

Ohlone College Student Health Center 7/15/06

Programs and Services Review Report

1. Program Service Description

The Ohlone Student Health Center opened 1/17/96 as a collaborative program with Fremont's Washington Township Hospital to provide primary care, first aid, and health education to the general student population. Throughout the ensuing years services have been added as budget, need and time permitted. The services are provided by one full time Nurse Practitioner/Director, one full time office assistant, one full time medical assistant, one full time personal counselor/life coach, and a part time health educator. Campus-wide health education programs are held throughout the year. The mission of the Student Health Center is to support the college academic program by providing health services to the students to keep them in optimal physical and mental health, which statistically increases retention and student success. This supports the Ohlone College goal number five which is to promote the health, environmental, cultural, and economic vitality of the communities served by the district through programs of outreach, community service and partnership ventures.

2. Program /Service Scope

The Ohlone Student Health Center is designed to serve only the student population. The exception to this is annual and new hire TB testing for faculty and staff and emergency response to the whole campus. A \$15 student health fee is assessed at the beginning of spring and fall semester and \$12 for summer semester. The student health fee, small allocations from the Associated Students of Ohlone College and a grant from the RN program provide the total funding for the student health center. As of January 1, 2006 all students pay this fee except those who use faith for healing or take off site classes or Sunday classes. Previously those students who qualified for Board of Governor fee waivers were exempt from the Student Health Fee but could utilize the services. Tri City Health Center, a local community based clinic, provides family planning services, birth control, STD testing, pregnancy testing, and HIV testing at no charge to the students at the Ohlone Student Health Center one day a week.

The Student Health Center provides the following comprehensive services:

- Nurse Practitioner Assessment - evaluation, treatment, and prescription for minor illnesses and minor injuries, physicals, transfer physicals, DMV physicals, women's health exams, birth control, emergency contraception, management of mild chronic illnesses such as hypertension, elevated cholesterol, adult onset diabetes
- Physician care by referral
- Emergency response on campus
- Over the counter medications and condoms
- Maintenance of all first aid kits on campus
- Smoking cessation
- HIV testing
- EKGs
- Body Fat analysis
- Breast Exams
- Personal counseling and life coaching
- Consultation to all health science students to make sure they are in compliance with all their clinical site requirements for immunizations, TB testing and physical exams.
- TB testing to all faculty and staff
- Email alerts about community health issues

Information about

- Alcohol and substance abuse
- CPR, first aid, and disaster preparedness
- Tuberculosis
- AIDS, HIV, and STD's

- Family Planning
- Nutrition
- Mammography
- Student Health Insurance
- Communicable diseases

Health Education Programs

- Tobacco use/ smoking cessation
- Health promotion and wellness
- Nutrition
- Exercise
- HIV/AIDS
- STDs/Safer sex
- Alcohol /drinking and driving programs
- Substance abuse

Low Cost Services in the health center

- Pregnancy testing
- Immunizations
- Flu vaccine
- TB tests
- Laboratory tests

Referrals to

- Washington Township Hospitals and Clinics
- Optometrists
- Health care specialists
- Dentists
- Planned Parenthood
- Tri-City Health Services
- 12 Step Programs
- Mental Health Providers

The Student Health Center enjoys a very well respected reputation on campus from the students, staff, and faculty. Over 40% of our students do not have health insurance or access to affordable health care. The other 60% who have insurance find it much more convenient to be seen on campus rather than through their primary providers because they can be seen much sooner at the Student Health Center and do not have to pay a co-payment. The Student Health Center has been able to meet over 92% of the student's medical needs before referring them back to their primary provider or a specialist.

The Student Health Center has had a very positive impact on the Ohlone Campus. Some of the staff and faculty refer students to the health center for evaluation if they are having problems in class whether it is health problems, emotional, family, or attendance problems. Although we have not compiled any statistics, data would probably reveal increased student success and retention because of accessible health services. When interviewed, some students and staff take classes because of the benefit of having access to the health center. The college insurance carrier has informed us that we have the lowest rate of claims of any college in their system due to our comprehensive program.

