**Peralta Community College District**

**Program Review**

**College:** College of Alameda **Date:** March 8, 2010

**TITLE OF PROGRAM:** HEALTH SERVICES

**Self-Study Committee Members**:

Patricia Dudley, Health Services Coordinator

Indra Thadani, Health Services Coordinator, Laney College

**Validation Committee Members:**

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**Peralta Community College District**

**Health Services Program Review**

# Background Information

1. Descriptions
2. Unit

The college provides the services of one registered nurse to assist students in health matters. The Health Services Center is open for 30 hours a week, limited to the fall and spring semester (no summer or weekend hours).

The Center is located in F-105 of the Student Activities building and consists of a waiting room, examination room, office and bathroom. Layout was planned to enable two different groups to function independently in areas off the waiting room (i.e. a sexual health clinic can be held concurrently with a first aid station.)

Services that are provided include:

1. Health and safety education.
2. Assistance to clients with minor first aid problems and in emergencies.
3. Health evaluations for clients seeking assistance with personal health concerns.
4. Referrals to community agencies as appropriate.
5. Coordination of wellness programs with outside providers (eye care, flu shots, etc.).
6. History of Unit

When the college opened in 1970, health services were contracted out to the Alameda County Department of Health Services. Thirty hours per week of health services were available to staff and students. In 1972, a college nurse was hired to provide those health services. In addition to the nurse, the Peralta Police were available for emergency situations.

The current Health Services Coordinator was hired in 2002. The current offices were built and occupied in the fall of 2006.

On January 26, 2010, the Peralta Board of Trustees passed a resolution to commence charging a health fee for students in Fall 2010. Planning for this is underway.

1. Purposes and Needs Assessed
   1. The program addresses the needs for health education for health services and/or referral to community health services, for limited direct services within the licensure of a registered nurse, and for a safe and healthy education environment.
2. Current Components and Purposes

Student health and wellness:

* Educational programs comprise a major portion of health and wellness activities. The purpose of health-related activities and events is to bring a range of offerings to the college community.
* Individualized health services within the scope of a registered nursing license are offered on a daily basis to students. These are specifically tailored to each student with consideration to type of services needed, finances, home location and personal preference. Other services are available in collaboration with community resources.
* Mental health services consist of referrals for on-campus immediate intervention and community referral for crisis intervention and on-going therapy.

Safety: The purpose of Health Services participation in campus-wide safety concerns is to be generally responsible for the health and safety of the campus and its community and to provide expert opinion in specific areas.

1. Describe unique aspects of the program.
2. Health Services provides health and wellness educational programs for the campus community.
3. Health Services provides or refers for services that address the health needs (physical, emotional and/or spiritual) of our students.
4. Health Services provides an opportunity for students to utilize health resources in the community by providing them with information on sources of low cost or free services.
5. Health Services provides case management and advocacy services for students.
6. Health Services provides expertise in areas of health and safety matters for various campus and district groups.
7. Describe your current resources
   1. Financial resources: Health Services received a budget of approximately $6000 in the 2009-2010 year. This funding was sufficient for health education and health services as described above.
   2. Facilities: The facility is small but sufficient for current needs.
   3. Personnel: A registered nurse is employed for 175 days per year, 30 hours per week.
   4. Equipment and supplies: Sufficient equipment and supplies are provided or otherwise available with current budget.

1. Provide your program goals and show how they are measured

**Program Goal: Facilitate student learning and goal attainment by utilizing outstanding student support services, developmental education and foundation skills.** The following describe the services that may be approved when the Health Fee is initiated.

