



Student Health Center Program Review 2013-2014

Section I – Accomplishments and Status of 2012 Program Review Report

A. Last Year's Initiatives

Track Smoking Cessation Participation: in conjunction with the Ventura County Public Health "Call It Quits" Tobacco Education Program the student health center gathered comprehensive data which was submitted to Public Health. This program has been going on for many years through the health center. We have accomplished this initiative.

Increased Patient Tracking: The encounter form was utilized more consistently to gather data on all students entering the Health Center.

In June 2013 switching from paper charts to Pyramed Electronic Medical Records started. When this program is fully implemented we will be able to gather even more detailed statistics. These two initiatives have been met.

B. Updates/accomplishments pertaining to any of the Student Success or Operating Goals from last year's report.

The expanded hours have allowed students great access to the Health Center. The implementation of Electronic Records ensures even greater HIPPA compliance. Survey results demonstrate that 81% of students do know about the health center and the services available.

Section II - Description

A. Description of Program/Department

"Health creates capacity; students whose health status is positive and flourishing have greater ability and readiness to learn and engage fully in all meaningful educational experiences inside and outside the classroom... The learner as a whole person matters in the learning." Dr. Daniel Silverman.

I included the above quote because it best describes the impact that the Health Center has on retention and over all campus wellness and safety.

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.

B. Program/Department Significant Events (Strengths and Successes), and Accomplishments

- The implementation of electronic records- this is quite a lengthy and detailed process. All of the staff has actively become involved and willing to learn. We have received great support from the IT team at the College as well as the District IT.



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- Starting in Fall, 2013 we have begun visits to the classrooms to explain in greater detail the services provided by the health center. So far we have visited 20 classrooms.
- In Spring of 2013 the Health Center administered a Student Perception Survey-with the assistance of Researcher Michael Callahan. 906 students responded to the survey. The results of this survey have framed the new SUO's to respond to student need.
- The Coordinator of the Student Health Center is an active participant in campus committees. This participation in a variety of committees has expanded the campus's knowledge of all that the Health Center actually provides to the student and in some cases the faculty and staff (Tb testing, flu shots, emergency treatment.) The Health Center contributes to a sense of overall improvement in wellness and safety for the campus community.
- Currently the coordinator is a member of the following committees:
 1. Behavioral Intervention Caring Team- this team meets weekly and has in between emergency meetings. The coordinator currently scribes the minutes as well. In addition the team is planning on implementing a new computer program to facilitate chronological student episodes. This will require additional training.
 2. Co-chairs Campus Health and Safety Committee- this committee continues to grow and expand its scope on the campus.
 3. Member of the Campus Emergency Preparedness Committee
 4. Member of the College Planning Council as a representative of Student Services
 5. Member of the Student Services Leadership Team
 6. Member of the Department Chairs and Coordinators Council
 7. Member of the Title IX Committee
 8. Serving on two tenure review committees
 9. Member of the newly formed District Emergency Preparedness Committee

C. College Vision

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

D. College Mission

At Ventura College, we transform students' lives, develop human potential, create an informed citizenry, and serve as the educational and cultural heart of our community. Placing students at the center of the educational experience, we serve a highly diverse student body by providing quality instruction and student support, focusing on associate degree and certificate completion, transfer, workforce preparation, and basic skills. We are committed to the sustainable continuous improvement of our college and its services.

E. College 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
- Integrity
- Respect
- Quality



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- Collegiality
- Service
- Access
- Collaboration
- Innovation
- Sustainability
- Diversity
- Continuous Improvement

F. Organizational Structure

President: Greg Gillespie
Dean: Victoria Lugo

Executive Vice President: Daniel Seymour
Coordinator: Mary Jones

Name	Mary Jones
Classification	Professor, Coordinator Student Health Center
Year Hired	1995- started as Coordinator at VC 8/1/2012
Years of Industry Experience	43 years as a Registered Nurse, 38 as a Nurse Practitioner
Degrees/Credentials	B.S.N,1970 ,Nurse Practitioner Certificate 1975 Emory University M.N., 1981 University of California, Los Angeles