The Ohlone Student Health Center was the first California Community College to adopt the collaborative hospital/college health center model. This model has since been used at Las Positas College in Livermore and Chabot College in Hayward and is about to be implemented at Diablo Valley Community College in Concord. . The advantage Ohlone has over other student health centers in the community college arena is that it has primary care available every day whereas many other programs hire an MD to come in only a few days a week.

3. Data Analysis

Please see attached data for academic years 07/01/05-06/30/06

As expected with the increase in tuition in 2004 we had enrollment drops and more students who qualified for financial aid which had a huge impact on the Student Health Center budget. In the summer of 2005 we had to lay off our part time nurse practitioner, our evening student help and our health educator. With the passage of AB982 which allows the college to charge financial aid students a health fee we should see some recovery in our budget.

4. Measuring Program and Service Success

- Statistical data tabulated on a daily/monthly/yearly basis
- Benchmark Comparison/networking with other community college health centers
- Data received from the American College Health Association, Pacific Coast College Health Association, and Health Service Association of California Community Colleges

5. Measuring Satisfaction with the Program or Service

See attached data- Satisfaction Survey June 2006

Satisfaction: Rating on service

- 75% rated the health center as excellent
- 5% rated the health center as good
- 20% rated the health center as fair
- 0% rated the health center as poor

Were the facilities acceptable?

- 100% - yes
- 0% - no

Were you ever turned away for a same day appointment

- 82% - no
- 12% - yes

Do you feel the student health fees are useful?

- 84% - yes
- 16% - no

Do the hours of operation meet your needs?

- 79% - yes
- 21% - no

Ohlone College Accreditation Survey Rating

- Spring 2000 – 3.4 /4 (1 Very Dissatisfied to 4 Very Satisfied)
- Spring 2001 – 3.34/4 (1 Very Dissatisfied to 4 Very Satisfied)

6. Strengths and Areas Needing Improvement

Strengths

- Broad spectrum of services
- Depth of primary care services
- Cooperation and support between other student service departments
- Cooperation and support between academic departments
- Cooperation and support between administration
- Cooperation and support between hospital and medical community
- Visibility on campus with health education programs
- Acceptance, rapport, and trust with student population
- Collaboration with Alameda County Health Department and other community health organizations
- Collaboration with other college health centers
- Broad spectrum of free and very low cost services
- Comprehensive primary care
- Availability of emergency response

Areas Needing Improvement

- More ways to generate income
- Providing Health Center Information at registration
- Can always improve on visibility and getting information out to students about the health center

7. Review and Recommendations from previous program review

| Goals 2003/4 | Timeline | Cost | Completion | Follow up | Goals 2006/7 | Cost |
|--|----------|----------|------------|--|---|--|
| Mental Health Provider hired as a faculty position full time through the academic counseling department but housed in the student health center. Will do personal counseling/life coaching and some group counseling | 5/04 | \$70,000 | Hired 5/04 | Very successful program. Total of 885 individual client encounters from 8/22/05-6/30/06. Also taught PD class, group support for RN students, Laughing Clubs of Ohlone, consult for faculty and staff for mental health issues on campus | Hire at least one intern to assist with the personal counseling load. | \$5000 per year to be funded by Ohlone Counseling Department |

