

▼ 🏛️ **Dept SS - (SD) Health Services**



**SS Program Review Reporting Year:** 2017-18

**SS 1a) Program Name:** Health Services (Clinical Health Services and Health Education and Wellness)

**SS 1b) Name(s) of the author(s) of this report:** Michele LeBleu-Burns, Mary Sullivan and Jim Thurber

**SS 1c) Number students served annually & trend increasing, even, decreasing:** The number of De Anza students seen to date in the Health Services Departments: The numbers of students seeking services and support in the clinic is increasing, particularly among low-income, uninsured and undocumented students. The following are numbers for the 2017-18 academic Year:

\* S.A.R.S. Appointments = 2753 (Through May 2nd, 2018). This is a 9.7% increase over last year

\* Clinic self-serve/Walk ins = 11,999 (only Feb-May 2018) increase of 6,009 walk-ins over previous year.

HE&W events & activity student contacts # 4177 - 4287 (Inform/welcome # 350-400; Club Day #870; Flu Clinic 620; Blood Drive #454; Chill City #525-580; Health Zone #180; Escalation workshop & training #55-60; Classroom visits [26] #1113; Smoking cessation #100)

**SS 1d) Who are the typical students served by this program?** : This department serves students campus-wide and all students who pay the student health fee are eligible to receive services from Student Health Services.

**SS 2a) What is the program Mission Statement?:** Clinical Health Services: The mission of De Anza College Health Services is to facilitate the educational success of our students by providing personalized and affordable medical care, health education and community resource information to promote their physical, social and emotional well-being.

Health Education and Wellness:

The mission of Health Education and Wellness is to maintain and improve, through educational experiences, the physical, mental, emotional, spiritual and social health of students at De Anza Community College. Through this work we strengthen and inspire the well-being of the entire college community.

**SS 2b) In what ways and to what extent does program assure the quality of its services to students?:** Program quality ensured through ongoing review of services, patient file review and student surveys.

**SS 2c) In what ways and to what extent does program support College Mission statement?:** See SSLO listing

**SS 3a) In what ways and to what extent does the program assure equitable access for all students?:** Program does outreach to targeted diverse student population (EOPS, ISP, CalWORKS, athletes, LEAD, Women's Studies...)

- Home (/tracdat/faces/...
- Academic Support A...
  - Program Review
  - Personnel (/tracdat/faces/assessment/assessment\_unit/personnel.xhtml)
- Academic Support As...
- Service Planning
- Mapping
- Reports
- Documents

«

**SS 3b) State ways and extent that program encourages personal and civic responsibility.:** Health, Education, & Wellness activities & events as well as individual clinical visits educate student toward healthy life habits.

**SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising:** Not Applicable

**SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity:** Educational programming geared to diverse student population. This includes educating students regarding health conditions that are prevalent among particular populations (gender, LGBTQI, ethnic group identification, etc)

**SS 3e) State ways & extent program regularly evaluates admissions & placement practices:** Not Applicable

**SS 3f) State ways & extent program maintain student records securely & confidentially?:** All patient files are maintained in a double locked, confidential file; all computers are protected through individual pass codes.

**SS 4a) Have there been any significant staffing changes since the last CPR?:** The clinic has lost of three (3) Full-Time long-term staff classified staff members and 2 Part-Time temporary staff members over the past three years. We have hired one full time (40 hr.) Admin assistant and one part time (20 hr.) evening Admin assistant to replace two positions which were vacant due to resignation. The third position will be filled by the end of the spring 2018 quarter. The long vacant RN position was increased from a 60% position to a full-time position and will be filled during the Fall quarter. The contract Physician was replaced with a Per Diem Physician and a part-time Physician's Assistant for less than 50% of the cost of the original contractor.

HE&W has reduced to only 1 staff (faculty) member.

**SS 4b) Are there any significant staffing changes that will be needed over the next five years?:** A restructuring of the current staffing model in the Health Clinic and increased staffing in Health Education and Wellness and Psychological Services is needed. A full time Clinic Director position will be filled in the 2018-2019 academic year.

