

# Ohlone College

## Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* Student Health Center Review
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review
- *Program/Departments:* Student Health Center (64400)
- *Authority Code:* 57-Director, Student Health Center
- *External Regulations:* Yes\_ No X
- *Provide a brief narrative that describes the services provided.*

The Ohlone Student Health Center opened 1/17/96 as a collaborative program with Fremont's Washington Hospital Healthcare District to provide primary care, first aid, and health education to the general student population. Throughout the ensuing years services have been added or modified as budget, need and time permitted. The health center is totally dependent on student health fees to operate but does receive small stipends from ASOC for special health education programs. Current services are provided by one full-time Nurse Practitioner/Director, one full-time Registered Nurse, one full-time administrative assistant, one full-time medical assistant, one full-time MFT/ personal counselor/life coach, who is paid for out of the academic counseling budget, and one 0.2 FTE health educator. The health center has been able to increase the health educators time because of a two-year mental health grant from Alameda County Behavioral Health for \$449,000 for 2012-2014 and a new grant for 2014-2017 for \$306,000.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
  - Support Services
- *State your program Mission/Purpose.*

The Ohlone Student Health Center mission is to support the college mission through our commitment in helping students stay healthy by promoting wellness through health education, primary care, and appropriate referrals to local

resources. All encounters between students and staff are opportunities to influence health attitudes, practice, and behaviors. Our staff is committed to the recognition of differences and the understanding of each student within the context of circumstances, family, community and culture so that the individual's health is viewed in relations to their capabilities and lifestyle. Student Confidentiality The Health Center is committed to maintaining confidentiality of student's physical and mental health information. Such information includes records, appointment and conversations pertaining to a student's physical and mental health. Exceptions are made when there is serious and imminent danger to the safety or health of the student involved or to the safety or health of others. In such cases, college administration and parents may be notified.

- *Briefly describe program accomplishments.*

Fulfillment of goals and objectives for a two-year grant from Alameda County Behavioral Health in the amount of \$449,000. This grant addressed suicide prevention activities and reducing stigma around seeking help for mental health issue.

Wrote and was awarded another mental health grant for 2014-2017 for \$306,000 from SAMHSA (Substance Abuse and Mental Health Service Administration.) Ohlone was one of 15 schools of higher education in the nation to get this grant.

Transitioned from old electronic medical records to EPIC which links the health center to the majority of health care providers in Fremont and the hospital. It also allows access to Kaiser and Sutter Health on request for our patients.

Hired full-time RN to work part-time at the Newark campus health center

Patient appointment contacts for 7/1/13-6/30/14 **1,867**

Students coming in to health center for over the counter meds, to ask questions etc. **822.**

- **Student/Program Achievement**

- *List area-specific outcomes.*

The Student Health Center purchases annual subscription to an e magazine Student Health 101 in an endeavor to reach a broader range of students. The magazine is sent via email to all registered students. Reception has been excellent as you will see in the patient satisfaction survey results attached. With student's being so savvy with technology this is a great solution for previous year goals of doing more outreach to make the health center more visible. The

magazine allows for 6 custom pages each month which we can advertise upcoming health events, profile services, address specific health issues and provide links that are student appropriate for health support.

In September of 2012 with the MHSA (Mental Health Service Award) grant the health center subscribed to a program called Vertical Response. The company allows non profits to send emails to up to 10,000 subscribers at no charge. This was a great opportunity to be able to finally email the entire student body about upcoming events, mental and physical health tips, administer surveys about services etc. It has been very well received by students. This year we started adding faculty and staff so had to subscribe and pay \$150 per month which is covered by grant money.

The health center continues to provide family planning services and exams to most students free of charge. Unintended pregnancies are highest among 18-24 year olds and have a direct effect on academic success. These services are then billed to the Family PACT program and brought in an income of \$15143.39 for the FY 1013-2014. We had 5 reported unplanned pregnancies which were all in the international student program and those students had not accessed services at the health center before becoming pregnant.

- o *Identify internal and/or external benchmarks and regulations.*

The Student Health Center administered the American College Health Association's National College Health Assessment (ACHA-NCHA), the largest and most comprehensive survey used to track student health outcomes, protective behaviors, risk behaviors, and perceived norms on a national level in March of 2010. Ohlone participated in the ACHA-NCHA for the first time in 2007. Data has been used to guide evidence-based health promotion programs, social marketing campaigns and grant proposals. The ACHA-NCHA is a nationally recognized research survey that can assist you in collecting precise data about your students' health habits, behaviors, and perceptions. The survey asks questions about:

- Alcohol, tobacco, and other drug use
- Sexual health
- Weight, nutrition, and exercise
- Mental health
- Personal safety and violence

Ohlone participated with 13 other California Community Colleges so were able to compare data.

We were able to use the data to:

- Identify the most common health and behavior risks affecting students' academic performance

- Design evidence-based health promotion programs with targeted educational and environmental initiatives.

- Create social norms marketing campaigns by comparing students' actual

behaviors to their perceptions about peer behavior.

Allocate monetary and staffing resources based upon defined needs.

Provide needs assessment data for campus and community task forces on sexual assault, alcohol use, eating disorders, etc.

Have readily available graphs and data for policy discussions and presentations with faculty, staff, administration, and board members.

Impact the campus culture by opening a dialogue about health with students and staff.

Develop proposals to secure grant funding to expand or develop programs.