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| Goals 2003/4 | Timeline | Cost | Completion | Follow up | Goals 2006/7 | Cost |
|--|----------|---|---------------|--|---|---|
| New policy for a smoke free campus passed with new presidents blessing 8/15/04 and will go into effect 6/16/04. Smoking will be allowed in parking lots only | | No cost – covered by grant | 8/15/04 | Security and staff monitor compliance to this policy. Very successful. Model program for all community colleges in California and many colleges around the nation. | Project now administered through campus environmental committee. Policy printed in catalog, class schedule, and web site. Planned more promotion but found it not necessary due to compliance. Much cleaner campus. | None |
| Collaboration with Tri City Health Center for Family PACT Program. (Family Planning, Access, Care, and Treatment) | 04/04 | No cost to Ohlone as services are provided during our regular office hours. | 04/04 | Services started 8/23/04. There were 690 patient visits from 8/23/04-6/30/06 | Marketing of the Tri City Health Center services through tabling, flyers, newspaper ads, provider referral. | Minimal to Ohlone Student Health Center. Outreach to be done by Tri City teen outreach employees. |
| Free HIV testing | 5/04 | None | 5/04 | Contracted with Tri City Health Center when our program ended due to budget cut backs. | Continue to provide free HIV testing and results every Tuesday from 11AM-2PM. | None to the health center |
| Improve Cleaning services | 4/04 | None | Not completed | Due to a large problem with theft and chart tampering all services not provided by the direct health center staff were suspended. | Resume cleaning services | None |
| Keeping web site up to date | On going | None to health center staff | Ongoing | Excellent services from Web Master Cheryl Lambert. Many hits from students and international about our services. | Continue updates on web. | Minimal |

8. Goals for 2006-2009

| Goal | Timeline | Cost | Who | Notes |
|---|-----------------------|---|----------------------------------|--|
| Part-time mental health intern | 1/07 | \$2500 stipend per semester through Counseling | Director/Personal Counselor | Approval already through counseling |
| Finalize plans for new health center in new Student Service Building | 1/07 | None | Director | Floor plans completed awaiting State approval |
| Maintain current services and resume health educator position part-time | 7/1/06 | \$6000 – 4 hours per week for 42 weeks Possible because of increase in budget due to AB 982 and increase in health fee | Health Educator | Plan, administer and promote health education programs |
| Continue personal counseling and life coaching | 7/1/06 | Provided by Ohlone Counseling Department | Personal Counselor | |
| Purchase and implement EMR | 8/06 | \$15,000 initial cost. \$5500 annual cost provided through funding from Washington Hospital collaborative RN program | Director and health center staff | Pending purchase NueSoft Express |
| Paperless charting | 8/09 | Initial cost as above | Health Center staff | This will be a huge saving on employee time and cost. Average cost of pulling a chart is \$1.50 each time it is pulled. There are significant chances of errors on paper charts regarding lab, drug allergies, past medical history. |
| Purchase 4 new computers | 8/06 | Washington Hospital will purchase and amortize over next several years | Director | |
| Provide consultation for all health science students to evaluate their health status for participation in the programs. | Ongoing Since 1/03 | \$6600 per year provided by the health science department and Washington Hospital grant. Funds will go toward HER program | Director | |

| Goal | Timeline | Cost | Who | Notes |
|---|-----------------|-------------|------------|---|
| Collaboration with Alameda County Health Department re: communicable diseases | Ongoing | No cost | Director | Continue follow-up on active TB case on campus 10/05 and outbreak of Mumps on college campuses 12/05. As of 6/06 over 5000 cases of mumps were reported in US compared to 137 cases 2005. Over half have been in the 18-24 year age group |

Nurse Practitioner/Director Activities 2005-6

- NP graduated from Life Coaching program to assist students in making life choices
- Published Article on Tobacco Control in California Journal of Health Promotion
- Precepted RN students from the Ohlone Nursing Program for community health
- Attended meetings for the Health Service Association for California Community Colleges
- Attended bi-monthly Student Service Meetings for Ohlone College
- Did 2 Flu Shot clinics for Washington Warm Springs
- Attended “Celebrate Your Life “ conference for spiritual healing practices
- Attended the International Coach Federation Conference
- Several class presentations on Health Center Services
- Attended meetings for Alameda County Tobacco Control
- Participated in several telephone educational programs
- Attended 3 drug company sponsored continuing education meetings
- Working closely with the architects to design the new health center
- Taught Life Balance Class to pre-school teachers at Kidango
- KOHL radio broadcast program on the health center and coaching
- Several interviews for the school newspaper, the Monitor, on health education issues
- Attended meeting with Fremont Unified School District on Adolescent Alcohol use.
- Coordinating and planning the health education programs on campus creating flyers, ads, posters, publicity, etc.
- Very active in campaigning for AB982 the bill to discontinue financial aid student’s health fee waiver. It passed both Senate and House with very little opposition and was able to be implemented 1/06
- Coordinated TB screening program for Alameda County Health Department due to an active case of TB on campus 3/06
- Bi-monthly teleconferences for California Youth Advocacy Network advocating smoke-free campuses
- Received approval from Student Government to raise the health fee by \$1 per semester starting summer 2006. This was in conjunction with a notice from the Chancellor’s Office in Sacramento.
- Attended quarterly DEVCO meetings

