Health Services:

• Program Review Non-instructional Cycle F 2015 Health Services

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

Date: 05/16/2016

Sorted by: Program

Health Services

PR Section 1.0

Program Review Non-instructional Cycle F 2015 Health Services

1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your program to the Mission, Vision, Core Values and College Goals. Summarize how your program supports each area.

Mission: *"We prepare students to be successful learners"*.

This is the mission of Fullerton College. Health Services believes that success cannot be achieved without good physical and emotional health. With this in mind, students' physical and emotional health should be the foundation of all decision-making and policies related to student success.

Vision: *Fullerton College will create a community that promotes inquiry and intellectual curiosity, personal growth and a life-long appreciation for the power of learning*.

Like the Mission, this Fullerton College vision cannot be achieved unless students' physical, behavioral and social health is considered in all decision-making and policies.

Table 1: FULLERTON COLLEGE CORE VALUES--HEALTH SERVICES

VALUES LINE COST	ACTIVITIES		TIME
We respect and value the diversity of our entire community.	• Provide health education brochures in various languages • Efforts are made to employ Health Services staff who represent the diversity of the student population • Health Services collaborates with other departments	On going Results evaluated annually	Recurring annual cost for maintenance of the Electronic Medical Record ($10,000) And one-time funding from Innovative Funding ($25,000 & one-time funding from Student Equity Funds ($12,000)

	to provide cultural programs (World Feast, programs to address violence, programs that address disease processes with may be more prevalent in certain populations • Health Services employees staff who speak multiple languages • Health Services, by law, is mandated to have adequate interpreters available for students who require this service • Health Services uses a public health approach to address inequity • Health Services have customized the Electronic Medical Record so that appropriate ethnic data may be obtained (utilization based on ethnic identification). This initiative is partially supported with funds from a 2013-2014 NOCCCD Innovative grant and a 2014-2015 Fullerton College Equity Grant[1]		
We value tradition and innovation.	• Tradition and innovation are juxtaposed and difficult to achieve in some settings; however, Health	On-going	Within budget-partial offset by fees, grants and SMAA (School-based Medi-Cal Administrative) funds

	Services has been able to separate these components and give them the attention needed to support Fullerton College students, staff and faculty. • Tradition: previous program reviews provide the foundation for this current review. The history and tradition of the college and Health Services are reflected throughout this program review. Based on the history and tradition of the program, efforts have been made to provide the necessary innovation to keep Health Services relevant. This will also be reflected throughout this report. Tradition gives Fullerton College a health center that was built in the 1971; innovation demands that this health center be retooled to provide necessary student, staff and faculty support for the 21st Century.		
We support the involvement of all in the decision-making process.	• Continue to include students on Student Health Advisory Committee • Continue efforts	ongoing Each semester	Within budget

	to retool the student portal to allow easier access for students to evaluate Health Services and provide continuous input. • Solicit input from various Campus committees/entities as requested and as needed about Health Services		

We expect everyone to continue growing and learning.	• Continue to invite speakers to provide staff with current medical information
	  • Encourage staff to maintain professional growth through continuing education classes
	  • Provide Health Seminars for students
	  • Provide annual training for staff
		Ongoing
		
		Yearly
		
		Yearly
			Within budget-partially offset by grants

We believe in the power of the individual and the strength of the group.	• Train Peer Health Educators to promote health education on campus
	  • Benchmark NCHA data regarding health/risk behaviors, academic performance and retention with demographic characteristics and incorporate into health promotion activities
	  • Benchmark
		Each Semester
		
		NCHA to be conducted spring 2016 and every 3 years
		
		HSACCC Survey to be done annually
			Within budget & Grant Supported when possible
			
			$1200 bi-annual-partial offset by grants

	Health Services Association of California Community Colleges (HSACCC) Data		
We expect everyone to display behavior in accordance with personal integrity and high ethical standards.	• Maintain HIPAA standards for confidentiality of records • All persons working in the health center, in any capacity, must sign a confidentiality agreement	[2]	Mandatory[3]
We accept our responsibility for the betterment of the world around us.	• Promote good health behaviors through all activities.[4]	ongoing	Within budget and as allowed through collaboration with other Fullerton College entities

College Goals:

1. Fullerton College will promote student success
2. Fullerton College will reduce the achievement gap
3. Fullerton College will strengthen connections with the community

[1] Tradition indicates that Health Services has always depended on grants to support some of its programs. This continues to be the case; however, continued success in this area is contingent upon a Fullerton College/NOCCCD infrastructure that understands and supports this activity.

[2] HIPAA standards were addressed in the previous program review; however this current review indicates that little has been done to ensure that the health center conforms to current HIPAA standards. At the time of this review, the entire building that comprises the Fullerton College Health Center is out of compliance with HIPAA standards for privacy. Despite minor remodeling in the 1980's, the health center continues to be out of compliance with HIPAA standards. Due to the more than 40-year old construction (45 years), it is not possible for patients not to over-hear HIPAA-protected conversations. As this has been addressed in previous reviews and represents substantial non-compliance with federal law, it must be corrected as soon as possible and this correction must be reflected in all future program reviews.