|  |  |  |
| --- | --- | --- |
| GOAL | HOW IS THE GOAL MEASURED  (INDICATORS) | WHAT ARE EXPECTED OUTCOMES |
| **Current Health Services:** we are requesting that the present health services, provided at Alameda, Laney and Merritt be maintained and extended to include Berkeley City College.  These services include but are not limited to: first aid, health education programs, smoking cessation, health and wellness counseling, triage, health insurance counseling, and referrals to off-site facilities (e.g. vision examinations and eyeglasses). | By 2013, a survey of student health indicates that more students are receiving quality health services. | A centralized health services clinic (Peralta Wellness Center) is providing services to students. A satellite clinic is maintained at COA. |
| **Mental Health Services:** we are requesting that two part-time (20 hours per week each) therapists be hired to serve all four campuses (a facility to be provided on each campus). | By 2013, a survey of student health indicates that more students are receiving quality health services. | A part-time mental health specialist is present on the COA campus. |
| **Family planning, sexually transmitted infections and women’s health:** we are requesting that a contract be established with a local clinic to provide these services at their clinic site, with blocks of time each week to accommodate priority appointments for Peralta students. | By 2013, a survey of student health indicates that more students are receiving quality health services. | The centralized “Peralta Wellness Center” provides these services. |
| **Services of a medical doctor and laboratory:** we are requesting that a contract be established with a local clinic to provide these services at their clinic site, with blocks of time each week to accommodate priority appointments for Peralta students.  These services should include, but not be limited to immunizations, assessment and diagnosis, prescriptions and lab tests.  The cost of medication is a serious concern, and an effort to subsidize these costs for students should be undertaken as soon as possible. | By 2013, a survey of student health indicates that more students are receiving quality health services. | The centralized “Peralta Wellness Center” provides these services, or arrangements have been made to provide these services at a local clinic. |

**II. Student Demographics of Those Using Your Services** (by numbers): Health Services cohort data for 2006-2009 analysis not yet received.

**III. Student Performance** **and Feedback:** Health Services cohort data for 2006-2009 analysis not yet received.

# IV. Program Effectiveness

* + - 1. Interdepartmental/Program/Campus collaboration: Committees:
  1. Membership in standing committees and governance groups: COA Crisis Team (chair); COA Safety Committee (chair of policy subcommittee), COA Academic Senate (secretary), COA Accreditation Recommendation #1 (co-chair), District Planning and Budget Committee (campus representative), Pandemic Task Force, District Safety Committee, Health Fee Initiative Committee, Student Services Council.
  2. How does the unit (and committees in which unit participates) support other administrative, student services and academic units in the college? Health Services participated in the development of guidelines and provides counseling and training on the management of disruptive students in the classroom.
  3. If your program does have an impact on other programs/departments/services, please describe the nature and effectiveness of the relationship.
     + - Instruction: Helping students to solve their health-related problems may contribute to each student’s ability to persevere in their academic pursuits.
* Cal WORKS: Health Services acts a consultant, provides advertising expertise, attends to some details of event preparation, and provides resources.
* Student Activities: Health Services acts a consultant, provides advertising expertise, attends to some details of event preparation, and provides resources.
* DSPS: Health Services acts a consultant in some areas.
* ASTI: Health Services acts a consultant in some areas.
* COA Safety Committee: Health Services acts as a representative for various college groups (student, faculty, classified) by brining safety issues forward. Health Services also acts a consultant for problem solving.
* General college community: Health Services provides education, consultation and referral for all aspects of the community.
  + - 1. Quantity of services delivered:
      2. 2006-2007: There were 397 visits involving more than minimal contact (health histories/ extensive charting) this academic year. These clients were composed of individuals who completed intake forms for health evaluations, not clients who used Health Services for brief visits (i.e. condoms, referrals, insurance information, etc.).
* Type of client: Employees (142), students (255) )other
* Types of Services: First aid (35), Health Education (71), Health Evaluation (206), none (1), Other (42), RN Assessment (42).
* Complexity of Visit: Less than 5 minutes (92), 5-15 minutes (190), 15-30 minutes (89), 30-45 minutes (14), 45-60 minutes (6), greater than 60 minutes (6).
* Other incidental visits (condom requests, student health insurance assistance, referrals, etc) Unknown.
  + - 1. 2007-2008: There were 223 visits involving Health Services 2007-2008. These clients were composed of individuals who completed intake forms for health evaluations, not clients who used Health Services for brief visits (i.e. condoms, referrals, insurance information, etc.).
* Type of client: Employees (50), students (170), visitors (3).
* Types of Services: First aid (31), Health Education (2), Health Evaluation (147), Other/None (22), RN Assessment (21).
* Complexity of Visit: Less than 5 minutes (23), 5-15 minutes (122), 15-30 minutes (52), 30-45 minutes (17), 45-60 minutes (2), greater than 60 minutes (7).
* Other incidental visits (condom requests, student health insurance assistance, referrals, etc) Unknown.
  + - 1. 2008-2009:There were 505 visits involving Health Services 2008-2009. A new method of counting visits was begun, to account for total numbers of students interacting with Health Services Coordinator. Of these visits, 269 of these visits were medical intervention visits and the following statistics refer to these visits only:
* Type of client: Employees (80), students (188), visitors (1).
* Types of Services: First aid (23), Health Education (2), Health Evaluation (197), over-the-counter drugs (1), Other (15), Rest Area (2), RN Assessment (29).
* Complexity of Visit: Less than 5 minutes (25), 5-15 minutes (174), 15-30 minutes (61), 30-45 minutes (5), 45-60 minutes (2), greater than 60 minutes (2).
* Other incidental visits: 236 of these visits are undocumented, involving supplies, health information, referrals, health insurance information, etc.

