

# Student Health Center Program Review

2012-2013

## 1. Program Description

### 1A. Description

The Student Health Center provides student accident insurance, free medical care appointments and personal counseling to students who have received specific waivers, or have paid the mandatory health fee. Medications, lab work, procedures, and physicals are also available at a low cost. Health services include diagnosis and treatment of acute illness and general medical problems, personal counseling, women's and men's health care, skin disorders, musculoskeletal problems, immunizations, and health education. Students are also referred to outside resources when appropriate.

### 1B. Services Provided by the Program

Basic health services: first aid, blood pressure readings, basic vision testing, blood tests, tuberculin skin tests, pregnancy tests, immunizations, health education, nutritional counseling, tobacco education and cessation. Physician or Nurse Practitioner services: diagnosis and treatment of acute, episodic illnesses and general medical problems, physicals, skin disorders, musculoskeletal problems, women's and men's health care, cardio risk assessment, "Get Fit" program, and crisis intervention. Counseling interns: provide 4-6 short term counseling sessions per semester. In addition, we offer referrals to the community for all health services that the Student Health Center is unable to provide.

### 1C. College Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

### 1D. College Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

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## **1E. Core Commitments**

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

## **1F. Program Significant Events (Strengths and Successes)**

The Student Health Center provides care that is developmentally appropriate, medically and psychologically expert, accessible, convenient, and focused on individual needs. College health can be defined as the caring intersection between health and education. The student health center helps each student achieve maximum physical and emotional health so that each may participate fully in the education and personal growth opportunities available at Ventura College. The health center offers a wide range of preventive and health maintenance programs as well as outreach to the campus community. The health center has a collaborative relationship with Ventura County Medical Center and the Ventura County Public Health Department.

Strengths of the program:

1. VC staff verbalizes their satisfaction of our assistance in dealing with difficult students on campus, including medical emergencies and psychological crises.
2. The coordinator is an active member of the BICT. (behavior intervention care team)
3. The student health center staff works together with all departments, as needed, especially campus police, EAC, athletics, health sciences, and the Assistant Dean of Student Services.
4. The Student Health Center website is continually updated to include healthy internet resources for students to access quality information. In addition, multiple health education pamphlets and community resources are available in the health center.
5. Provide flu shots for staff and students.
6. Provide free smoking cessation program which is sponsored by the Ventura County Public Health Department.
7. Monthly health education focus on bulletin board near the health center with handouts.
8. Participation in outreach activities on campus: Club Day, Clothesline project etc.
9. Ongoing distribution of "Easy Access" cards for students and staff that contain important college and community health related phone numbers.
10. Active member of the College Campus Safety Committee. Member of the Emergency Management Team.

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- 11. The Student Health Center has changed its name to better reflect the services provided.
- 12. The SHC has a new coordinator effective August 2012.

### 1G. Organizational Structure

President: Robin Calote

Executive Vice President: Ramiro Sanchez

Dean: Victoria Lugo

#### Instructors and Staff

<b>Name</b>	Mary Jones
Classification	Professor, Coordinator Student Health Center
Year Hired	1995- started as Coordinator at VC 8/1/2012
Years of Industry Experience	42 years as a Registered Nurse, 37 as a Nurse Practitioner
Degrees/Credentials	B.S.N,1970 ,Nurse Practitioner Certificate 1975 Emory University M.N., 1981 University of California, Los Angeles

<b>Name</b>	Brenda Be
Classification	Student Health Center Assistant II
Year Hired	2007
Year of Industry Experience	
Degrees/Credentials	Certified Medical Assistant

<b>Name</b>	Irma Lopez
Classification	Student Health Center Assistant II
Year Hired	2006
Years of Industry Experience	
Degrees/Credentials	Certified Medical Assistant

<b>Name</b>	Beverly Saastimoinen
Classification	Student Health Center Assistant II
Year Hired	2007
Years of Industry Experience	
Degrees/Credentials	Certified Medical Assistant

<b>Name</b>	Rebecca Anderson
Classification	College Nurse
Year Hired	2012
Years of Industry Experience	
Degrees/Credentials	RN, working on BSN

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## 2. Performance Expectations

### 2A. Student Learning Outcomes

#### 2A1. **2012-2013** - Institutional Student Learning Outcomes

1. Personal/community awareness and academic/career responsibilities

#### 2A2. **2012-2013** - Program Service Unit Outcomes

1. Ventura College students will be able to identify the Student Health Center as a source for information about Sexually Transmitted Infections (STI), prevention and treatment and will make an appointment for STI screening.
2. Ventura College students will be aware of the services available at the Student Health Center.
3. The Student Health Center Staff will develop a new method of data collection to better reflect the volume and types of students we service.