[3] Compliance issues are "Mandatory" and must be prioritized in all budgetary decision-making.

[4] Innovation demands that consideration be given to expanding the name of the health center to "Health & Wellness" or "Health and Counseling"—this is in line with 21st Century College Health and it also eliminates the current confusion that exists regarding Academic Counseling and Behavioral Counseling. Students have indicated,

in Student Health Advisory Committee (SHAC) meetings, that they were unaware that Health Services provided "Behavioral Health Counseling"

[1] HIPAA standards were addressed in the previous program review; however this current review indicates that little has been done to ensure that the health center conforms to current HIPAA standards. At the time of this review, the entire building that comprises the Fullerton College Health Center is out of compliance with HIPAA standards for privacy. Despite minor remodeling in the 1980's, the health center continues to be out of compliance with HIPAA standards. Due to the more than 40-year old construction (45 years), it is not possible for patients not to over-hear HIPAA-protected conversations. As this has been addressed in previous reviews and represents substantial non-compliance with federal law, it must be corrected as soon as possible and this correction must be reflected in all future program reviews.
[1] Compliance issues are "Mandatory" and must be prioritized in all budgetary decision-making.
[1] Innovation demands that consideration be given to expanding the name of the health center to "Health & Wellness" or "Health and Counseling"—this is in line with 21st Century College Health and it also eliminates the current confusion that exists regarding Academic Counseling and Behavioral Counseling. Students have indicated, in Student Health Advisory Committee (SHAC) meetings, that they were unaware that Health Services provided "Behavioral Health Counseling"

PR Section 4.1 - 4.2

Program Review Non-instructional Cycle F 2015 Health Services

4.1 - 4.2

4.1 List your SAO/SLOs and complete the expandable table below.

	Service Area Outcomes (SAO) / Student Learning Outcomes (SLO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1	SLO 1: Student completing a GYN intake visit will learn to identify reproductive health activities	6/30/11	6/30/2015	8/29/2015	6

	important to maintaining wellness				
2	SAO 1: Conversion from paper medical records to an electronic medical record (EMR) system will allow Health Services staff to more efficiently and expediently manage student requests for appointments and access to services	6/30/11	6/30/2015	8/29/2015	6
3	SAO 2: The Electronic Medical Record (EMR) will be customized to capture aggregate OB/GYN intake and historical data and sexual health intake data so that we can better define and understand this behavior and implement appropriate health education and clinical programs. **BASELINE:** Cl inical staff has noticed a various trends in sexual practice and	6/30/2015	6/30/2015	N/A	0

	knowledge. F or example, students appear to disclose bisexual behavior more readily than in the past. Increase d sexual risk- taking behavior is being observed in men who have sex with men and athletes.				
4	SLO 2: Students completing TIPS (Training for Intervention Procedures) will learn specific strategies and skills for intervening in alcohol related situations.	6/30/11	9/30/2015	N/A	1

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Student Services Division of Fullerton College			
Intended Outcomes	**Means of Assessment & Criteria for Success**	**Summary of Data Collected**	**Use of Results**
(SAO 1): Conversion from paper medical records to an electronic medical record (EMR) system will allow Health Services staff to more efficiently and expediently manage	• Monitor Student and Staff satisfaction reports. • Ability to generate useful reports • Ability to make inferences from	Staff did not use the EMR to its full capacity after implementation in 2011. Staff was retrained in the fall of 2015 and has since begun to use the EMR exclusively for narrative charting as	Data obtained from the EMR allows us to determine frequency of various types of visits; we are able to make ethnic and gender comparisons, as well as obtain other reports that allow

student requests for appointments and access to services.	samples	well as documenting medications, vital signs, and other patient data. Efforts are currently under way to interface all lab reports with the EMR, thus eliminating paper lab reports.	Health Services to evaluate services. Staff continues to require additional time to chart and efforts are currently under way to determine how to improve charting accuracy and efficiency.
(SAO 2): The Electronic Medical Record (EMR) will be customized to capture aggregate OB/GYN intake and historical data and sexual health intake data so that we can better define and understand this behavior and implement appropriate health education and clinical programs.	• Monitor Student and Staff satisfaction reports. • Ability to generate useful reports • Ability to make inferences from samples	This is a new SAO and no data are available at this time. This SAO replaced SLO 1, since proficiency was obtained.	N/A

Student Learning Outcomes Assessment for the Student Services Division of Fullerton College

Intended Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
SLO 1. Student completing a GYN intake visit will learn to identify reproductive health activities important to maintaining wellness	Pre-test/Post-test	Post Test results of indicated an understanding of 93% vs. the Pre-Test understanding of 50%.	Objective achieved; Continue sexual health education as indicated by SAO 2
SLO 2. Students completing	Pre-test/Post-test	No data collected due to vacancy in the	The TIPS program has been

TIPS (Training for Intervention Procedures) will learn specific strategies and skills for intervening in alcohol related situations.		Health Educator position and lack of personnel to maintain the program.	discontinued. This program focuses on training servers to dispense alcoholic drinks in a lawful and responsible manner. This type of program is not currently appropriate for the Health Center.

