCD, Procedure 5200, Student Health Services Policy (Ed Code Section 76401).

Professional Organizations: American College Health Association (ACHA), Health Services Association of California Community Colleges (HSACCC).

Program Activities and Accomplishments:

1 staff member attended the CAPED 2015 conference
3 staff members and 1 DSPS counselor attended the HSACCC conference, Feb 24-26
6 MHFA trainings were provided to staff and students
2 staff members are part of the Mental Health collaborative and attend meetings at SCOE
Collaborated with SCOE in presenting Biology of Addiction Presentation in October 2015
2. Response to Prior Year

Previous Program Review Commendations:

From Manager:

From AIE Program Review Workgroup:

From Outcomes Assessment Workgroup (OAW):

Previous Program review Recommendations:

From Manager:

From AIE Program Review Workgroup:

From Outcomes Assessment Workgroup (OAW):

Describe how your program has responded to these commendations and recommendations.

No Response

In a previous year, the college funded the Resource Requests listed below. You provided a proposed measure of effectiveness at that time. Please "close the loop" by analyzing the actual effectiveness of each item.

<table>
<thead>
<tr>
<th>Item Funded</th>
<th>Proposed Measure of Effectiveness</th>
<th>Analysis of Actual Effectiveness</th>
</tr>
</thead>
</table>

3. Program Personnel

Program Personnel:

<table>
<thead>
<tr>
<th>Name</th>
<th>Hired</th>
<th>Months</th>
<th>Pct</th>
<th>Fund 11</th>
<th>Fund 12</th>
<th>Other Pct</th>
<th>Classified Staff Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ginny Bounyavong Bounyavong</td>
<td>2006</td>
<td>12</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>Administrative Specialist</td>
</tr>
<tr>
<td>Valerie Parker Parker</td>
<td>2006</td>
<td>12</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>Health Services Senior Nurse</td>
</tr>
<tr>
<td>Araceli Baliel</td>
<td>2007</td>
<td>12</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>Administrative Technician</td>
</tr>
<tr>
<td>Annastasia Molina</td>
<td>2010</td>
<td>12</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>Health Services Senior Nurse</td>
</tr>
<tr>
<td>Amy Yribarren</td>
<td>2012</td>
<td>10</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>Health Services Senior Nurse</td>
</tr>
<tr>
<td>Lidia gaines</td>
<td>2015</td>
<td>8</td>
<td>47%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>Health Services Senior Nurse</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Management/Confidential Employee</th>
</tr>
</thead>
</table>
### 4. Student Learning Outcomes

#### Institutional Learning Outcomes (ILO) Assessment Executive Summary:

#### Program Learning Outcomes (PLO) Assessment Executive Summary:

*Health Services Assessments Fall 2015*

The following 3 Student Learning Outcomes (SLOs) were assessed:

1. **Students will be able to name 3 services offered through Health Services.**

   Over a 2-week period, 40 students were surveyed during their individual treatment visits with a Health Services nurse. In a typical treatment visit, Health Services nurses provide information to students about the services offered through Health Services. Information is delivered verbally by the nurse and traditionally students are offered a bookmark. During the assessment period, each student was given a packet of information that included a bookmark, mental health resources, and a Kognito flyer. Upon discharge, the students were asked by the nurse to name 3 services. 100% of the students surveyed were able to name 3 services offered through Health Services. Responses were recorded by the nurse on the back of the Health Services Intake Form.

2. **Students will understand (explain) his/her health care plan.**

   Over a 2-week period, 47 students were surveyed during their individual treatment visits with a Health Services nurse. At the end of a student's visit with a nurse, the nurse and student discuss a health care plan. A health care plan may involve a referral to another service provider on or off campus, self-care, and/or follow-up. The plan varies by student. During the assessment period, the nurses assessed if each student understood his/her health care plan by having them explain their plan. 100% of the surveyed students were able to correctly explain their health care plan. A "yes" or "no" answer was recorded by the nurse on the back of the Health Services Intake Form indicating if they did or did not understand their plan.

3. **Students will understand (explain) how to access health care resources on and off campus.**

   Over a 2-week period, 44 students were surveyed during their individual treatment visits with a Health Services nurse. As part of each encounter with a nurse, students are informed of resources available on campus and in the community, as well as how to access those resources. These conversations allow nurses to promote programs such as Kognito, Healthy Living Series, the MJC Health Services website, on-campus support services, and mental health services, among others. It also allows nurses to appropriately assess a student’s ability or inability to access services. 100% of students surveyed were able to explain how to access health care resources. A "yes" or "no" answer was recorded by the nurse on the back of the Health Services Intake Form indicating if they did or did not understand how to access resources.
Has this program made adequate progress on assessing outcomes since the last program review?
If not, provide a plan to meet the outcomes assessment expectations of the college:
   Yes

5. Trend Analysis

Trend Analysis:

We are in the process of improving our data collection to include all student visits and produce more accurate reports.

The number of encounters below includes student visits with Health Services nurses, counselors/therapists, physicians, phone consults, and over-the-counter visits:

2011-2012: 7695
2012-2013: 7659
2013-2014: 7329
2014-2015: 7297
2015-2016: 5626

The number of student encounters from academic year 2015-2016 is lower than each previous year. The 2015-2016 data captures encounters as of March 31, 2016. Factors contributing to the decrease in encounters may include lower FTE counts overall, the east campus Health Services closure Dec 2015 and Jan 2016 (floor remodeling).