Personal Counseling Services – Coordinator of Personal Counseling 2005-6

- Personal Counseling/Life Coaching contacts – 475
- Taught Professional Development Class
- Support group for student nurses
- Coordinated Depression Screening Day
- KOHL radio program on Life Coaching
- Attended “Celebrate Your Life” conference on spiritual healing
- Active with the academic counseling department on campus
- Co-taught Life Balance Program with Director for pre-school teaches at Kidango
- Presentation to DEVCO managers on Life Balance
- Serves as resource for intervention for mental health crisis on campus
- Fulfilled required 30 units of continuing education through several programs for MFTs

Health Educator Activities- 2005-6

The health educator was hired to coordinate, manage, and implement the annual health fair. There were 22 vendors from the college and the community. Over 400 students attended the event.

Attachment:

Ohlone Student Health Center Statistic form

End of the Year Summary Report for Personal Counseling/Life Coaching Services Academic Year 2005-2006

The second year of Personal Counseling and Life Coaching Services has steadily grown into a continued success. Housed in the Ohlone College Student Health Center, services have been established to provide personal counseling to enrolled students. Services include individual and couples counseling for assessment, counseling, life coaching. When client needs exceeded the scope of practice of the Personal Counseling Services Program, community referrals were given and students were encouraged to pursue community support. Our referral resources are continuing to grow, as I contact outside providers and establish referral networks with them.

Support and referral services for faculty and staff employees are provided on a limited basis.

As program coordinator it is my responsibility to continue to develop, plan, direct and oversee the delivery of personal counseling services to the campus community, and to grow the program into a foundation of support for students, faculty and staff.

Services

Statistics for school year 2005-06 record 464 in-person counseling sessions. This does not include phone consultations from students and staff/faculty.

Student Case File= 130 new students filled my case file this year.
(There were 120 students on my caseload in the 2004-05 academic year.)

Program Development

This 2005-06 academic year saw a new added component to Ohlone College Personal Counseling Services. Life Coaching made its debut, as a separate option from which students can choose. Life Coaching is not counseling or therapy. In coaching, focus is not on recovery of past issues that impede the student today. Instead, coaching is for individuals who are adjusted in the present and not burdened with a mental health diagnosis, and who do not need to complete with unresolved emotional business from the past,(or, who are receiving therapy from an outside practitioner.)

1. **Life Coaching** is an emerging field of support and acceleration in helping students achieve better results in their lives, accomplish career, educational and life goals, and sort through the limitations of self- doubt. Not everyone or every life challenge requires therapy/counseling.

Through individualized support, coaching helps students focus on the NOW, in life, while addressing the where, when and how. Coaching focuses on discovery in the present moment rather than recovery of past issues. For many students, coaching is all that is needed to inspire motivation, success and accomplishment. As a life coach, I am able to help the student weigh the sacrifices against the benefits of staying on academic track, especially in the areas of perfectionism, procrastination, test taking anxiety and stress, confused/uncertain life choices. When students are willing and ready to see and plan for their future, the coaching sessions help maintain momentum and keep the student focused on the power of their vision and life purpose.

Nursing Students have most benefited from this coaching program. **PC&LCS (Personal Counseling and Life Coaching Services)** has developed a strategic alliance with the Nursing Department and provide support to the nursing students, whom, for various reasons must sit out a semester. It is a huge support service to those nurses in the program, helping them stay focused and in good balance between their academic responsibilities and all that is on their plate in their personal/family lives as well.