PR Section 4.3 - 4.6

Program Review Non-instructional Cycle F 2015 Health Services

4.3 - 4.6

4.3 How has assessment of program SAOs led to improvements <u>in services</u> provided to students by this program?

Assessment of program SAOs has provided this writer with the historical information necessary to understand the current status of Health Services. For example:

- In 2012 there was a goal to install a sound baffling system to minimize inadvertent and inappropriate sharing of confidential information by 2014. This goal has not been realized. Therefore, there have been 2 serious patient complaints about the lack of privacy and the inadvertent sharing of confidential information. The physical plant of the health center is not compliant with HIPAA guidelines.   This problem must be corrected as soon as possible.

- The previous program review (2012) identified the need to purchase sufficient computers/tablets to support the Electronic Medical Record and the use of the Electronic Medical Record. This goal has not been achieved. Failure to provide the necessary physical and technical support for Health Services, compromises Health Services' ability to meet the needs of students, staff, and faculty.

- The previous program review (2012) identified the need for a larger health center. This goal has not been realized. As a result, it is very difficult to bring the old physical plant up to the required standards and compliance and safety issues continue to emerge.

- The previous program review identified the need to install a hygienic flooring system that can be easily cleaned. This goal has not been realized; thus increasing the potential for the spread of disease and infection. As a result of this risk, the health center cannot be used as a host site for Kindercaminata activities as well as other activities where transmission of infection may be an issue.

- The previous program review (2012) identified a need to institutionalize the health education component of Health Services program offerings. This goal has not been realized and providing health education to the students has become more and more challenging. This has also decreased Health Services' ability to provide classroom presentations and other support that faculty and staff may need to enhance their instruction.

4.4 How has assessment of SLOs led to improvements <u>in student learning and achievement</u>?

The assessment of SLOs has led to improvements in the identification of meaningful and measurable SLO's

4.5 What challenges remain to make your program SAOs/SLOs more effective?

An extraordinary amount of time and resources are utilized in the program review; however, if the goals and recommendations are not followed, this is a waste of time. In 2012, a very thorough, useful program review was performed. Admittedly the SLOs could have been stronger; however, the SAOs were sound and very reasonable. There has been no indication that those involved in the 2012 program review were aware of these SAOs/SLOs; as a result, the Health Services physical plant is in "critical" condition. As previously indicated, there are serious compliance issues as well as safety issues. The challenge that remains is the ability to promote action in an area that has been sorely neglected.

4.6 Describe how the program's SAOs/SLOs are linked to the college's goals. (*See http://programreview.fullcoll.edu/*)

Students do not come to college for healthcare. They come to college to attain a good education. As a result, data shows that they can earn a higher income and thus enjoy a better quality of life. This being the case, the SAOs and SLOs described in this program review are designed to help students achieve their goal, to help students persist, to stay the course, and remain in college. Students who are physically, emotionally, and socially healthy have higher levels of persistence. The ultimate goal of health services is to help students persist. This program review should reflect that Health Services' SAOs and SLOs are designed to promote student success, reduce the achievement gap, and strengthen connections with communities by providing the resources necessary to help students persist.

4.7 Describe how the program's SAOs/SLOs support the achievement of the institution level SLOs.

All of the SAO/SLOs are designed to provide demonstrated support to students. Students cannot achieve any measure of success, if they are not physically and mentally healthy. Students cannot be successful, if they go home to social circumstances that are challenging and stressful—no food, no electricity or potable water, abuse, violence, and a multitude of other social stressors. While Health Services is supported by student fees, Health Services recognizes the importance of faculty and staff in student success. Faculty and staff must be supported. The classroom is like a garden. If the soil is not rich and fertile, plants will not grow. Faculty and staff need support so that their classroom becomes the fertile soil that allows students to learn, concentrate and be successful. Health Services must have the ability to respond to the needs of faculty and staff when they request in-services or classroom presentations. Health Services must have the ability to respond to faculty and staff when a student exhibits emotional/behavioral problems. When Health Services is deprived of support and resources the whole campus suffers.

Recent data from the Health Services Counseling Center Assessment of Psychological Symptoms indicates that environment/social/family factors have the largest impact on student persistence. This highlights the importance of community collaboration and strong ties with community healthcare providers.

4.8 A. **What methods are used to assess the program's success in serving the student population that interacts with your program?**

Data from the following: NCHA Survey, reports from the EMR, student satisfaction surveys, SHAC, narrative reports by students, faculty, and staff, data from the FC Office of Institutional Research, current research about mental health and college students as well as other factors that affect student achievement.

B.   What do the results of the above methods of assessment indicate about the effectiveness of the program?

This is a program that is in trouble. Many internal and external stressors are affecting the program's efficiency and effectiveness.

C. How were the assessment results used to make improvements to services provided by this program? Please provide examples.