The health center will be administering the survey again in Spring 2015 and Spring 2017 as one of the grant objectives, compare data from previous years and use that data for program planning and further grant applications.

- *Enter assessment results for area-specific outcomes and analyze trends.*  
See above
- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*  
The program budget is totally dependent on the student health fee with small allocations from student government. The grant funds are program specific and do not support regular staff, direct patient contact, medical supplies, or equipment. The health center, therefore, needs to stay within that budget. The health center budget was cut by 30% for 3 years due to drop in enrollment and has created a reduction in staffing and services such as Newark. Services have waxed and waned over the 18 years since the health center opened but has never cut primary, urgent care services since the mission is to keep students healthy so they can maintain academic excellence and success.
- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*  
One full-time director/nurse practitioner who provides direct care to students, works with campus security and safety, collaborates with other student service deans and directors, manages any public health issues that may arise on campus, and attends any professional conferences advocating for student health.  
One full-time administrative assistant who functions as a front office medical staff scheduling appointments and answering the phone. She also manages the billing for Family PACT, any grants, and the health center budget.  
One full-time medical assistant who works the front and back office of the clinic  
One 0.7 FTE Registered Nurse who provides services at the main campus 28 hours per week and the Newark Campus 12 hours per week.  
One part-time health educator who has been on the budget at 0.2 FTE for the past 7 years. However with the grants the past 2 years it has increased to 0.7 FTE  
One full time MFT/Life Coach who is paid out of the academic counseling budget.
- *Additional Program Table Files.*

- [Student Health 101 Usage report](#)
  - [Student Health 101 Usage report](#)
- *Future Actions*  
Current level of focus maintained. Describe.
- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Provide RN services at the Newark campus 12 hours per week beginning 8/14 to improves services to students.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Persistence
- Success Rates
- Service Impacts

*How will you assess the effectiveness of your PIO:*

Run a report from the electronic medical record program to track patient visits and do a hand tick chart to track those who access the over the counter items or just want advice or to make an appointment

**PIO Action Plan:**

*How will you accomplish this?*

Year 1: This was already started 8/14 with the RN opening the Newark Health Center on Mondays from 9-2 and 4-6 and Wednesdays from 2-6. The data from the EMR strongly indicated that this was not cost affective so hours will be reduced to 8 hours per week spring 2015. See attached Year 2: Evaluate the usage data at the end of spring semester to evaluate status. Year: 3 Same as above

*What is your timeline?*

2014-2017

*Who is going to do this?*

Health Center Staff

*PIO Status:*

- Revised

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

3 Purchase SPSS data evaluation tool (Statistical Analytics in Social Science )to further evaluate data for the NCHA and other departments on campus such as PD classes to help improve students success by using data to apply for more grants and drive programs using different variables such as gender, age, demographics and correlate with success.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Success Rates
- Persistence

*How will you assess the effectiveness of your PIO:*

Track numbers of programs that use the SPSS program and how it is used

whether for grants, program improvement, student success rates etc.

**PIO Action Plan:**

*How will you accomplish this?*

Purchase the SPSS license program for the college for as many users as possible to utilize to further evaluate data collected in surveys by gender, age, demographics, classes, etc.

*What is your timeline?*

May 2015

*Who is going to do this?*

TBD Could be purchased out of student success money

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

5 Get wording in new strategic plan to address a physically and mentally healthy campus

*Notes (optional): Please include any notes related to your PIO. (2500 Character*

*limit)*

*Program PIO will address the following:*

- Persistence
- Success Rates

*How will you assess the effectiveness of your PIO:*

5 Stay in touch with those working on the strategic plan to ascertain whether wording around physical and mental health gets in the college goals.

**PIO Action Plan:**

*How will you accomplish this?*

Provide the following language to the strategic planning committee for 2015-2020 in hopes of getting some language about a healthy campus which then supports success of the students. 1. Create a campus community where students, staff, and faculty feel supported and socially connected. 2. Promote wellness, including physical and mental health as key elements in the academic success of our students.

*What is your timeline?*

January 2015

*Who is going to do this?*

*PIO Status:*

- Revised

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: People Time  
Description: Participating in strategic planning process
4. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Administer the ACHA National College Health Assessment Survey

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Persistence
- Success Rates

*How will you assess the effectiveness of your PIO:*

The American College Health Association sends the National College Health Assessment Data in May following the March administration

**PIO Action Plan:**

*How will you accomplish this?*

Survey's will be purchased from the American College Health Association and administered to random classes before spring break 2015. Data from the survey will be available around May 2015 from NCHA.

*What is your timeline?*

January 2015

*Who is going to do this?*

Health Center Staff

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

5. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Monitor travel for all students, staff and faculty coming into health center for travel and Ebola risk

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Service Impacts

*How will you assess the effectiveness of your PIO:*

Run data report from EMR

**PIO Action Plan:**

*How will you accomplish this?*

A questionnaire is provided to each patient who comes to the health center and needs to be completed before they can be seen or entered into the computer EMR system

*What is your timeline?*

Current

*Who is going to do this?*

Health Center Staff

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: People Time  
Description: EMR data analysis

**Attached Files:**

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- [Staff faculty survey results 11 9 141.pdf](#)
- [Stats for Fall 2014 Main Campus and Newark1.xlsx](#)
- [Stats excel for 2013 2014 for program review 11 18 142.xlsx](#)
- [SH readership summary October 20141.pdf](#)
- [SH101 Usage April 20141.ppt](#)