Name	Brenda Be
Classification	Student Health Center Assistant II
Year Hired	2007
Year of Industry Experience	14 years
Degrees/Credentials	Certified Medical Assistant

Name	Irma Lopez
Classification	Student Health Center Assistant II
Year Hired	2006
Years of Industry Experience	13 years
Degrees/Credentials	Certified Medical Assistant

Name	Beverly Saastimoinen
Classification	Student Health Center Assistant II
Year Hired	2007
Years of Industry Experience	30 years as MA, Licensed Phlebotomist- 7 years
Degrees/Credentials	Certified Medical Assistant; Licensed Phlebotomist

Name	Rebecca Anderson
Classification	College Nurse
Year Hired	2012
Years of Industry Experience	7 years
Degrees/Credentials	RN, working on BSN



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Section IIIa – Data and Analysis

A. SUO Data

The Student Perception Data Survey revealed that 81% of students knew there was a health center. 68% knew they paid a Health Fee. 87% are likely to use, or might possibly use the services of the Health Center.

It was interesting to note that only 25% of students were referred by faculty and staff. This is an area where the health center needs to inform the faculty and staff of all the services provided.

B. Operating Data

1. Service Data

- All registered students are eligible to receive services at the Health Center
- Students seen at the Health Center:

Summer 2011	442	Summer 2012	388
Fall	1887	Fall	3,193
Spring 2012	1591	Spring 2013	1,831

- The data demonstrates that more and more students are utilizing the services of the Health Center. This demonstrates that SUO-2 is being met with all the increased PR the Health Center has been doing.

2. Budget

- **Budget is attached.**
- The change in the budget with an augmentation from the Health Center reserves was for the cost of the electronic medical records.
- *Please check the appropriate box below then provide your summary beginning on the next line.*

Program members have reviewed the budget data.

No comments or requests to make about the budget

C. Resources

1. Non- Instructional Faculty

Instructions:

- This section doesn't apply to the Health Center as we don't generate FTE.

2. Classified Staff

- The same three medical assistant II's work at the Health Center. The RN is also the same individual.
- We also have a volunteer and a student worker. In the spring we will have an ROP student.



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3. Inventory

- We are not requesting any new equipment. What has been added is our new Electronic Medical System which is based in the cloud as well as on a remote desk top. We are in the process of entering all new students into the system. This includes lab work, prescriptions, immunizations as well as the details of the visit.

4. Facilities or other Resource Requests

Re-establishment of the Facilitator/Coordinator Hours: It is imperative that the 100 hours each for Fall, Spring and Summer be once again part of the Coordinator's hours. These hours were stopped during one of the years when there was a concern about funding. This resulted in the Health Center Coordinators trying to coordinate (oversight of budget, staff, coordinating with physicians, mental health professionals, reviewing all charts, staff meetings, overseeing all purchasing, evaluating patient services etc.) providing direct patient care when necessary, handle emergencies, attend committee meetings, and maintain our professional development by keeping up with the various journals and magazines we are expected to read all in a 35 hour work week. This is impossible- so it has resulted in the Coordinators "donating" hours and hours to the campuses.

The funding for this would be from the Health Center Budget.

5. Combined Initiatives

No combined initiatives

Section IIIb – Other Program Goals and Initiatives

A. Other Program Goals

Instructions: Aside from the goals determined from looking at specific institutional and program data, are there any other program goals for which you may or may not request funding? If so, please explain and enter it as an initiative with more detail in Section V. Such goals may include:

- Innovation
- Legislation
- Regulations
- Industry Standards
- New Technology
- Professional Development
- Advisory Committee Recommendations

Section IV - Initiatives

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

M = Medium – Approximately 1/3 of the total program/department/division's initiative by resource category

L = Low – Approximately 1/3 of the total program/department/division's initiatives by resource category



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List your initiatives below, including any you are carrying forward from prior years. Please note that every program/department needs to include initiatives that do not require resources. You may copy and paste this section