In the case of the OB/GYN SLO, the need to look at other student behavior became obvious. There is a change in sexual behavior across all races/ethnicities, gender, and affiliation. For example, the OB/GYN SLO focused on women's sexual health; however, we have determined that we should look at sexual health behavior by gender, race, ethnicity, and group affiliation (athletes, LGBT, ect.). The improvement in the EMR allowed Health Services to extract valuable reports about clinical services and behavioral Health Services. These data also highlighted the need to look at data by cohorts as well as other characteristics. Having the ability to look at aggregate data is revolutionary. It highlights the progress that has been made as well as the progress that needs to be made. A large amount of student data continues to be unavailable because the data is housed in a paper chart, instead of the EMR.

PR Section 6.0 SAP w/o Resource Requests

Program Review Non-instructional Cycle F 2015 Health Services

Action Plans

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	(SAO 1): Identify and install a sound baffling system to minimize inadvertent and inappropriate sharing of confidential information.
List College goal/objective the plan meets:	College Goal #1: Fullerton College will promote student success Objective # 5: increase persistence rate of students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Students who have ***physical health challenges***, behavioral ***health challenges, and social challenges*** may have difficulty maintaining the perseverance necessary to remain in college. Therefore, Health Services

	must have a physical plant that enables Health Services to perform the tasks for which students pay. The Health Center is a very small, compact space. It is possible to hear conversation that takes place in the hallway, the counseling rooms and the examination rooms. The Health Insurance Portability and Accountability Act (HIPAA) compliance requires healthcare providers to protect the confidentiality of student information. The physical plant of the Health Center does not allow the Health Center to be in compliance with this law. **Responsible party(ies)--** Including but not limited to: Facilities, Health Services Director, Office of VP of Finance, possibly other with knowledge in this area
What *Measurable Outcome* is anticipated for this SAP?	Sound baffling/proofing system will be installed by fall 2016 There will be 0 episodes of breach of confidentiality due the physical plant. **BASELINE:** There have been 2 significant breaches of patient confidential information
What specific aspects of this SAP can be accomplished without additional financial resources?	Due to the immediacy of this problem, Health Services will use available SMAA funds to obtain a low-cost, temporary solution until a more permanent solution can be found.

STRATEGIC ACTION PLAN # 2	
Strategic Action Plan Name: (formerly called short-term goal)	(SAO 2): Health Services will double the capacity to provide mental health/emotional counseling services to help students problem solve, cope with stressors and remain in school
List College goal/objective the plan meets:	College Goal #1: Fullerton College will promote student success Objective 1: address the needs of under-prepared students Objective # 5: increase persistence rate of students College Goal 3: FC will strengthen

	connections with the Community Objective 5: Increase engagement of the college with the community through college events, community service, and other partnerships.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Students who have, **behavioral health challenges,** and social challenges may have difficulty maintaining the perseverance necessary to remain in college. The Health Center will convert the health educator office into another psychological counseling office. The health educator will occupy what is currently the Health Center conference room. This will allow Health Services to double its psychological counseling capacity. The Health Center currently provides 32 mental health counseling hours per week. This is less than 1FTE. This comes at a time when there have been 2 known student suicides and 1 known drug overdose. This also comes at a time when new programs to address the needs of under-prepared students and students who have suffered adverse socio-economic challenges are being implemented. There has been a significant increase in the severity of student mental health issues and more data must be collected to identify the cause while providing the necessary psychological counseling for the students **Responsible Party(ies)—**including but not limited to: psychology counseling staff, HS clerical/scheduling staff, HS Director, Office of Institutional Research, facilities—cleaning and reorganizing the designated space and Health Services staff—director, scheduling staff, and psychological counselors, ACT for any computing needs necessary for new staff, hardware and software
What *Measurable Outcome* is anticipated for this SAP?	Hire additional psychological counselors—an additional 40 hours of psychological counseling. 328 unduplicated psychological counseling sessions with an average minimum per person of 3 sessions. Complete 328 Counseling Center Assessment of Psychological Symptoms (CCAPS 64)—Intake assessments Complete 656 CCAPS 32—Counseling Progress Reports Health Services will assess the success rate of students who complete at least 80% of the

	recommended counseling sessions vs. those students who do not complete at least 80% of recommended counseling sessions. Continue to work with Cypress College to articulate a job description for a full-time, classified psychological counselor. Continue implementation of the Counseling Center Assessment of Psychological Symptoms (CCAPS) to assess students' responses to psychological counseling Continue to expand the community referral process to include a diverse group of psychological/behavioral health counselors to ensure that students have a choice in psychological counselors, provide counseling for individuals who demonstrate a need for long-term counseling or other special needs **BASELINE:** 164 unduplicated psychological counseling sessions in 2014-2015, average # of sessions per student = 3. The most common Problems were Depression (34%); Anxiety (15%); and a wide range of other psychological/emotional issues; many of the other issues were cases requiring very high levels of care and concern. 137 CCAPS 62 completed 36 CCAPS 32 completed 1 community referral organization for psychological counseling; but contract with this agency has not been implemented. HS currently has 12,000 in equity money to support this referral process. More than forty percent (41.5) of the student surveyed (FC NCHA Survey 2013) indicated that academics had been a source of trauma and very difficult for them to handle. This academic trauma/difficulty was related to multiple physical and psychological health issues.
What specific aspects of this SAP can be accomplished without additional financial resources?	Cleaning and reorganizing the counseling space can be done by facilities without additional financial resources.

