

2017 Health Center Annual Program Plan

HEAL Health Center

I.A. Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College? (**Program Profile: Purpose**)

Narrative

Health Services (Health Center and Psychological Services)

Health Center is to provide health care services as well as education to all students/staff & faculty. Faculty and Staff provide immediate care for students urgent care needs and give health care referrals to outside agencies and other health care providers for the purpose of providing extensive support to those seeking medical care which falls beyond our scope of practice. Thus, assuring appropriate care is found on an individual basis for each student.

Specific goals are to be attained daily by focusing on every individuals immediate healthcare needs always assuring the necessary support is provided to allow individual to reach personal/ academic success. It is imperative that every individual is treated with care and empathy, building strong relationships that allow for a healthy growth.

Psychological Services offers short-term confidential individual counseling, crisis intervention, mental health and substance abuse assessments, and community referrals. The goal of counseling is to support students in identifying and managing personal concerns, learn more about themselves and make positive life changes. Talking about issues and concerns in a safe and confidential environment can enable students to become more successful in college and life.

II.A. Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. Programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities. (**Analysis: Progress on Prior Program Objectives (Goals) and Activities**)

Narrative

The Health Center has purchased an electronic records system but has been unable to fully implement the system. It is the department's goal to have implementation of the EMR system for the Health Center by Fall of 2017 and implementation of the EMR for Psychological Services by Spring of 2018.

A full time medical assistant/health educator is still needed for the Health Center. This position would enable the providers to see more students and to help the patient flow in the clinic. This individual would assist with the development of health education programs and workshops for students and provided needed outreach and in-reach to the campus community.

The number of students accessing the health center has grown dramatically in the past several years and the personnel in the health center has not mirrored this growth. In order to keep up the superior level of service and enhance and develop additional programs the health center requires additional personnel.

Psychological Services is anticipating hiring two additional part-time faculty members starting in Spring/Summer 2017.

II.B. Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur. (**Analysis: Program Environment**)

Narrative

Currently the only full-time employees are the Office Assistant II and the Director of Student Development. The Director also supervises the Center for Student Life and Leadership development. While relying on part-time faculty to facilitate services in the Health Center and Psychological Services has worked in terms of providing immediate care for students, it has not ensured the development of innovative practice techniques and use of technology, creation and evaluation of SLO's or further implementation of additional services to the campus community. Faculty schedules are completely booked due to increases in student need for both medical and psychological services so there is little time for other departmental planning. This has prevented items like the creation of student support groups and Men's Health Issues program from being fully implemented.

The addition of a full-time Health Educator/Medical Assistant position at the Program Services Coordinator level and the hiring of additional part-time psychological services counselors and interns would enable the department to expand services to the community. The department's current physical location provides limited privacy for students. In order to ensure student's privacy the department needs to be relocated or the current space needs to be reconfigured with private entrance/exit to the Health Center. City and County services have to transport students through the Student Services Center.

Despite these limitations the faculty and staff have been able to offer resources to faculty, staff and students:

College Health Fair (once a semester), Annual College Blood Drive, Informational Presentations to College Division Meetings, Faculty and staff consultations, Classroom Presentations, Mental Health Workshops and Seminars on Depression and Suicide Prevention Trainings (in partnership with San Mateo County Health Services), Dating Violence Awareness Workshops (Escalation in partnership with the Associated Students of Skyline College), Crisis Intervention Workshops, continued development of On-line Resources and service as first responders to on-campus crisis

- II.C.** (1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
- (2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable. (**Analysis: Student Learning Outcomes (SLOs and PSLOs)**)

Narrative

The Health Center currently has the following listed as student learning outcomes

SLO #1

Healthier Decisions: Students will be able to utilize the necessary information, resources, and options available for them to make sound educational, emotional, and health-related lifelong decisions

SLO#2

Improved coping: Students will be able to identify healthier coping skills and strategies for maintaining wellness, managing stress, managing anger, or meeting personal goals

Further development is needed to ensure that SLOs are fully evaluated and assessed. The staff will be meeting with PRIE to review the SLOs and create an effective evaluation process

The department is currently reviewing assessment and evaluation methods for these SLOs. The Administrator will be meeting with members of PRIE and the Health Services staff to further develop and evaluate SLOs for the Health Center and to develop SLOs for Psychological Services.

III.A. Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness. **(Reflection: Considering Key Findings)**

Narrative

Health Services is able to provide an high level of medical and psychological services to the campus community. In recent years the level of services and need have increased but the staffing has not been adapted to accommodate the growing student population. Health Services has been able to maintain a services and address new concerns through partnerships and collaboration with other student support services and local community resources but additional staffing would enable the department to expand services.

Relocating or redesigning the layout of the service area is also need to improve the privacy for students who use Health Services. The current office are located in the back of the Student Services Area in Building which is a high traffic area.

III.B. If the program participated in assessment of ISLOs this year:

- (1) What are the findings and/or conclusions drawn?
- (2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do. (**Reflection: ISLOs**)

Narrative

The department is currently reviewing assessment and evaluation methods for these SLOs. The Administrator will be meeting with members of PRIE and the Health Services staff to further develop and evaluate SLOs for the Health Center and to develop SLOs for Psychological Services.

IV.A. Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item. **(Strategy for Program Enhancement: Continuation/Modification)**

Narrative

- 1) Maintain effective, accessible, innovative and creative technology support services for students
 - a) Further development of online resources to include video training modules and other interactive media
 - b) An outside consultant was hired to assist with the development of educational programs that focused on Men's Health Issues and educational brochures. Consultant also reviewed best practices for Community College Health Services. The Consultant submitted the finished plans in February 2016. Staff has begun reviewing and material and plans to begin implementing suggestions in 2017-2018
- 2) Maintain effective professional development opportunities for medical practitioners and counselors to stay updated on current medical technics and best practices
- 3) Work with Public Safety Office, OVPSS, OVPI, College Disciplinary Officer, Disability Resource Center, Academic Senate and Classified Senate to develop resources for behavioral assessment and crisis intervention in the classroom
 - a) Publication of guidebook/manual
 - b) Develop workshops for faculty that are available in-person or online
- 4) Further development and assessment of Student Learning Outcomes
 - a) Assign faculty member to monitor and track SLO for their area
 - b) work in consultation with PRIE

Professional Development opportunities: California Student Health Conference, MWHHA Conference, Immunization Update, ASSIST Training, CPR Training, Mental Health First Aid, Contraceptive Technology, CERT Training, Disaster Training, CoverCA Conference, California Partnership of Health Care Advocates Conference all day conference, ACLS/BLS certification and the Health Services Association of California Community Colleges

Professional Development will improved student learning outcomes and keep medical providers and psychological services counselors up to date on current best practices.

IV.B. Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. **(Strategy for Program Enhancement: Action Plan and Resource Requests)**

Associated Objectives

 [249-Facilities](#)

Task Details Report

Planning Year: 2017-2018

Planning Unit: Health Center
Unit Manager: Cariadus, Amory

Objective: 248 - Personnel

Objective Description:

1. Medical Asst/Health Education
2. Paid graduate internship

Expansion of services within the department will require a staff person with medical skills and the ability to manage program development and other administrative duties

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The addition of a full-time Health Educator/Medical Assistant position at the Program Services Coordinator level and the hiring of additional part-time psychological services counselors and interns would enable the department to expand services to the community. The department's current physical location provides limited privacy for students. In order to ensure student's privacy the department needs to be relocated or the current space needs to be reconfigured with private entrance/exit to the Health Center. City and County services have to transport students through the Student Services Center.

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Start Date: 7/24/2017	Task Type: Department/Division/Unit	Priority Level: High	Task Order: 1
Due Date: 8/16/2017	Completion Date:	Task Status: New/Pending	Budget: \$55,440

Hiring of a Medical Asst/Health Education

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
1456	Health Center	Current Annual Salary	\$55440.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Start Date:
7/24/2017

Task Type:
Department/Division/Unit

Priority Level:
High

Task Order:
2

Due Date:
8/24/2017

Completion Date:

Task Status:
New/Pending

Budget:
\$20,000

Paid Graduate Internship

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
1459	Health Center	Estimated \$10,000 - 20,000	\$20000.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Health Center
Unit Manager: Cariadus, Amory

Objective: 249 - Facilities

Objective Description:

Health Center Relocation:
relocation or redesign of the current offices are need to provide privacy and additional services to students

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Start Date: 7/24/2017	Task Type:	Priority Level: High	Task Order: 1
Due Date: 8/16/2017	Completion Date:	Task Status: New/Pending	Budget: \$0

relocation or redesign of the current offices are need to provide privacy and additional services to students

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
6210	Health Center	Cost is unknown	\$0.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	