#### 2A3. **2012-2013** - Program Operating Outcomes

1. The hours of operation are expanded to accommodate the demand created by the increase in students.
2. The health center maintains medical equipment, computer hardware and software which is up to date, functional, or otherwise adequate to ensure quality care of the student.
3. The SHC will optimize the use of its facility and current staff to meet the health care needs of the students.

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## Operating Information

### A1. Budget Summary Table

To simplify the reporting and analysis of the Banner budget detail report, the budget accounts were consolidated into a nine expense categories. The personnel categories include employee payroll expenses (benefits). The “3 Year Average” was computed to provide a trend benchmark to compare the prior three year expenses to the FY12 expenses. The “FY12 College” expense percentages are included to provide a benchmark to compare the program’s expenses to the overall college expenses.

Category	Title	FY09	FY10	FY11	3 Year Average	FY12	FY12 Program Change from Prior Three Year Average	FY12 College Change from Prior Three Year Average
1	FT Faculty	141,897	144,317	143,307	143,174	151,294	6%	8%
2	PT Faculty	20,699	22,991	-	21,845	-	-100%	-8%
3	Classified	324,061	258,562	277,322	286,648	304,257	6%	-7%
4	Students	310	-	658	484	2,979	515%	2%
5	Supervisors	-	-	-	-	-	0%	6%
6	Managers	-	-	-	-	-	0%	0%
7	Supplies	25,643	28,396	38,793	30,944	29,647	-4%	1%
8	Services	73,639	82,614	81,395	79,216	82,315	4%	2%
9	Equipment	1,049	911	4,858	2,273	12,206	437%	18%
	<b>Total</b>	<b>587,298</b>	<b>537,791</b>	<b>546,333</b>	<b>557,141</b>	<b>582,698</b>		<b>0%</b>

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Category	Title	FY09	FY10	FY11	FY12	FY13
1	FT Faculty	141,897	144,317	143,307	151,294	135,500
2	PT Faculty	20,699	22,991	0	0	0
3	Classified	324,061	258,562	277,322	304,257	384,074
4	Student Hourly	310	0	658	2,979	10,689
5	Supervisors					
6	Managers					
7	Supplies	25,643	28,396	38,793	29,647	40,000
8	Services	73,639	82,614	81,395	82,315	85,433
9	Equipment	1,049	911	4,858	12,206	50,000
	<b>Total</b>	<b>587,298</b>	<b>537,791</b>	<b>546,333</b>	<b>582,698</b>	<b>705,696</b>

Student Health Center: Budget Expenditure Trends

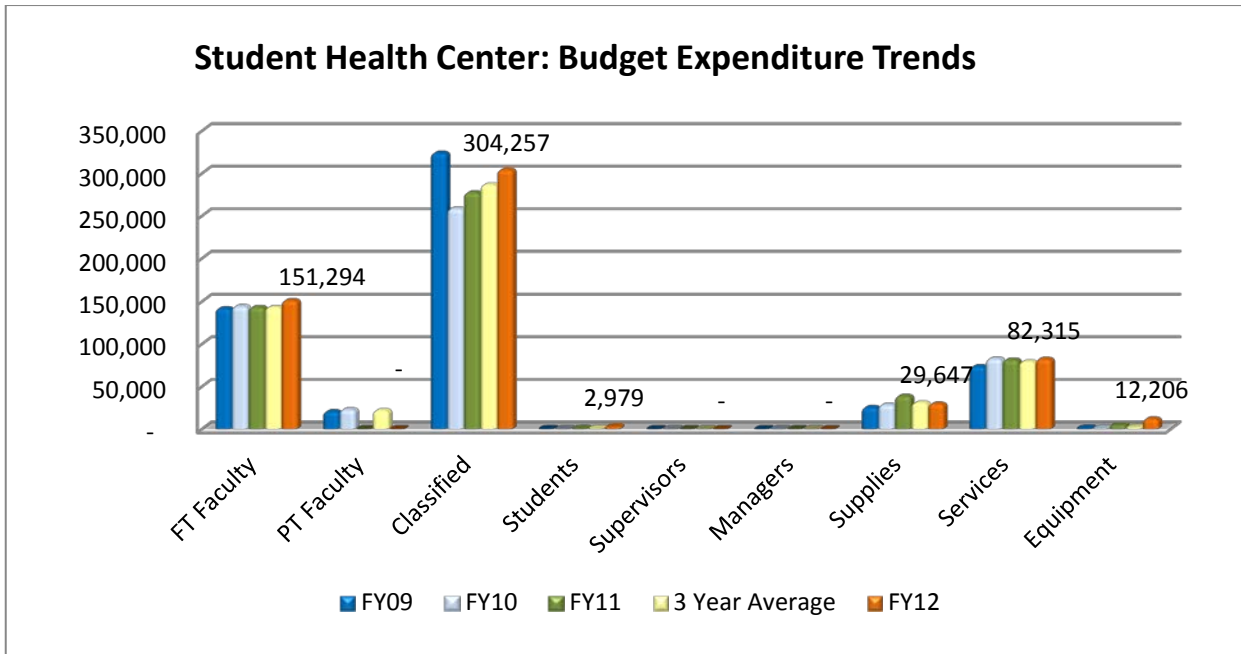
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## A2 Budget Summary Chart