STRATEGIC ACTION PLAN # 3	
Strategic Action Plan Name: (formerly called short-term goal)	

List College goal/objective the plan meets:	
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	
What *Measurable Outcome* is anticipated for this SAP?	
What specific aspects of this SAP can be accomplished without additional financial resources?	

STRATEGIC ACTION PLAN # 4	
Strategic Action Plan Name: (formerly called short-term goal)	(SAO 4): Health Services will provide student health education services necessary to support students--keep students healthy and in class—increase persistence.
List College goal/objective the plan meets:	College Goal #1: Fullerton College will promote student success Objective # 5: increase persistence rate of students College Goal 3: strengthen connections with the community Objective 5: increase engagement of the college with the community through college events, community service, and other partnerships
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Student Health Education is a recognized & necessary component of Student Health Services. Until 2011, the FC Health Center always had a full-time Health Educator. When changes were made to the NOCCCD hiring policy, the health educator was reduced to a professional expert, with limited hours to perform health education tasks, and no employee benefits. This led to the resignation of the long-term health educator and subsequently created a great deal of instability and lack of service in the health education component of Health Services. All students pay the health fee (unless they meet the Title V authorized exemption); however, all students do not come to the Health Center. Therefore, HS must provide access to students in other areas of the campus. This is done by offering special health education events on campus, classroom presentations, and other health education opportunities. Title V state that 100% of all

	students must be aware of the disposition of their Health fee. Health Education is necessary to meet this mandate.
What *Measurable Outcome* is anticipated for this SAP?	Health Services will use clinical data, the National College Health Assessment (NCHA) to assess students' knowledge of health and wellness, students' perceptions of their health status, student's perception of the health status of others, students' health risk behaviors, student's utilization of Health Services, etc., to assess student health needs. Based on student knowledge of health and wellness, and student health risk behaviors, implement appropriate health education, wellness, and mandatory/compliance (Title IX, Drug Free Schools, etc.) training Provide classroom presentations, special events, and other health education training to at least 10% of all enrolled students, and increase this # by at least 5% each semester Administer the NCHA Annual survey in spring 2016, use this survey as a baseline for the # of students who are aware of student Health Services; work to ensure that at least 75% of all enrolled students are aware of student Health Services Collaborate with community organizations to bring health education events to the campus. Such as, Great American Smoke Out, Spring Health Fair, Substance Abuse Fair, Violence Awareness Events (Title IX), etc. **BASELINE:** At this time, NOCCCD has approved a FT position description for a full-time Health Educator Coordinator. Health Services has also requested renovations to the HS Conference room that will increase health education productivity. **BASELINE:** Health Education Contacts in 1 academic year = 2,102 **BASELINE:** NCHA an average of 50% of student interviewed indicated that he/she had received health education information from FC
What specific aspects of this SAP can be accomplished without additional financial resources?	

STRATEGIC ACTION PLAN # 6
Strategic Action Plan Name:

(formerly called short-term goal)   (SAO 6): Health Services will collect data to assess treatment patterns for all students, paying specific attention to various cohorts, racial and ethnic groups; clinical services, behavioral health counseling, and health education will be provided to students. While the provision of student services is the primary goal of Health Services, the need to provide staff and faculty support are integral to the success of students. Therefore, faculty & staff support will also be provided to the extent necessary to support students.

List College goal/objective the plan meets: College Goal #2: Fullerton College will reduce the achievement gap
Objective #4: Increase persistence rate of Hispanic and African-American students by at least 2%
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.
    All Health Center staff is responsible for accurate documentation in the EMR. Additional data may be obtained from the Office of Institutional Research.

BASELINE: (This is not unduplicated data and one student may have had multiple encounters in the health center)
Hispanic/Mexican American/Chicano/Other Hispanic = 3,882 Encounters
Filipino = 150 Encounters
White Non-Hispanic = 1254 Encounters
Korean = 179 Encounters
Asian – 113 Encounters
Central American = 95 Encounters
African American, Non-Hispanic = 174 Encounters
Chinese = 139 Encounters
South American = 53 Encounters
Vietnamese = 154 Encounters
Ethnicity Unknown = 36 Encounters
Other Non-White = 7 Encounters
Asian Indian = 46 Encounters
Samoan/Hawaiian = 4 Encounters
Cambodian = 13 Encounters
American Indian/Alaskan Native = 32 Encounters
We have been unable to assess the relationship between ethnicity, equity, and student success.