- A. Initiative: Network with more faculty and staff to increase their awareness of the services available at the Health Center**
Initiative ID: Health Center
Link to Data: Survey states only 25% of referrals come from faculty and staff
Expected Benefits: Increased student visits
Goal: More referrals from Staff and Faculty
Performance Indicator: When survey is repeated in two years- more referrals will be from faculty and staff- 40%
Timeline: 2014-2015
Funding Resource Category: No new resources needed
Ranking: H
- B. Initiative: Begin administration of PHQ-9 (Depression screen) to all new and returning students who access the Health Center**
Initiative ID: Health Center
Link to Data: Statistics from survey showed the primary reason students accessed the Health Center were stress, anxiety and depression
Expected Benefits: Assessment tool to help recognize symptoms sooner
Goal: Increased data about prevalence of depression amongst college students
Performance Indicator: administer to at least 65% of students
Timeline: 2014-2015
Funding Resource Category: No new resources needed
Ranking: H
- C. Initiative: Total conversion to online medical records**
Initiative ID: Health Center
Link to Data: This is an initiative that has been mandated
Expected Benefits: less paper, more HIPPA compliant
Goal: 100% by end of 2014
Performance Indicator: Paper charts will be reduced, hopefully almost completely eliminated.
Timeline: 2014-2015
Funding Resource Category: No new resources needed
Ranking: R
- D. Initiative: Restoration of Coordinator Hours**
Initiative ID: Health Center
Link to Data: Coordinator has been donating hours and hours to make the Health Center function successfully.
Expected Benefits: Improved coordination in the Health Center
Goal: Spring 2014
Performance Indicator: Happier Coordinator....



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Timeline: Spring 2014
Funding Resource Category: Staffing Funds
Ranking: H

Section V – Process Assessment

Instructions: Please answer the following questions:

- A. How have the changes in the program review process this year worked for your area? The form is easier to use and flows in a logical order.**
- B. How would you improve the program review process based on this experience? No suggestions at this time.**
- C. Appeals**

After the program review process is complete, your program has the right to appeal the ranking of initiatives (i.e. initiatives that should have been ranked high but were not, initiatives that were ranked high but should not have been), the division's decision to support/not support program discontinuance, or the process (either within the department/program or the division) itself.

If you choose to appeal, please complete the Appeals Form (Appendix D) that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.

VI – Submission Verification

Instructions: Please complete the following section:

Program/Department: Student Health Center

Preparer: Mary Jones, Coordinator

Dates met (include email discussions): daily discussions with Staff

List of Faculty who participated in the program Review Process: Mary Jones

Preparer Verification: I verify that this program document was completed in accordance with the program review process.

Dean Verification: I verify that I have reviewed this program review document and find it complete. Dean may also provide comments (optional):



Program Review Process Map

I . Status report and accomplishments from prior year

II. Description

III(b). Other program goals and initiatives

(Innovations, regulations, legislation, new technology, industry standards, professional development, or advisory committee recommendations, etc.)

**IV. Summary of initiatives and requests
Minority reports if any**

VI. Process assessment

VII. Verification of review



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Program Review Resource Initiatives Guidelines

WHAT TO LEAVE OUT

The purpose of this document is to clarify what kinds of resource requests should NOT be included in the Program Review Document as initiatives.