This chart illustrates the program's expense trends. The data label identifies the FY12 expenses (the last bar in each group). The second to last bar is the program's prior three year average.



### Interpretation of the Program Inventory Table

The College is in the process of inventorying all departments. This is not complete yet.

### Service Data:

a) *What populations are served by the program?*

The Student Health Center serves all registered students.

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b) How many students, classes, etc. have been served by the program over the last two years (per semester)?

c)

Semester/Year	Number of Students Served
Fall 10	3009
Spring 11	2245*
Summer 11	529
10/11 Total	5783
Fall 11	1887
Spring 12	1591
Summer 12	442**
11/12 Total	3920

\*Note that the scope of services was reduced this semester

\*\* Classes were reduced this summer

c) What other operational data is pertinent to your program? Please provide.

Continuing education:

- AED / CPR training current at all times
- All Health Center staff participated in a class provided by Ventura County Public Health. The training provided allows us to enter data in the CAIR program (California Immunization Registry) which is a tracking program for immunizations.
- Two training sessions sponsored by the University of Arizona; this provided certification for the Coordinator and the RN. This will allow the Health Center to continue to provide the smoking cessation program.

Expanded Hours of Operation:

Monday 9:00-5:30

Tuesday 9:00-5:30

Wednesday 9:00-5:30 (twice a month opens at 8:00 AM for the orthopedic physician)

Thursday 9:00-5:30

Friday 9:00-1:00



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## 4. Performance Assessment

### 4A1: 2012-2013 Institutional Level Student Learning Outcomes

Institutional Level Student Learning Outcome 1	Performance Indicators
Communication	Not applicable to the Health Center
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	

Institutional Level Student Learning Outcome 2	Performance Indicators
Reasoning	Not applicable to the Health Center
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	

Institutional Level Student Learning Outcome 3	Performance Indicators
Critical Thinking and problem solving	Not applicable to the Health Center
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	

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Institutional Level Student Learning Outcome 4	Performance Indicators
Information Literacy	Not applicable to the Health Center
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	

Institutional Level Student Learning Outcome 5	Performance Indicators
Personal/community awareness and academic / career responsibilities	Being assessed right now according to the Rotational Assessment Plan.
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	

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**4A2: 2012-2013 Service Unit Outcomes**

Service Unit Outcome-1	Performance Indicators
Ventura College students will be able to identify the Student Health Center as a source of information about Sexually Transmitted Infections, (STI) prevention and treatment and will make an appointment for STI screening.	<i>80% of student surveyed will be able to identify the student health center as a resource to find information on STI's.</i>
<b>Operating Information</b>	
A survey will be conducted Spring semester 2013.	
<b>Analysis – Assessment</b>	

Service Unit Outcome-2	Performance Indicators
Students will be aware of the services the student health center provides.	<i>80% of students will be able to identify at least two services offered by the Student Health Center</i>
<b>Operating Information</b>	
A survey will be conducted Spring semester of 2013.	
<b>Analysis - Assessment</b>	