# V. Student Learning Outcomes

1. List the student learning outcomes that are presently being assessed. Describe the activities that will be or have been implemented to achieve the SLOs.

After receiving a Tuberculosis Screening Test, clients will demonstrate an increased understanding of the meaning of the skin test, TB disease transmission and the difference between TB disease and TB infection. Assessed by pre- and post-testing.

After participation in the Crisis Team Workshop, participants will demonstrate an increased understanding of actions to take for a student in crisis. Assessed by pre- and post-testing.

1. What additional student learning outcomes should be considered to demonstrate what your student should know and/or be able to do as a consequence of the service provided by your unit?

The new cohort of student health services will be district-wide. In order to measure the effectiveness of differently provided services, some funds from the new student health fee should be used to underwrite the National College Health Assessment test. This survey can be administered to students using the new Peralta Wellness Center, and those on campus that have chosen not to use, or have no need for, the Center. This will provide some measure of the impact of services on the student body.

# VI. Action Plan

1. Activities for the next cycle of program review in Health Services are dominated by the introduction of a health fee for students. Currently, planning is underway for the start of fee collection in April 2010, to begin services in Fall 2010. The health fee will only contribute about 25% to the overall total needed for a full-service clinic, as seen in other community college across the state.
2. In the Fall of 2009, community agencies were asked about their interest in administering a “Peralta Wellness Center.” A consortium of Asian Health Services, Clinic de la Raza and Lifelong medical Care responded and were chosen for this effort. Jen Lee, MPH, was appointed by Asian Health Services to coordinated the effort.
3. Single Stop USA has aligned with the initiation of the health fee to provide additional services for students, such as food stamps, tax assistance and one-on-one financial counseling (see below). There is no charge for these services. These services will initially be offered at another Peralta campus, but it is hoped that they will be offered on-site at some point.
4. Alameda County Health Services is assisting by providing expertise and will be indentifying other funding streams to support the clinic.
5. Plans are to offer services at a single large clinic at Laney College (due to centrality of transportation serves) and continue to offer the present health coordinator functions at the colleges presently served (including COA).

**Governing Board of the Peralta Community College District**

# Board Resolution 10/11-7

**Assessing Student Health Supervision and Services Fee (“Student Health Fee”)**

**Whereas**, to further the equality of the educational opportunity and success for all Peralta students, the student health services program will facilitate the physical, emotional and social well-being of students so as to contribute to student retention and academic success;

**Whereas**, the Peralta Community College District commissioned a needs assessment survey to assess the need for expanded campus-based health services. The survey, which was conducted in the spring of 2009, polled enrolled students asking them about where and how they currently get health care, how likely they would be to use expanded Peralta health care, and how much extra they would be willing to pay each semester to use campus-based health services. There was overwhelming support from survey participants for a student health program;

**Whereas,** the Board student services committee and the college nurses have collaborated to develop a health services program to benefit Peralta students;

**Whereas,** the Peralta Community College District and Alameda Health Care Services Agency have collaborated on the design and development of comprehensive health programming for Peralta students. Included was an analysis of revenue and reimbursement streams, capital needs, epidemiological and demographic data, review of best practices, and the regulatory requirements of any fee driven effort to expand services;

**Whereas**, the vision of Wilma Chan was to provide a quality health services program to Peralta students, the Associated Students of a Merritt College, Laney College, and College of Alameda passed a referendum in support of expanded and improved student health services. A Memorandum of Understanding (MOU) between Peralta Community College District and Alameda Health Care Services Agency (HCSA), regarding the development of health services at one or more of the Peralta campuses, was signed by the Board of Trustees. A Request for Interest was released to county indigent care facilities and one letter of response was received proposing collaboration between Asian Health Services, LifeLong Medical Care and La Clinica de la Raza. The letter of interest was approved by the Board Student Services committee.

**Whereas,** the State Legislature authorizes a community college governing board to require community college students to pay a fee for health supervision and services, including direct or indirect medical and hospitalization services, with the operation of the student health center or center's, or both in accordance with California Education Code Section 76355 and California Code of Regulations Sections 54700 et al;

**Whereas,** the student health services will include medical, dental, mental health, and health education, and that the burden of supporting a student health program is shared by all students through a general fee, the programs and services for which the funds are expended are sufficiently broad to meet health care needs of the general student body.

**Whereas**, the health services program is designed to contribute to the educational success of students, including student attendance, student retention, and student discipline;

**Whereas,** the student health fees will meet the health care needs of the general student body, and not just meet the health care needs of a select few to the exclusion of the general student body. Nothing shall prevent an exclusive service to a select group of students or service to the college faculty or staff; however, these services must be supported from sources other than the student health fee;

**Whereas,** $2,000,000 from measure A has been set aside for renovation of a facility to house the health clinic, HCSA agrees to provide $35,000 of support a year for two years for the RFI contingent upon a dollar for dollar match from Peralta, HCSA agrees to award a SingleStop USA award to the winning bidder of the RFI. SingleStop awards represent an annual commitment of $250,000;

***Therefore, be it resolved*** that The Peralta Community College District Board of Trustees hereby assesses each student seventeen dollars ($17) for each semester and fourteen dollars ($14) for each summer session or intercession of at least four weeks, effective 2010 fall semester. For every year afterwards, Board shall assess an increase by one dollar ($1) whenever the Implicit Price Deflator for State and Local Government Purchase of Goods and Services calculation produces an increase of one dollar above existing fee.

***Be it resolved*** ***that*** the Board hereby also assesses ten dollars ($10) for part-time students (that is, students enrolled less than nine units per semester, summer session, or intercession). For every year afterwards, Board shall assess an increase by one dollar ($1) whenever the Implicit Price Deflator for State and Local Government Purchase of Goods and Services calculation produces an increase of one dollar above existing fee.

***Be it resolved*** ***that*** this student health fee shall be mandatory for full-time and part-time students, including students taking only online classes, low-income students, and students who may choose not to use the health services.

***Be it resolved*** ***that*** the following students are exempt from this student health fee: (1) Students who depend exclusively upon prayer for healing in accordance with the teachings of a bona fide religious sect, denomination, or organization; (2) students who are attending a community college under an approved apprenticeship training program; and (3) non-credit students. The Board directs the Chancellor to establish procedures, including a student waiver form, to allow for these students to be exempted and to ensure reasonably that exempted students are aware of such exemption.

***Be it resolved*** ***that*** the Chancellor deposit all student health fees collected in a special restricted fund of the Peralta Community College District as designated by the California Community Colleges Budget and Accounting Manual, and the recording of income and expenditures shall be in accordance with the uniform system of accounting as prescribed by the California Community Colleges "Budget and Accounting Manual."