**SS 4b) Are there any significant staffing changes that will be needed over the next five years?:** see above.

**SS 5a) Have there been any significant facility changes since the last CPR?:** The clinic underwent an upgrade during 8/2017. This comprised of upgraded office equipment for each office, new paint, new carpeting, new exam tables, new chairs, upgraded hallway with pull down chair, nursing station, and new electronics.

**SS 5b) Are there any significant facility changes that will be needed over the next five years?:** A separate lobby and patient waiting area is needed. Currently, we use the lobby/patient waiting area for all patient reception and some limited procedures. A third exam room/treatment room is needed due to the increase in patients and procedures provided. The current space as configured is severely inadequate for the number of students currently being served in the clinic. This creates concerns regarding patient privacy and potential HIPPA violations.

**SS 6a) Have there been any significant equipment changes since the last**

- Home (/tracdat/faces/...
- Academic Support A...✓
- Program Review
- Personnel (/tracdat/faces/assessment/assessment\_unit/personnel.xhtml)
- Academic Support As...✓
- Service Planning ✓
- Mapping ✓
- Reports ✓
- Documents ✓

⏪

**CPR?:** Health Services has acquired one (1) new copy machine, one printer and two (2) exam tables. There have also been several small pieces of equipment purchased for the clinic including a digital scale to replace the old scale, and oxygen tank wall mounts, a microscope for lab work, and disaster kits for emergency response.

**SS 6b) Are there any significant equipment changes that will be needed over the next five years?:** Yes, updated clinic equipment and furniture, fixtures and other miscellaneous equipment.

**SS 7a) Have there been any significant operational cost changes since the last CPR?:** The clinic has been updated which was a significant cost. In addition, the Contract Medical Director was replaced with a part time contract physician hired via a medical professional staffing agency at a savings of over 50%.

**SS 7b) Will any significant operational cost changes be needed over the next 5 years? :** An electronic medical records system will be needed in the coming years.

**SS 8a) Have there been any significant organizational alignment changes since the last CPR?:** Changes to the medical direction of the clinic.

**SS 8b) Are there any significant organizational alignment changes that will be needed over the next :** The current medical direction staffing model will need to be reviewed annually. In addition, a full-time Clinic Director will need to be hired. The current structure of the medical clinic is unsustainable long-term without a clinic director. Additional staffing will also need to be added to HE&W and Psychological services including a Health Education Nurse and a front desk receptionist/clerical support classified professional for Psychological Services.

**SS 9a) Have there been any significant changes in regulations/laws/policies since the last CPR?:** Yes, TB laws (AB1667/SB1038); updated HIPPA regulations. both of these regulations have a significant impact on how services are provided. Due to the passage of AB 1667/SB1038 School employees are no longer automatically given a skin test to determine if they have been exposed to Tuberculosis. Now each employee must be screened to determine if they have risk factors. If they do not, they are certified as risk free. If they are at risk, they must undergo a deeper level of evaluation and be examined by a physician. The changes in HIPPA regulations require medical facilities to guard confidential patient information in all forms including verbal and electronic and enhanced the penalties for failing to do so.

**SS 9b) State significant changes in regulations/laws/policies affecting program over next 5 years.:** Unknown.

**SS 10a) State any significant professional development activities for the program since last CPR.:** Health Services Administrators of California Community Colleges (HSACCC) training/conference; National Association of Student Personnel Administrator's Mental Health, Drug and Alcohol and Sexual Violence Prevention Conference

**SS 10b) State any significant professional development needs for the program for the next 5 years.:** The Nurse Practitioners and RNs require a minimum of 60 hours of continuing education every two years. In the past, we have used conferences to fill the need, however, there are other educational opportunities available that not only fill the need, and they refresh and empower the employees.

- Home (/tracdat/faces/...
- Academic Support A...
  - Program Review
  - Personnel (/tracdat/faces/assessment/assessment\_unit/personnel.xhtml)
- Academic Support As...
- Service Planning
- Mapping
- Reports
- Documents

«

Staffing and budgeting need to be available to allow attendance.

**SS 11a) Have there been any significant curriculum since the last CPR?:**

Health Education & Wellness has implemented Escalation Workshop on warning signs for relationship violence (see attached flyer).

**SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.:** Unknown.

**SS 11c) State the aggregate student success rate in the instructional portions of the program?:** Escalation workshop evaluation showed 81% agree/strongly agree that after attending workshop:

- Aware unhealthy relationship behavior can become abusive.
- Understand relationship abuse is present in my life/friend's lives.
- Aware of resources on and off campus available to help.
- Will speak up if see unhealthy abusive relationships.

**SS 11d) State gap of student success rates with targeted groups.:** Not Applicable

**SS 12a) Have there been any other significant program changes since the last CPR?:** None.

**SS 2b) Are there any other significant issues that will affect the program over the next five years?:** Yes, more staffing changes will be needed; concerns about funding due to declining enrollment at the college. This is a concern because the entire program budget is derived from student health fees, which are based upon the college's total student headcount. If enrollment continues to decline, the current model of providing health services to students will not financially sustainable over time, due to the reduction in revenue and the increased cost of providing the services.

**SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?:** Not Applicable

**SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?:** Not Applicable

**SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.:** Not Applicable

**SS 14a) What are the current/active program outcome statements?:**

Health\_SSLO\_1 Students will identify where Health Services is located on campus and identify at least three services provided.

- Health\_SSLO\_3 Students will utilize wellness resources in Student Health Services to allow themselves to make health choices during their current school day.
- Health\_SSLO\_4 Students will be able to access Student Health Services for information, resources and treatment to stay on campus to complete their school day.
- Health\_SSLO\_5 Students will improve their ability to recognize suicide contemplation warning signs, and will demonstrate an enhanced understanding of steps they can personally take to help save lives.
- Health\_SSLO\_6 Students will demonstrate healthy sexual behavior

**SS 14b) How many SSLO/SLO statements have been assessed since the last CPR?:** Five SSLO/SLO statements have been assessed since the last CPR.

**SS 14c) Summarize the outcomes assessment findings and resulting**



Home (/tracdat/faces/...

Academic Support A..

Program Review

Personnel (/tracdat/faces/assessment/assessment\_unit/personnel.xhtml)

Academic Support As..

Service Planning

Mapping

Reports

Documents



### program enhancements since last CPR:

94 students were quizzed during classroom presentations for the Health Education presentations. Students correctly answered 80% or greater with three of the six questions. Answers were correct as follows: question 1 -98%; question 2 -76%; question 3 -82%; questions 4 - 60%; question 5 64%; question 6 88%. Some of the confusion was due to the changes in new HIV testing. Classroom outreach was expanded this year and has been successful in increasing awareness of health issues and services

Students were also quizzed for the Escalation Workshops conducted during the 2017-18 academic year. All of the students, found the information to be useful informative and important (see attached survey results).

**SS 14d) What are the program outcome assessment plans for the next five years?:** Unknown due to staffing.

**SS 15) Analysis of the program from last CPR to now to 2018-19.:** We have adjusted the services provided in the clinic to meet the needs of students: TB walk in, Flu shots, early Nursing interventions. The current nursing staff have only been working in the clinic for the past two years. Program services have been expanded/adjusted in the 8 years since 2008-09 in response to changes in student health needs. There is a greater need for mental health support (stress, anxiety, depression, suicide, increased violence, abusive relationships, internet abuse/misuse), physical health education (increase chronic conditions in young adults - obesity, diabetes, cardiac issues, sleep issues, Sexually Transmitted Infections - 20 year high nationwide) as indicated in the National College Health Association (NCHA) survey data - 2011, 2013, 2016.

As we move forward, we continue to track health changes in the college population through NCHA survey, Santa Clara Public Health Dept., and HE&W survey data. We adjust program focus to address the most pressing needs, noting a trend of student's reliance on Student Health Services to bridge the gap in their lack of personal health care insurance (Affordable Care Act) and reduction in financial resources.

**SS 16a) Name of the Division and the names of the programs.:** Student Development Division:

- Health Services (Health Education and Wellness, Psychological Services, Clinical Services)

- Extended Opportunities Programs and Services

- College Life (DASB and ICC, Student ID, Eco Pass, Flea Market)

- Student Judicial Affairs

- HEART (Harm Evaluation Assessment Reduction Team)

- Americans with Disabilities Act (ADA)/504 Compliance

- Unlawful Harassment and Discrimination Coordination

**SS 16b) Who wrote the Divisional Perspective?:** Michele LeBleu-Burns, Dean, Student Development and EOPS/CARE

**SS 16c) Summarize the CPRs written by the programs of the Division.:** The



Home (/tracdat/faces/...