Service Unit Outcome-3	Performance Indicators
The Student Health Center staff will improve data gathering.	<i>100% of patient data will be captured using the new sign in sheets.</i>
<b>Operating Information</b>	
Sign in Sheets have been implemented for all students who visit the Health Center- this will improve the accuracy of our statistics.	
<b>Analysis – Assessment</b>	
This will be assessed in June 2013,	

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## 4C. 2012-2013 Program Operating Outcomes

Operating Goal-1	Performance Indicators
The hours of operation are expanded to accommodate the increase in students.	Statistics are gathered on a monthly basis to determine the usage of the Health Center.
<b>Operating Information</b>	
In August 2012 the Health Center hours were increase by 2.5 hours per day except for Friday.	
<b>Analysis – Assessment</b>	
Preliminary data demonstrates that these expanded hours were needed as the majority of appointments are filled.	

Operating Goal-2	Performance Indicators
The health center medical equipment, computer hardware and software are up to date, functional, and adequate to ensure quality care of the student.	All staff will review and report the quality of the equipment and provide recommendations on an ongoing basis to the coordinator.
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	

Operating Goal-3	Performance Indicators
The Student Health Center will optimize the use of its facility and current staff to meet the physical and mental health care needs of the students.	The staff has altered their schedules to better service the students. Additional counseling staff has been added.
<b>Operating Information</b>	
There was a need for counseling services on Mondays- an additional intern was added.	
<b>Analysis – Assessment</b>	
This will be assessed through a review of the statistics in June 2013.	

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## 5. Findings

### **2012-2013** - FINDINGS

**Finding 1:** The SUO 2011-2012 regarding the smoking cessation program was assessed via survey in Spring 2012. The results demonstrated that 78% of students were aware of the smoking cessation program offered at the Health Center. 91% were aware of the new smoking regulations.

**Finding 2:** The second SUO was not assessed in Spring 2012.-

**Finding 3:** Data collection has been improved and it is hoped that the SHC will capture all reasons that students access the center.

**Finding 4:** A new coordinator began working in August 2012 and both medical and staff protocols have been updated.

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## 6. Initiatives

### 6A: 2012-2013 - Program Initiative Priority Ratings

### 6B: **2012-2013** Initiatives

Initiative ID should be consistent. For example:

**Initiative:** Track and report the number of student participation in the smoking cessation program

**Initiative ID:** SHC1201

**Link to Finding #1:**

**Request for Resources:** None

**Funding Sources:**

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

**Initiative:** Implement better tracking of student data by utilizing the patient check in sheets

**Initiative ID:** SHC1202

**Link to Finding #3:**

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

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**6C: 2012-2013 Program Initiative Priority Ratings**

Program	Category	Program Priority (0,1,2,3)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	
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SHC	M	0				SHC1201	Track smoking cessation participation	None	0			
SHC	H	0				SHC1202	Increased patient tracking	None	0			

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## **6D: Program/Department Level Initiative Prioritization**

All initiatives will first be prioritized by the program/department staff. Prioritize the initiatives using the **RHML** priority levels defined below.

### **Division Level Initiative Prioritization**

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives will then be prioritized using the **RHML** priority levels defined below.

### **Committee Level Initiative Prioritization**

The division's spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the **RHML** priority levels defined below.

### **College Level Initiative Prioritization**

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the **RHML** priority levels defined below.

**R:** Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

**H:** High – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

**M:** Medium – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

**L:** Low – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)



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## 7. Process Assessment and Appeal

### 7A. Purpose of Process Assessment

The purpose of program review assessment is to evaluate the process for continual improvement. The process is required for accreditation and your input is very important to us as we strive to improve.

### 7B. **2012 - 2013** ASSESSMENT QUESTIONS

1. Did you complete the program review process last year, and if so, did you identify program initiatives?

Program review was completed by the previous coordinator. One program initiative was eliminated when the cost to the Health Center budget was prohibitive.

- 2a. Were the identified initiatives implemented? Yes

- 2b. Did they make a difference? Hard to tell. Although students did indicate that they were aware of smoking cessation services offered on campus, we did not assess how many students participated in the smoking cessation program.

3. If you appealed or presented a minority opinion for the program review process last year, what was the result?

No appeal filed

4. How have the changes in the program review process worked for your area?

*This specific process of program review is new to me this year as I just started in August 2012. It was difficult to assess whether SUO's were met.*

5. How would you improve the program review process based on this experience?

### 7C. Appeals

Since none of the funding to the Health Center comes from the general fund. We will not be requesting any sort of appeal.