***Be it resolved*** ***that*** the student health supervision and services fees shall be expended only to cover the direct and indirect costs necessary to provide any, all of, or a portion of the student health programs and services, include the following:

(a) Clinical Care Services

(1) assessment, intervention, and referral for health services

(2) first aid and basic emergency care

(3) health appraisal

(4) communicable disease control

(b) Mental Health Services

(1) crisis management

(2) short-term psychological counseling

(3) alcohol/drug counseling

(4) eating disorders counseling

(5) stress management

(6) suicide prevention

(7) sexual harassment/assault recovery counseling program

(8) mental health assessment

(c) Support Services: A variety of services supporting the clinical and mental health efforts including, but not limited to: maintenance of health records in a confidential and ethical manner, laboratory, radiology, and/or pharmacy services.

(d) Special Services

(1) health education and promotion

(2) teaching and research

(3) student insurance programs

(4) environmental health and safety, including illness and injury prevention programs.

***Be it resolved*** ***that*** the student health fees may be expended for the following costs related to the provision of health services:

(a) Costs incurred in the planning, supervision, and evaluation of student health programs and services;  
(b) Administrative salaries (below the level of Dean or its equivalent);  
(c) Cost of instructional materials for health education;  
(d) Consultants directly involved in student health service programs;  
(e) Rental and lease of space for the conduct of student health programs and services;  
(f) Cost of equipment and medical supplies;  
(g) Salaries of student health personnel directly involved in the delivery of student health services (including fringe benefits);  
(h) Student health and/or hospitalization insurance; and   
(i) Travel with student health services funds is limited to student health personnel and only for student health related activities.

And that these identifiable expenses incurred which directly benefit the student health service program are allowable charges to the student health fund for the health services authorized by the Board. Where the expense is not exclusively for the student health program, only the prorated portion applicable to the student health service program may be charged against this fund.

***Be it resolved*** ***that*** that no student shall be denied a service supported by student health fees on account of participation in athletic programs.

***Be it resolved*** ***that*** the student health fees shall not be expended for the following expenses:

(a) Salaries of personnel not directly involved in the delivery of student health services;  
(b) Administrative salaries (assistant dean level or its equivalent and above);  
(c) Athletic trainers' salaries;  
(d) Athletic insurance for the intercollegiate athletic team;  
(e) Medical supplies for athletics;  
(f) Physical examinations for intercollegiate athletics;  
(g) Ambulance services and salaries of health professionals for athletic events;  
(h) Any deductible expenses for accident claims filed for athletic team members;  
(i) Sabbatical expenses for health service personnel; or

(j) Any other expense that is not available to all students.  
  
***Be it resolved*** ***that*** for the protection of a student's health and welfare, the parent or legal guardian of a minor must keep current at the minor's college(s) of attendance, emergency information including the home address and telephone number, business address, and telephone number of the parents or guardian, and the name, address, and telephone number of a relative or friend who is authorized to care for the student in any emergency situation if the parent or legal guardian cannot be reached.

***Be it resolved*** ***that*** the District may use funds from other District funds as startup costs, and may recover all or part of those funds from health fees collected within the first five years following the commencement of charging the fee, 2010 fall semester.

***Be it resolved*** ***that*** the District’s Measure A facility bond funds, currently allocated at $2 million, shall be expended to construct, renovate, and refurbish a clinical site for the health program at Laney College.

***Be it further resolved that*** this resolution shall be codified as board policy, and Chancellor is directed to establish procedures. Such Board Policy and Administrative Procedures on student health supervision and services fee will be available to all students for review.

APPROVED by majority vote at the regularly scheduled meeting of the Governing Board on January 26, 2010, unless the Board minutes reflect otherwise.

**Validation Team Report**

Unit reviewed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

Self-Study Team \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Summary of Findings**

**Part A.** Accuracy and Thoroughness of Self-Study/Action Plan (program strengths, areas for improvement, data collection, projection of future trends/support).

**Part B.** Validation Team Recommendations