<p>The table below summarizes the types of resources that DO NOT need to be included in the Department Plans. The “Who to Contact” column lists who to contact when the resources or services are needed.</p>		
Excluded Items	Who to Contact	Explanation
Safety Issues, including but not limited to broken chairs or desks, etc. that can be resolved through the normal process.	Dean, M&O or Appropriate Office	All safety issues should be immediately reported to the Dean, M&O, or appropriate department.
EAC Accommodations that can be resolved through the normal process.	DSPS and Dean	Any accommodation should have the guidance of the DSPS office.
Routine M&O maintenance & repair (light fixtures not working, holes in walls, locks, cleaning, broken desks or chairs, etc.) that can be resolved through the normal process.	M&O or Division Office	Complete an email request to vcmaintenance@vccd.edu or notify your division office so they can handle for you.
Cyclical Maintenance (painting, flooring, carpet shampooed, windows, etc.) that can be resolved through the normal process.	M&O or Division Office	Complete an email request to vcmaintenance@vccd.edu or notify your division office so they can handle for you.
Classroom technology equipment repairs (projector light bulb out, video screen not working, computer not working, existing software updates) that can be resolved through the normal process.	Campus Technology Center or Division Office	Complete an email request to vchelpdesk@vccd.edu or notify your division office so they can handle for you.
Section Offerings/ Change of classrooms	Dean/Department Chair	Dean will take requests through the enrollment management process.
Substitutes	Dean	Dean will process in accordance with existing guidelines.
Conferences, Meetings, Individual Training	Professional Development Committee	Requests should first be addressed by the PDC and only go through program review if costs cannot be covered.



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Program Review Resource Initiatives Guidelines

WHAT TO LEAVE IN

The purpose of this document is to clarify what kinds of resource requests should be included in the Program Review Document as initiatives.

Faculty and Staff from each department will meet as a division to prioritize initiatives resulting from the Program Review process. The initiatives will then go to each respective governance groups such as Staffing Priorities, Technology Committee, Budget Resource Council, etc., for further prioritization. Administrative Council and the Executive Team will develop the final prioritized list and distribute for implementation.		
Included Items	Committee Group	Explanation
Replacement of classroom furniture	Facilities Oversight Group	Only when it is an entire classroom/lab/office at a time or a safety or disability issue that has not been resolve through the normal process.
Upgrade and/or replacement of computer and other technological equipment	Technology Committee	These items will go on to a list for replacement or upgrade per the technology plan.
New Equipment/Furniture/classroom items (i.e. microscope, etc.)	Budget Resource Council	These items must be approved included in a plan to improve student learning and/or services.
Buildings/Office Space (new renovation, modernization)	Division Dean	The division dean will work with Administrative Council and the Fog Committee to pursue the projects.
New Software	Technology Committee	These items must be approved included in a plan to improve student learning and/or services.
New Faculty Positions	Faculty Staffing Priorities	Requests for new positions will compiled on a list and sent to the FSP committee.
New Classified Positions/or increase in percentage of existing positions.	Classified Staffing Priorities	Requests for classified positions will compiled on a list and sent to the CSP committee.
New Programs/certificates	Curriculum Committee	These program/certificates must be approved by the curriculum committee.
Training and Professional Development above normal	Professional Development/Budget Resource Council	These are items over and above what the PDC can provide.
Expansion/Conversion to Distance Learning	Dean of Distance Learning and Distance Learning Committee	Requests will be compiled and sent to the committee process for discussion.
Service Agreements	Budget Resource Council	Requests must include justification.
Instructional Materials and Office Supplies/Advertising/Student Workers/Printing/Duplicating	Budget Resource Council/Dean	These items must include a compelling reason and be above what the normal budget will allow.



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Appendix D

APPEAL FORM

(Due to Office of Institutional Effectiveness by November 8)

The program review appeals process is available to any faculty, staff, or administrator who feels strongly that the prioritization of initiatives (i.e. initiatives that were not ranked high but should have been, initiatives that were ranked high but should not have been), the decision to support or not support program discontinuance, or the process followed by the division should be reviewed by the College Planning Council.

Appeal submitted by: (name and program) _____

Date: _____

- Category for appeal:
- Faculty
 - Personnel – Other
 - Equipment- Computer
 - Equipment – Other
 - Facilities
 - Operating Budget
 - Program Discontinuance
 - Other (Please specify)

Briefly explain the process that was used to prioritize the initiative(s) being appealed:

Briefly explain the rationale for asking that the prioritization of an initiative/resource request be changed:

Appeals will be heard by the College Planning Council on November 9, 2011 at its regularly scheduled meeting (3:00 – 5:00 p.m.). You will be notified of your time to present.