What Measurable Outcome is anticipated for this SAP?
    Demographic, racial and ethnic data will be collected on all students who visit the Health Center
Appropriate cross tabulations will be done to assess relationships between variables; assess correlation between encounters, demographic and social variables and academic achievement (Dependent Variable = GPA).
Health Services will begin to work with EMR vendor to customize EMR to track student cohorts; for example, study abroad students, international students, student athletes, etc., as we have notice certain health behaviors which appear to be more prevalent in certain cohorts; also different cohorts exhibit different education needs.
All Health Center staff (100%) will receive annual training regarding all new upgrades to the EMR

What specific aspects of this SAP can be accomplished without additional financial resources?   All aspects of this SAP can be accomplished without additional financial resources.

STRATEGIC ACTION PLAN # 6

Strategic Action Plan Name: (formerly called short-term goal)	(SAO 6): Health Services will collect data to assess treatment patterns for all students, paying specific attention to various cohorts, racial and ethnic groups; clinical services, behavioral health counseling, and health education will be provided to students. While the provision of student services is the primary goal of Health Services, the need to provide staff and faculty support are integral to the success of students. Therefore, faculty & staff support will also be provided to the extent necessary to support students.
List College goal/objective the plan meets:	College Goal #2: Fullerton College will reduce the achievement gap Objective #4: Increase persistence rate of Hispanic and African-American students by at least 2%
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	All Health Center staff is responsible for accurate documentation in the EMR. Additional data may be obtained from the Office of Institutional Research. BASELINE: *(This is not unduplicated data and one student may have had multiple encounters in the health center)* Hispanic/Mexican American/Chicano/Other Hispanic = 3,882 Encounters Filipino = 150 Encounters White Non-Hispanic = 1254 Encounters Korean = 179 Encounters Asian – 113 Encounters Central American = 95 Encounters African American, Non-Hispanic = 174 Encounters Chinese = 139 Encounters South American = 53 Encounters Vietnamese = 154 Encounters Ethnicity Unknown = 36 Encounters Other Non-White = 7 Encounters Asian Indian = 46 Encounters Samoan/Hawaiian = 4 Encounters Cambodian = 13 Encounters American Indian/Alaskan Native = 32 Encounters We have been unable to assess the relationship between ethnicity, equity, and student success.
What *Measurable Outcome* is anticipated for this SAP?	Demographic, racial and ethnic data will be collected on all students who visit the Health Center

	Appropriate cross tabulations will be done to assess relationships between variables; assess correlation between encounters, demographic and social variables and academic achievement (Dependent Variable = GPA). Health Services will begin to work with EMR vendor to customize EMR to track student cohorts; for example, study abroad students, international students, student athletes, etc., as we have notice certain health behaviors which appear to be more prevalent in certain cohorts; also different cohorts exhibit different education needs. All Health Center staff (100%) will receive annual training regarding all new upgrades to the EMR
What specific aspects of this SAP can be accomplished without additional financial resources?	All aspects of this SAP can be accomplished without additional financial resources.

STRATEGIC ACTION PLAN # 7	
Strategic Action Plan Name: (formerly called short-term goal)	(SAO 7): Health Services will update all computer technology
List College goal/objective the plan meets:	College Goal #: 1: Promote student success Objective # 1-5 College Goal #2: Fullerton College will reduce the achievement gap Objective 1-4 Goal 3: Fullerton College will strengthen connections with the community
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Trying to work without adequate computing technology, is like trying to build a house without a hammer, nails, and building materials. It is not possible. All computers in the Health Center need to be updated or replaced. The monitors do not allow for proper display of many types of media, including the Health Services own web page. There may be other associated hard-ware/electrical needs.

What *Measurable Outcome* is anticipated for this SAP?	All computers will be adequately updated and Health Services will be able to display its own web page properly as well as any other media. Health Services will work with Campus ACT and other relevant entities to identify appropriate tablets/mobile technology that can be used in the exam rooms and at check-in (effort to facilitate privacy and efficiency). This will be done by the next program review cycle with plans for implementation during the next program review cycle.
What specific aspects of this SAP can be accomplished without additional financial resources?	Assessment of technology needs.

STRATEGIC ACTION PLAN # 8	
Strategic Action Plan Name: (formerly called short-term goal)	(SAO 8): Health Services should be given higher priority in the Prop J funding initiative.
List College goal/objective the plan meets:	College Goal #: 1: Promote student success Objective # 1-5 College Goal #2: Fullerton College will reduce the achievement gap Objective 1-4 Goal 3: Fullerton College will strengthen connections with the community
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	As per the previous program review, the Health Center is in need of significant structural work: HIPAA compliance (See SAO 1) The technology infrastructure in the Health Center is at maximum capacity and the IT hardware is outdated. This makes renovations difficult and expensive ***The glass at the reception window is not shatter proof. If broken, it will cause severe damage (possibly fatal) to anyone sitting behind the reception desk. ***The psychological counseling rooms do not have adequate safeguards to protect the counselors or other staff. ***The outer entry to the Health Center's Conference Room (Soon to be the Health Education Center) is not ADA compliant. While there is a ramp on the other

	side of the door, the "drop-off" at the conference room entrance is not ADA compliant and may pose a danger to anyone who walks out this door without being aware of the elevated ledge which, if stepped off, can cause severe injury. ***There are inadequate infection control mechanisms. These are compliance and safety issues which should not be ignored or delayed. **Responsible party(ies):** Fullerton College President, VP Finance, VPSS, NOCCCD, Risk Management, Facilities, Health Services Director, Dean of Counseling and Student Services or other direct supervisor to Health Services.
What *Measurable Outcome* is anticipated for this SAP?	Decision-makers will recognize the need to prioritize student health and safety and prioritize the construction of a new Health Center (or student services building) accordingly.
What specific aspects of this SAP can be accomplished without additional financial resources?	None

STRATEGIC ACTION PLAN # 9	
Strategic Action Plan Name: (formerly called short-term goal)	(SLO 1): Students will demonstrate understanding of health insurance, especially their own health insurance
List College goal/objective the plan meets:	College Goal #1: Promote Student Success Objective #5: Increase the persistence rate of students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Health insurance is a requirement in the 21st Century. It is not the purpose of Health Services to question federal, state, or local laws. Our goal is to comply with the laws of the land and help students to comply. Adverse health conditions and adverse financial consequences are sources of stress for students. Students who experience stress may have difficulty being successful and persisting. Since all of the students health needs cannot be met through Health Services, students need to know how to properly use their health insurance. **Responsible Parties:** Including but not

	limited to: Clinical staff in Health Services; campus and District ACT staff, admission staff (it may be determined that the most accurate and consistent way to obtain student insurance information is through MyGATEWAY and have the information transmitted to Health Services (PyraMed) via Banner. If this is the case, the assistance of ACT and the Admissions office is critical)
What *Measurable Outcome* is anticipated for this SAP?	80% of students who visit the Health Center will demonstrate proficiency in their knowledge of basic health insurance information (premium, deductible, co-payment, co-insurance, out-of-pocket) Efforts will begin define a process so that Health Services can accurately, efficiently and consistently collect student insurance information **BASELINE:** 68.5% of enrolled students had insurance in 2015 **BASELINE:** 11% of 232 students surveyed understood the following insurance terms: premium, deductible, copayment, coinsurance, out-of-pocket.
What specific aspects of this SAP can be accomplished without additional financial resources?	The SAP may be accomplished without additional financial resources.

STRATEGIC ACTION PLAN # 8	
Strategic Action Plan Name: (formerly called short-term goal)	(SAO 8): Health Services should be given higher priority in the Prop J funding initiative.
List College goal/objective the plan meets:	College Goal #: 1: Promote student success Objective # 1-5 College Goal #2: Fullerton College will reduce the achievement gap Objective 1-4 Goal 3: Fullerton College will strengthen connections with the community
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	As per the previous program review, the Health Center is in need of significant structural work: HIPAA compliance (See SAO 1) The technology infrastructure in the Health Center is at maximum capacity and the IT

	hardware is outdated. This makes renovations difficult and expensive ***The glass at the reception window is not shatter proof. If broken, it will cause severe damage (possibly fatal) to anyone sitting behind the reception desk. ***The psychological counseling rooms do not have adequate safeguards to protect the counselors or other staff. ***The outer entry to the Health Center's Conference Room (Soon to be the Health Education Center) is not ADA compliant. While there is a ramp on the other side of the door, the "drop-off" at the conference room entrance is not ADA compliant and may pose a danger to anyone who walks out this door without being aware of the elevated ledge which, if stepped off, can cause severe injury. ***There are inadequate infection control mechanisms. These are compliance and safety issues which should not be ignored or delayed. **Responsible party(ies):** Fullerton College President, VP Finance, VPSS, NOCCCD, Risk Management, Facilities, Health Services Director, Dean of Counseling and Student Services or other direct supervisor to Health Services.
What *Measurable Outcome* is anticipated for this SAP?	Decision-makers will recognize the need to prioritize student health and safety and prioritize the construction of a new Health Center (or student services building) accordingly.
What specific aspects of this SAP can be accomplished without additional financial resources?	None

STRATEGIC ACTION PLAN # 9	
Strategic Action Plan Name: (formerly called short-term goal)	(SLO 1): Students will demonstrate understanding of health insurance, especially their own health insurance
List College goal/objective the plan meets:	College Goal #1: Promote Student Success Objective #5: Increase the persistence rate of students
Briefly describe the	Health insurance is a requirement in the 21st Century. It is not the

SAP, including title of person(s) responsible and timeframe, in 150 words or less.	purpose of Health Services to question federal, state, or local laws. Our goal is to comply with the laws of the land and help students to comply. Adverse health conditions and adverse financial consequences are sources of stress for students. Students who experience stress may have difficulty being successful and persisting. Since all of the students health needs cannot be met through Health Services, students need to know how to properly use their health insurance. **Responsible Parties:** Including but not limited to: Clinical staff in Health Services; campus and District ACT staff, admission staff (it may be determined that the most accurate and consistent way to obtain student insurance information is through MyGATEWAY and have the information transmitted to Health Services (PyraMed) via Banner. If this is the case, the assistance of ACT and the Admissions office is critical)
What *Measurable Outcome* is anticipated for this SAP?	80% of students who visit the Health Center will demonstrate proficiency in their knowledge of basic health insurance information (premium, deductible, co-payment, co-insurance, out-of-pocket) Efforts will begin define a process so that Health Services can accurately, efficiently and consistently collect student insurance information **BASELINE:** 68.5% of enrolled students had insurance in 2015 **BASELINE:** 11% of 232 students surveyed understood the following insurance terms: premium, deductible, copayment, coinsurance, out-of-pocket.
What specific aspects of this SAP can be accomplished without additional financial resources?	The SAP may be accomplished without additional financial resources.

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 10	
Strategic Action Plan Name: (formerly called short-term goal)	(SLO 2): Students working as peer Health Educators in the Health Center will be successful as evidenced by persistence, graduation, or transfer
List College goal/objective the plan meets:	College Goal #1: Fullerton College will promote student success Objective # 5: increase persistence rate of students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Health Center is dependent upon the use of Certified Peer Health Educators to conduct many of our educational activities. We cannot have standards for our student workers which conflict with the goals and standards of Fullerton College/NOCCCD. Therefore, all students working as Peer Health Educators (PHEs) must maintain an acceptable GPA and they must graduate or transfer or persist (employment in

	health services requires that they maintain an appropriate GPA or engage in appropriate remediation) **Responsible Party(ies):** All Health Services Staff, student Peer Health Educators (PHEs)
What *Measurable Outcome* is anticipated for this SAP?	80% of all student PHEs will graduate, or transfer, or persist.
What specific aspects of this SAP can be accomplished without additional financial resources?	No additional financial resources are required for this SAP

STRATEGIC ACTION PLAN # 11

Strategic Action Plan Name: (formerly called short-term goal)	(SLO 3) Using data from the EMR, clinical data and behavioral health data, Health Services will collaborate with faculty and staff to offer necessary student health information (training)
List College goal/objective the plan meets:	College Goal #1: Fullerton College will Reduce the Achievement Gap Objective #2: Increase retention rate of Hispanic and Africa-American students by at least 2% Objective 4: Increase persistence rate of Hispanic and African-American students by at least 2%
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Promoting student success must be a team effort. Faculty is important members of the team. Efforts must be made to assess the needs of faculty/staff, as they relate to student physical health, mental health and social health, and provide resources that may be helpful to faculty/staff. **Responsible party(ies):** Health Educator, PHEs, Director, clinical staff, psychological counseling staff, faculty, staff and Deans. **BASELINE:** Clinical staff has noticed various trends in sexual practice and knowledge. For example, students appear to disclose bisexual behavior more readily than in the past. Increased sexual risk-taking behavior is being observed in men who have sex with men and athletes. **BASELINE:** Title IX and other mandated student training **BASELINE:** The Title IX training provided to athletes in the INCITE program was the most highly attended workshops. These workshops piloted the "Not Any More" training curriculum

What *Measurable Outcome* is anticipated for this SAP?	# of faculty/staff requests for classroom presentations. Pretest-Posttests (when possible and appropriate) Satisfaction surveys (students and faculty/staff) # of Student contacts
What specific aspects of this SAP can be accomplished without additional financial resources?	All educational materials and supplies except the software listed below.

STRATEGIC ACTION PLAN # 11

Strategic Action Plan Name: (formerly called short-term goal)	(SLO 3) Using data from the EMR, clinical data and behavioral health data, Health Services will collaborate with faculty and staff to offer necessary student health information (training)
List College goal/objective the plan meets:	College Goal #1: Fullerton College will Reduce the Achievement Gap Objective #2: Increase retention rate of Hispanic and Africa-American students by at least 2% Objective 4: Increase persistence rate of Hispanic and African-American students by at least 2%
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Promoting student success must be a team effort. Faculty is important members of the team. Efforts must be made to assess the needs of faculty/staff, as they relate to student physical health, mental health and social health, and provide resources that may be helpful to faculty/staff. **Responsible party(ies):** Health Educator, PHEs, Director, clinical staff, psychological counseling staff, faculty, staff and Deans. **BASELINE:** Clinical staff has noticed various trends in sexual practice and knowledge. For example, students appear to disclose bisexual behavior more readily than in the past. Increased sexual risk-taking behavior is being observed in men who have sex with men and athletes. **BASELINE:** Title IX and other mandated student training

	BASELINE: The Title IX training provided to athletes in the INCITE program was the most highly attended workshops. These workshops piloted the "Not Any More" training curriculum
What *Measurable Outcome* is anticipated for this SAP?	# of faculty/staff requests for classroom presentations. Pretest-Posttests (when possible and appropriate) Satisfaction surveys (students and faculty/staff) # of Student contacts
What specific aspects of this SAP can be accomplished without additional financial resources?	All educational materials and supplies except the software listed below.
If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.	