2. **The "Nursing Success Group"** made its debut this academic year! Started by myself and Janet Corcoran (the designated academic counselor overseeing the nursing program), this group meets on a weekly basis throughout the year. Meant to enhance support for this stressful and demanding program, we cover topics that come up in their classroom and hospital experience, family issues, and interpersonal issues that in any way impede their success.
3. **Probation Support Group** Academic counselor Jennifer Harper, and I created a support group for students on probation. Jennifer contacted all students in this category, but with very little response. We held the group with only two students attending.
We will continue outreach to this population.
4. **"Laughing Clubs of Ohlone"**. In response to a general consensus of stress among students, faculty and staff, **"Laughing Clubs of Ohlone"** made its debut in Spring Semester. Based on

Dr. Madan Kataria's Laughing Clubs of India, a weekly club has begun on campus, for the purpose of stress relief, levity, and balance.

- It was a successful beginning with 15-20 people joining in for 10 minutes of laughter for no reason! We will continue this enterprise in the 2006-07 academic year.

5. **BILL 1088**. Keeping apprised of new mandates from the governing board is a continued responsibility. This academic year saw the emergence of Bill 1088, which requires that California Community Colleges provide orientations, education, and resources on sexual assault prevention and education.

In compliance with this bill, our web master has provided information and referral resources. We are continuing to build our resource provisions for the education of students regarding sexual assault, date rape, etc. This will continue to be a goal and effort in progress.

6. **Instruction:** Fall Semester found me in the classroom teaching a PD class I developed: **"Coming Alive: An Invitation to Self-Awareness and Personal Growth."** This was a great experience for me, where I was able to develop a co-instructional relationship with Counselor Susan Myers, who taught the class with me. It was great fun and an experience I would like to repeat. As a result of this class, several students sought counseling services as a way of increasing their interpersonal development.

Program Structure continues to necessitate the development of forms (intake, confidentiality, suicide prevention contracts, community referrals etc), and marketing material (brochures and handouts for dispersal to classrooms, workshops).

Outreach

The school paper "The Monitor" is a marketing resource for our services.

Regular campus announcements are emailed to faculty reminding them of personal counseling services, and asking them to help spread the word by telling all students with whom they are in contact.

Presentations to classrooms and department meetings are an ongoing, outreach effort that proves to be successful in getting the word to students.

Technology

Working closely with Cheryl Lambert, "Personal Counseling and Life Coaching has its own web page, with new links to resources (alcohol awareness, sexual assault, stress reduction, depression screening etc).

We continue to develop the site, making it a thorough and comprehensive resource with easy navigational access.

Liaison

A very positive rapport has been established within the campus community.

As the personal counselor, I work in a consultant, collaborative role with faculty, staff administrators and department deans, providing services and support for students with emotional problems which negatively impact behavior, interpersonal relationships, and academic success. I work closely with colleagues in the counseling department who refer students needing more in depth and consistent personal counseling.

The faculty has continued to express appreciation for working in tandem on behalf of troubled students.

I work very closely with Sally Bratton, RN/NursePractitioner, and other Health Center Staff. We have a strong working relationship and are able to provide comprehensive services for the prevention and well-being of our students.

Community Networking

As a networking effort, I established connections with Christina Curtis, MFT, and Director of Community Outreach with Crisis Support Services of Alameda County. She presented a two hour workshop for the counseling department on young adult depression and suicide, factors for observation when working with the college student population.

Bay Area Consortium of Community College Mental Health Providers

Under the interest and inquiry of Melanie Hale at Foothill College, she and I formed a consultation group of Mental Health Community College Providers. We come together as a team in an effort of support to one another, as many campuses have only one person, like myself, heading up the program and providing the services. We discuss relevant campus issues, emerging topics from the governance, network and brainstorm as a team of providers/educators/leaders.

We had our first meeting in March, hosted by San Mateo Community College, followed by our second meeting at Chabot College in May.