Number of counseling/therapy visits on campus includes Fall/Spring semester only
2011-2012: 311
2012-2013: 380
2013-2014: 272
2014-2015: 337
2015-2016: 386

Data shows that counseling visits have increased over the last three academic years. The 2015-2016 data captures counseling/therapy visits as of March 31, 2016. This year, Health Services added on-campus mental health counseling services from outside community agencies (Sierra Vista and Center for Human Services drop-in counseling). A second MJC counselor/therapist also started in February 2016. Data above does not include those students who are referred to off-campus agencies.

Notes:
We will continue to improve our tracking of student encounters to obtain more accurate and reflective statistics of student visits to Health Services and referrals made to outside agencies. We have found that more and more students are signing up for medical insurance coverage through Covered California; however, many are having trouble establishing primary care providers and finding mental health providers. Health care providers are spending more time linking students to community agencies to address many of their chronic, long-term conditions. We anticipate that the number of students referred for mental health services will continue to rise which mirrors the predication of college health professional organizations (HSACCC and ACHA). Soon, Health Services will be implementing an enhanced mental health screening process which will assist nurses to more accurately identify student mental health needs.

6. Long-range Planning

Provide any additional information that hasn't been addressed elsewhere in this program review, such as opportunities or threats to your program or an analysis of important subgroups of the population you serve.

Our goal at Health Services is to stabilize our staffing and minimize the closure of East or West Campus offices due to limited staffing. This year we added an 8 month Health Services Senior Nurse position to help alleviate the long wait periods during the most impacted months and heavier student traffic. We hope to increase staffing to cover services year round at both campuses by adding a full time 100% Senior Nurse in Summer 2016. With the addition of an adjunct MH counselor we hope to improve the delivery of on campus MH counseling services to students in a more timely manner. Our long term goal is to hire a full time MH therapist to meet the increased needs of students. We are looking forward to
adding a Wellness Center by Fall 2016 to be located adjacent to our Health Services office at our West campus office. Our plans are to collaborate with other departments to provide holistic services that embody mind, body and spirit to meet the needs of students in a safe environment.

Taking into account the trends within this program and the college, describe what you realistically believe your program will look like in three to five years, including such things as staffing, facilities, enrollments, breadth and locations of offerings, etc.:

Health Services will have adequate space to hold medical doctor clinics with a minimum of two fully equipped exam rooms with sinks and equipment to meet OSHA requirements. Health Services will have private rooms to maintain patient confidentiality. With the increased number of health insured students due to mandated health insurance coverage the need for health education arises. We anticipate students will need to be educated on how to access their medical care and learn to maneuver the health care system. Our goal is to provide information to students by preparing our nurses with the information needed by students. We look forward to gaining additional space for Health Services to be able to accommodate informational health workshops and to be able to house our MH provider in a confidential area. We have the resources to expand our MH education program and offer MHFA (Mental Health First Aid), QPR (Question, Persuade, Refer) We plan to continue offering class presentations and our video streaming at the Student Services Building. We plan to collaborate with other departments to bring awareness of Health and Mental Health Services to staff and students.

7. Resource Requests

<table>
<thead>
<tr>
<th>Name</th>
<th>Resource Type</th>
<th>Sub type</th>
<th>Budget Object Code</th>
<th>Level</th>
<th>Est. Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjunct MH Counselor</td>
<td>Personnel</td>
<td>Full-Time Temporary</td>
<td>NonInstruc-Reg (e.g. counselors)</td>
<td>Mission Critical</td>
<td>$68,850.00 Annual</td>
</tr>
<tr>
<td>Health Services Senior Nurse</td>
<td>Personnel</td>
<td>Classified Staff</td>
<td>NonInstruc-Reg Classified</td>
<td>Mission Critical</td>
<td>$67,512.00 Annual</td>
</tr>
<tr>
<td>cubicles, desks, chairs, projection screen</td>
<td>Equipment (not computers)</td>
<td>Equipment</td>
<td>Mission Critical</td>
<td>$10,000.00 One-time</td>
<td></td>
</tr>
<tr>
<td>computers</td>
<td>Technology-Software</td>
<td>Equipment&gt;==$5K</td>
<td>Mission Critical</td>
<td>$10,000.00 One-time</td>
<td></td>
</tr>
</tbody>
</table>

8. Executive Summary

Provide an executive summary of the findings of this program review. Your audience will be your dean or manager and the Instruction Council (or any other appropriate campus governance body).

Health Services continues to augment to the services provided to students with the goal of student success and retention in mind. Our efforts of increasing services at both East and West Campus through minimizing the closure of our offices has resulted in increased number of student visits. Health Services has increased the hours for Mental Health Counseling and plans to include a full time adjunct Licensed MH therapist to increase services offered to students through our Health/Mental Health Wellness program to continue to expand our Mental Health counseling services and meet the needs of students in a more timely manner. Our SSLOs and SAO criteria has been met. We will continue to assess to ensure we are meeting our objectives and improving our services as needed. The need to increase the availability of Doctor services remains. In order to meet those needs we are in need of additional space. We currently have a great partnership with ------. We are in the process of adding additional space adjacent to our west campus Health Services office. Our plan is to increase Health/Mental Health Education and services available to students. Our goal is to promote awareness by increasing the number of presentations and trainings provided to staff and students. The trainings will include: MHFA and QPR.
9. Managers Comments

Commendations:
Recommendations:

10. Instruction Council Comments

Commendations:
Recommendations:

11. Outcome Assessment Workgroup Comments

Commendations:
Recommendations: