

Basic Program Information

Department Name: Health Services

Division Name: Student Services

Program Mission:

The mission of Health & Psychological Services is to strengthen student learning, retention and success. This is facilitated by supporting the physical, emotional, and social well-being of students through accessible, high-quality, health activities and services. Our primary goal is to assist students in establishing healthy lifestyles which will have long-term benefits for them, their families and the community.

Total number of Full Time Faculty:	1
Total number of Part Time Faculty:	0

Existing Classified positions:	.5
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Program Review Team:

Name	Department	Position
Naomi Kitajima	Health Services	Director
Patricia Mesa	Health Services ½ time	Secretary I

Section 1. Data and Trend Analysis

1.1. Program/Department Data

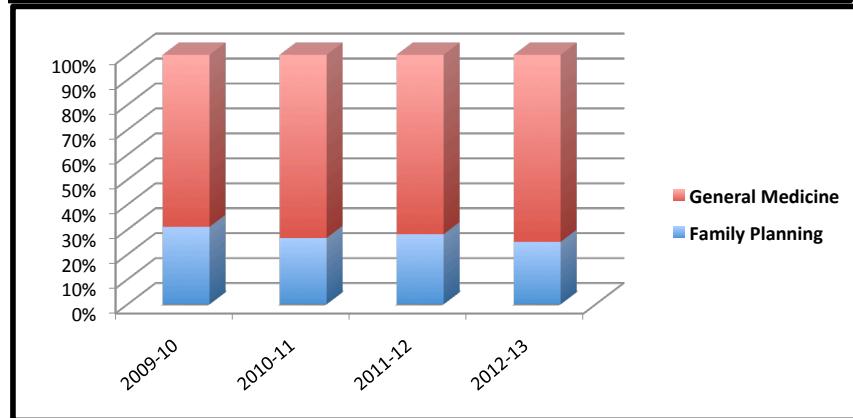
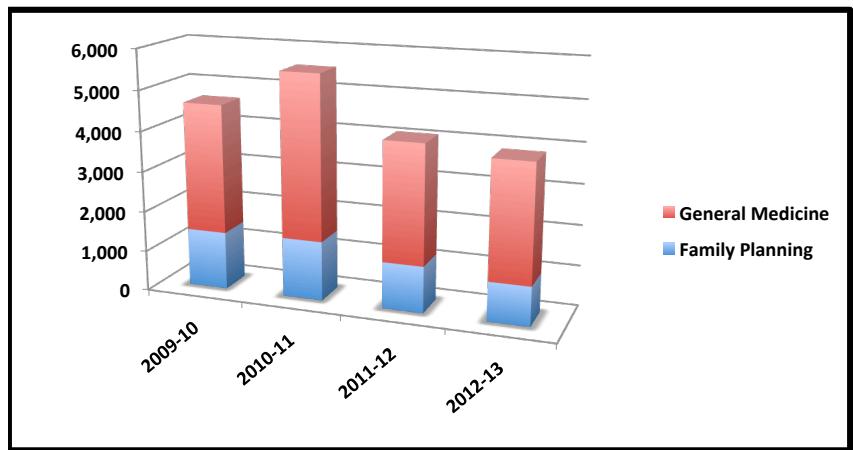
Dimension	2009-2010	2010-2011	2011-2012
Students Served	9,624	6,449	4,688
Full-time FTEF	1	1	1
Part-time TEA/Consultant			
Secretary I	.5	.5	.5
Smoke Cessation	.4	.4	.4
Nutritionist	.2	.2	0
Full-time Staff (Planned Parenthood)	2	2	1.5
Planned Parenthood			
Part-time Medical Assist/HSS	0.8	0.8	0.8
Part-time MD	0.2	0.2	0.2
Part-time NP/PA	0.4	0.4	0.4
FH Students	2	2	2

Dimension	2009-2010	2010-2011	2011-2012	2012-2013
Students Served	9,624	6,449	4,688	4,819
Full-time FTEF	1	1	1	1
Part-time TEA/Consultant				
Smoke Cessation	.4	.4	.4	0
Nutritionist	.2	.2	0	0
Full-time Staff (Planned Parenthood)	2	2	1.5	1.5
Planned Parenthood				
Part-time Medical Assist/HSS	0.8	0.8	0.8	0.8
Part-time MD	0.2	0.2	0.2	0
Part-time NP/PA	0.4	0.4	0.4	.4
FH Students	2	2	2	.5

1.2 Using the data provided above, include a short narrative analysis of the following indicators. Please attach supporting studies or data to the final program review submitted to your Dean.

Foothill College Health Services - Annual Patient Visits

	2009-10	2010-11	2011-12	2012-13
Family Planning	1,435	1,471	1148	969
Family Planning %	31%	27%	28%	25%
General Medicine	3,189	4,064	2,940	2,902
General Medicine %	69%	73%	72%	75%
TOTAL VISITS	4,624	5,535	4,088	3,871



1. Students served (How was this tracked? NeuSoft, NexGen What is the trend?):
 - a. Decline in staffing reflects less ability to accommodate students for appointments.
 - b. As the International student population increases, the clinic time dedicated to each student is 2-3xs that of a domestic student.
 - i. Require more time due to language barriers.
 - ii. Require detailed health education and prevention.
 - iii. Require 2-3xs the appointment time for an annual/PAP exam or reproductive visit.
 - c. With the advent of the Affordable Care Act, the trend for student access to community clinical services, may decrease the Foothill/Planned Parenthood census.
 - d. Approximately 40% of FH students qualify for State Office of Family Planning (SOFP) Sliding-scale services and are considered low income. 39% of the clinic appointments are SOFP funded (excluding immunizations/TB testing).
 - e. The Allied Health programs require physicals, labs and immunizations to be performed at Health Services for ease of communications and standardized screenings. There are approximately 400-450 physicals/year.
 - f. The staffing at Foothill College is primarily Planned Parenthood staffed. The Health Services Director is the only Foothill employee. Health Services is clinically compliant with all State and Federal regulations, but the PP employees are under the dictates of Planned Parenthood. Foothill does not have consistent staffing from PP and is not always part of the hiring process for the employee that is assigned to Health Services.
2. Demographic analysis (Is the ethnic breakdown of students you serve proportional to the general college ethnic distribution?)

2012-13 Foothill College (30,763)		2012-13 FH Health Services (4,819 Clinical appts)
Filipino	4%	-----
Amer Ind/Nat	1%	0.02%
Asian	26%	35.4%
Black	5%	0.3%
Unrecorded	5%	9.1%
Hispanic	20%	13%
Pac Isl/Haw	1%	2%
White	33%	28.09%
Multiracial	-----	3%
Unknown ethnicity	9%	0.6%

3. Please describe services offered off campus and how these services are assessed and measured.
 - a. Middlefield Campus
 - i. Over the Counter Medications \$2,500/yr
 - ii. Flu vax 2 evenings in Fall qtr—200 vax.
4. Staffing structure (Does the staffing structure meet the program or department's needs? **No** If yes, please explain. If not, consider the following prompts in framing your answer.)
 - i. Which aspects of the work are key to the institution's mission?

1. Transfer—Providing Entry and transfer physicals, immunizations to meet program standards.
2. Life-long learning—Teaching skills in self-care, prevention, life-long health skills and providing reproductive choices.
3. Public Health Infectious disease control (flu vax, Pertussis vaccine, TB screening, immunizations, pandemic surveillance)
4. Safety/Disaster (Emergency response in clinic, AED, District committees
5. Success--Retention of students on campus by providing a safe environment and preventative services/screenings (Lipid, diabetes, HIV/AIDS, hypertension, Breast Cancer, Smoke Cessation, Rape Prevention, Drug and Alcohol education, Suicide Prevention.

- ii. Has the staff increased, decreased or remained the same to meet those changes? **Decreased**
 1. Health Services staff reflects the diversity of the population served:
 - a. 2 Asian
 - b. 1 Black
 - c. 1 White
 - d. 1 Latina (1/2 time Health Services/Psych Services)
 - e. Students/Volunteer (1 Hispanic, 1 White, 1 Asian (fluent in Vietnamese)
 2. Health Services staff educational level:
 - a. 1 Doctorate/MD
 - b. 3 Master's
 - c. 2 Bachelor's
 - d. 1 Medical Assistant
 - e. Students/Volunteers (1 Paramedic, 1 Bachelor's RN, 1 student)
- iii. How has technology affected the workload in your office?
Definitely need Medical electronic charting.
- iv. Does the workload have significant peaks and valleys during the year? If so, describe.
Last two weeks of December, August and Spring break are slower.
Highest peaks are the first two months of each quarter, including summer quarter.
- v. Do you anticipate the workload will increase, decrease or remain constant in the upcoming one to three years?
Increase with increased International students and Allied Health physicals.

Is this a temporary situation?
Unknown with the advent of Universal Health Care

What steps can be taken to improve your program or department's organizational efficiency within its current budget?

Remove the Academic Counselor's from the Health Fee. Academic Counselors are an inefficient utilization of the Health fee. Ed Code Sect 76350-76395 states "All fees collected...shall be expended only to provide health services as specified". Academic Counselors are not health counselors, nor do they have documentation in official charting.

vi. What strategies have been used to improve the delivery of support services within the program or department?

The Health Services Director currently absorbs excess workload, functions as the Nurse Practitioner 2 days/week and back up clinician, plus functions as Administrator of the Health Services and directs Health Education programming and lecturing, plus functions as the HSS (Health Services Specialist for Planned Parenthood). The Director works throughout the summer and breaks and averages 50 hrs/week during the Academic year. (The Director is contracted to work 185 days/yr (academic calendar) 35hrs/week.)

Section 2. Learning Outcomes Assessment Summary

2.1.

Unit Assessment Report - Four Column

Foothill College
SA - Health Services

Mission Statement: The mission of Health & Psychological Services is to strengthen student learning, retention and success. This is facilitated by supporting the physical, emotional, and social well-being of students through accessible, high-quality, health activities and services. Our primary goal is to assist students in establishing healthy lifestyles which will have long-term benefits for them, their families and the community.

Primary Core Mission: Transfer
Secondary Core Mission: Basic Skills

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
<p>SA - Health Services - 1 - Smoking Cessation Services - Student will be aware of the college smoking policy and cessation services.</p> <p>Start Date: 01/13/2014 End Date: 01/05/2015 SA-SLO Status: Active</p>	<p>Assessment Method:</p> <ul style="list-style-type: none"> * American College Health Association (ACHA) National College Health Assessment Survey (NCHA) administered Spring 2013 to 139 Postsecondary College campuses (123,078 students) * Foothill College Health Services administered the same survey Spring 2010 (1,102 students) and Spring 2013 (1,015 students). The HSACCC (Health Services Assoc of CCC applied the ACHA-NCHA in Spring 2013 (every 3 yrs) and will compile consortium data for State-wide statistics on health issues. * ACHA-NCHA Spring 2013 survey (1,015 respondents) indicated: <ul style="list-style-type: none"> * 4.5% everyday usage of cigarettes * 13.1% usage in past month * 1.8% everyday usage of marijuana * 12.9% usage in past month * HSACCC authored Legislative bill AB795 was passed Jan 2012 providing for enforcement standards and fines on UCs, CSUs and CCC campuses. The ability to assess fines on the Foothill campus has markedly decreased smoking on the main campus. * HSACCC is actively supporting 100% smoke free campuses (including parking 		

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2.3 Service Area Student Learning Outcomes: Please provide observations and reflections below.

2.3.a What findings can be gathered from the SA-SLOs assessments?

Health Services census is decreasing, due to the increase in primary care appointments and immunizations/TB skin tests (primarily International students).

2.3.b Does any of the data suggest that revisions might be necessary in order for students to successfully achieve the SA-SLOs?

The domestic/resident students are not always able to access the Health Services because of the high International student utilization of Health Services.

2.3.c Do the SA-SLOs reflect the knowledge, skills and abilities students need from those services in order to succeed?

Yes

2.3.d How has assessment of SA-SLOs led to improvement in student success at the institution?

SAO #1 Improve health on individual student and improve the learning environment.
SAO#2 Increase student's awareness of sliding scale educational and clinical

services available a Planned Parenthood and the FH Health Services; reflected in the census.

SAO #3 Provide preventative immunizations, screenings for students; thus providing a “herd” protection of the Foothill Community.

SAO #4 Provide triage and first line primary care, reproductive health, primary care, transferring services provided at FH Health Services.

Section 3: Program Goals and Rationale

Program goals should be broad and incorporate some sort of measurable action that connects to Foothill's core missions, [Educational & Strategic Master Plan \(ESMP\)](#), the division plan, and SLOs.

3.1 Previous program goals from last academic year

Goal	Original Timeline	Actions Taken	Status/Modifications
SAO #1	2011 2012 (Fall) 2013 (Spring) ACHA-NCHA Survey 2013 FH/DA Smoking Survey 2013 HSACCC/Student Services CCC support of CCC 100% Smoke free campuses	* Passed AB795 • Institute AB795 • Completed Assess need for policy change	*Completed *Completed * See Attached *Pending
SAO #2	2013-14	• Increase census for reproductive visits	Completed
SAO #3	2012-13	Administered 954 flu vax	Completed
SAO #1	2012-13	Strive to meet increased demands with decreasing staff	Completed

3.2 New Goals: Goals can be multi-year

Goal	Timeline (long/short-term)	How will this goal improve student success or respond to other key college initiatives	Action Steps
Hire FTE Nurse Practitioner	Long-term	Provide quality, consistent service	Hire one NP to provide seamless services
Registered Dietician	Long-term	Facilitate services addressing obesity and HTN	Focus on HTN, Diabetes epidemic, obesity and exercise

Section 4: Program Resources and Support

4.1 Using the tables below, summarize your program's new, unfunded resource requests. Refer to the Operations Planning Committee website: <http://foothill.edu/president/operations.php> for current guiding principles, rubrics and resource allocation information.

Full Time Faculty and/or Staff Positions

Position	\$ Amount	Related Goal from Table in section 3.2 and/or rationale
Nurse Practitioner FTE	\$97,000/yr with benefits	MAA, International Students and Academic Counselors
Registered Dietician	\$20,000 without benefits	MAA, International Students and Academic Counselors

Unbudgeted Reassigned Time (calculate by % reassign time x salary/benefits of FT)

Position	\$ Amount	Related Goal from Table in section 3.2 and/or rationale
None		

One-time B Budget Augmentation

Description	\$ Amount	Related Goal from Table in section 3.2 and/or rationale
None		

Ongoing B Budget Augmentation

B Budget FOAP	\$ Amount	Related Goal from Table in section 3.2 and/or rationale
Staffing above	\$110,000	MAA, International Students and Academic Counselors

Facilities and Equipment

Facilities/Equipment Description	\$ Amount	Related Goal from Table in section 3.2 and/or rationale	
Complete construction and installation of disability accessible door for Psychological Services	\$12,000	*Compliance with National Ambulatory Care Accreditation standards. *Provide better access to services. *Provide efficient usage to the Health Services and Psychological Services	

Section 5: Program Strengths/Opportunities for Improvement

5.1 Address the concerns or recommendations that were made in prior program review cycles.

	INTERNAL FACTORS	EXTERNAL FACTORS
Strengths	<ul style="list-style-type: none"> * FH Health Services: <ul style="list-style-type: none"> * Facilitates transfer and entry of students to programs and colleges. * Provides Reproductive health (birth control, PAPs, STI, Emergency contraception, HIV and pregnancy testing) * Provides Public Health Infectious disease surveillance * Provides Safety/Disaster District guidelines and surveillance. * Provides public health screenings and Preventative Services Screenings: (Lipid, Diabetes, HIV/AIDS, hypertension, diabetes), Campaigns/Education: Breast CA, Nutrition, Smoke Cessation, Suicide Prevention. Campaigns/Education: <ul style="list-style-type: none"> • Compliance with Federal/State/Title V/District Board Policy—Programs such as Violence/Rape Prevention, Drug and Alcohol Prevention, HIPPA, Smoke Cessation all strive for a safer, healthier student population. 	<ul style="list-style-type: none"> * Students are encouraged to enroll in the Affordable Care Act * Collaborates with Planned Parenthood * Collaborates with Santa Clara County Public Health Dept. * Collaborates with ACHA (Amer College Health Assoc), HSACCC (State Health Services Assoc) & CCC Chancellor's Office *Follows Public health guidelines State & Fed
Weaknesses	<ul style="list-style-type: none"> * Inadequate staffing * Continue to educate the students on Health Services at FH. 	*Academic Counseling diverts approximately \$100,000/yr.
Opportunities	<ul style="list-style-type: none"> • Explore grants through Santa Clara County, the CCC Chancellor's office, Breathe California 	Grants are highly competitive and allocating staffing for generating grants is difficult.
Threats	<ul style="list-style-type: none"> * Provide less availability of services. Rotating 	Planned Parenthood also is

staffing given by Planned Parenthood.	having financial cutbacks.
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5.2 What statements of concern have been raised in the course of conducting the program review by faculty, administrators, students, or by any member of the program review team regarding overall program viability?

- Collaboration and communication with students and campus community by instituting a Medical Advisory Committee and continuing on campus/district committees that enhance the learning environment on campus and adds to the success of students academically.
- Collaborate to establish a campus-wide Behavioral Intervention Team
- Remove Academic Counselors from the Health Services account in compliance with Title V Reg 54702.
- Implement a DFSCA activities and Biennial Review

5.3 After reviewing the data, what strengths or positive trends would you like to highlight about your program?

* The Health Services is highly productive, fiscally sound and research based. The professional, diverse staff provides on-site emergency care, triage, first-line primary care, reproductive health, primary care, preventative education/screening, immunizations and physicals for transferring and entry students. The Health Services monitors safety and public health standards for the college and maintains critical communication with the CCCs, California State and Federal agencies concerning health issues.

Section 6: Feedback and Follow Up

This section is for the Dean to provide feedback.

6.1 Strengths and successes of the program as evidenced by the data and analysis:
Naomi runs a comprehensive Health Services operation that routinely passes audit with no exceptions. She has maintained an active role in statewide student health care conversations and hers is considered a "model" operation by surrounding Community Colleges. She and the Planned Parenthood staff treat students professionally and with the utmost respect.

As a result of Naomi's efforts, Foothill College participated in the 2012-13 National College Health Assessment (NCHA) survey. The survey provided significant data on health behaviors of Foothill students. Naomi has reviewed this data and her effort to obtain funding for a registered dietician is supported by the NCHA data.

Naomi provided key leadership to the No Smoking Campus initiative that was successfully passed and is now in place district-wide. The Health Services program supplies students with smoking-cessation materials free of charge, a significant benefit to a student attempting to quit smoking.

6.2 Areas of concern, if any:

The program has undergone a series of staffing changes in the past three years – all of those changes have been with our contracted services provider, Planned Parenthood. This puts extra strain on Naomi as the only available Nurse Practitioner.

The number of students served is declining in proportion to Foothill population but the time commitment to students remains high, as the population utilizing the on-campus services most frequently is our International student population. Funding from the International Office to support additional staffing ceased in 2011.

Naomi has consistently raised concern about a portion of mandated cost funds being directed to support academic counselors; however, the District has been reassured by Legal Counsel that the expense is justified. It is Naomi's desire that the approximately \$100,000, be utilized to support additional staffing in Health Services. While additional staffing would definitely facilitate additional health visits, I am not certain there is campus support for expanded operations. This is further confused by the lack of a district-wide commitment to the level of services we should be providing to students. (DeAnza's Health Services are not the same as those offered at Foothill.)

Additionally, it is unclear how the Affordable Care Act will impact campus health services.

6.3 Recommendations for improvement:

6.4 Recommended next steps:

- Proceed as planned on program review schedule
- Further review/Out of cycle in-depth review

Pat Hyland
Dean, Student Affairs & Activities
1/22/14

Section 7: Feedback and Follow Up

This section is for the Vice President, Student Services to provide feedback.

6.1 Strengths and successes of the program as evidenced by the data and analysis:
Health Services continues to provide excellent services for Foothill College students. Services are easily accessed and professionally coordinated.

6.2 Areas of concern, if any:

The data demonstrates that International students utilize an inordinate amount of appointment time and services at the Health Center. There should be discussion about the International Student Budget underwriting a portion of the expenses incurred for these services as they compare to costs for serving domestic students.

6.3 Recommendations for improvement:

None

6.4 Recommended next steps:

- Proceed as planned on program review schedule
- Further review/Out of cycle in-depth review

Denise Swett, EdD
Vice President, Student Services
1/22/14