It is agreed that we will meet twice a semester. Ohlone College will host the group next academic year. We have had nearly full representation from all bay area community colleges. It is quite exciting!

Staff Development and Support

I have been invited to facilitate workshops for staff development on stress reduction, and communication in the workplace. Department teams have utilized my services in learning about conflict resolution and positive communication outcomes.

Staff Development Committee Task Force

This year, I was a member, and secretary, for the Staff Development task force, under Deb Parziale. This was a great experience for me to work with my colleagues who are dedicated to the vision, mission of our campus, in developing programs and opportunities for staff and faculty.

Staff/Employee Support Services

During times of personal stress, staff members have sought individual appointments. I am able to offer one or two meetings for assessment, referral resources and support.

Events

National Depression Screening Day, October 6th, 2005

25 individuals completed screenings.

This year, due to lack of funds and staff resources, we held the screening in the Student Health Center. Many individuals were interested in the screenings, asking for information and taking pamphlets for themselves, friends and family members. While 25 screenings were completed, we estimate that at least 60 students visited the center (some instructors brought their class, making it student option to participate.)

As a result of this screening, our numbers increased dramatically.

With a two week waiting period for student appointments, I adjusted the regular 50 minute session to 30 minutes just to get everyone seen.

Student Health Center Workshops

Sexual Responsibility Awareness Week

Spring Health Fair

Goals and Aspirations

I am so enthused to be coordinating Personal Counseling & Life Coaching Services and providing this support to our students and campus community. I will continue to fine tune the structure and development of the program, as it grows to be a valuable asset to our campus.

Projects for 2006-07 school year:

- Create Support Groups for students in concert with Counseling Department needs
- Develop a group for classified staff to support them in their work environments and relationships with co-workers.
- Offer brown bag lunch meetings in the Staff/Faculty Health and Wellness Program on topics of physical, emotional and mental health and balance.
- Teach the PD class in Spring semester: "Coming Alive: an Invitation to Self-Awareness and Personal Growth, and see about getting it to be a transferable class.
- Search for the perfect fit adjunct counselor to help me with the program. It is growing in leaps and bounds and getting to the point where I need help for its continued success.

Summary

I am delighted to have the opportunity to serve as an important resource for our students.

Academic and career successes depend upon successful emotional life adjustment. It is my passion and life purpose to continue to invest my energy to influence the lives of our young adults in sincere and positive ways. They are our future leaders and being a strong and positive role model is critical. I hold the responsibility to nurture self-esteem and integrity; to strengthen and encourage the development of a strong personal foundation based on the student's self respect and the respect of others.

Rosemary O'Neill, M.A. MFT
Coordinator Personal Counseling & Life Coaching Services
June 14, 2006

OHLONE STUDENT HEALTH CENTER SURVEY

Please take a minute to complete this survey and return to the person administering it or the Student Health Center .

1. Do you know where the **Student Health Center** is? Yes - **28** No-**4**
2. Did you use their services this year? Yes - **14** No - **18**
3. Do you know what services they provide? Yes - **24** No - **8**
4. If you did not use their services go to question #15
5. If you did use their services what did you use them for?
 Information-**3** Illness-**5** Check-up-**7** Consultation-**1** Prescription-**2** Over the counter medicine-**4**
 Referral-**0** MD-**1** Family Planning -**2** Contraception-**3** First Aid-**6**
6. Would you rate their services as POOR-**0** FAIR -**4** GOOD-**1** EXCELLENT-**15**
7. Were the facilities acceptable? Yes-**16** No-**0**
8. Were you ever turned away for an appointment? Yes-**2** No-**15**
9. Do you feel the fees you paid for the **Student Health Center** were useful? Yes-**16** No-**3**
10. Did the hours of operation meet you needs? Yes-**15** No-**4**
11. Would you change the hours of operation? Yes-**1** No-**12**
 If so, what? no answers
12. How did you find out about the **Student Health Center**? Markee-**0**
 Catalog -**4** Word of mouth-**7** Monitor -**1** TV-**1** Promotional event-**7**

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