**Academic Support A..** ✓

Program Review

Personnel (/tracdat/faces/assessment/assessment\_unit/personnel.xhtml)

Academic Support As..

Service Planning

Mapping

Reports

Documents



Student Development Division, which is comprised of Extended Opportunities Programs and Services, the Office of College Life, Health Services, Student Judicial Affairs and ADA/504. Has continued to grow over the past several years as program areas have been added or developed to address the educational, social, learning and development needs of a diverse student population, by cultivating strategic partnerships with other student services and instructional departments/divisions, faculty, staff and administrators. Due to the length of tenure of the division employees, changes in the form of employee retirements will be a challenge over the next several years. In addition, declining enrollment has and will potentially have a continued negative effect on department revenues. This is specifically true for College Life, which relies on student body card sales and Flea Market revenues to support clubs and student government and the many campus programs funded by the student body senate including student tutoring, athletics, Vasconcellos Institute for Democracy in Action (VIDA) and the Honors Program to name a few. Health Services, which includes Clinical Health Services, Health Education and Wellness and Psychological Services have also seen declining revenues from the health fee as a result of the decrease of enrollment college-wide. Despite these challenges, the division has consistently provided high quality, student centered services to De Anza College Students.



# one love

## Escalation Survey

Thank you for participating in the Escalation Workshop! We hope that your workshop sparked a great conversation and that you are inspired to join our movement to end relationship abuse.

Loved the workshop? Thinking of ways it might be improved? We appreciate any feedback you can provide in the survey below. Please give us you honest thoughts, reflections, and suggestions!

\* 1 This workshop was organized by: **DASB student ambassadors & Health Services (Mary Sullivan)**

\* 2 I'm participating with what student group: **De Anza Associate Student Body – DASB Officers**

\* 3 How many people were in your discussion group? **5-15 people – avg 10**

\* 4 Who was your facilitator? **Maharshi Mandal, Kamyar Saii, Imad Ballout**

\* 5 I felt my facilitator was prepared for the discussion and they created an environment for a safe and open dialogue.

Circle one: Strongly Disagree Disagree Undecided Agree Strongly Agree  
#8 #14

\* 6 Escalation made me more aware of the unhealthy relationship behaviors that can become abuse.

Circle one: StronglyDisagree Disagree Undecided Agree Strongly Agree  
#9 #13

\* 7 The workshop helped me understand that relationship abuse is present in my life or in my friends' lives.

Circle one: StronglyDisagree Disagree Undecided Agree Strongly Agree  
#1 #1 #12 #8

**\* 8 The conversation that took place in the workshop helped me better understand how my peers think about healthy and unhealthy relationships.**

**Circle one:**                      **StronglyDisagree**      **Disagree**                      **Undecided**                      **Agree**                      **Strongly Agree**  
#12                      #10

**\* 9 The workshop made me more aware of resources available to help my friends and I if one of us were in an abusive relationship.**

**Circle one:**                      **StronglyDisagree**      **Disagree**                      **Undecided**                      **Agree**                      **Strongly Agree**  
#1                      #1                      #12                      #8

**\* 10 Because of the workshop, I will speak up if I see unhealthy and abusive relationship behaviors in my friends' or my relationships.**

**Circle one:**                      **StronglyDisagree**      **Disagree**                      **Undecided**                      **Agree**                      **Strongly Agree**  
#5                      #17

**\* 11 Would you recommend this workshop to a friend?**

Yes #22

No

**12 Why?**

- You can never get too much information about emotional abuse.
- Very informative – everybody should know
- So students can see what inaction can lead to.
- Because it is necessary to see the signs in order to stop it.
- Students need to be aware.
- It's very inspiring and calls on a lot of thoughts.
- It is resourceful and helps us understand signs of an abusive relationship.
- It's informative and gracefully touches on a sensitive issue.
- Humanizes on important social issue.
- It was VERY powerful.
- It's important especially for youngsters.
- It's helpful to understand how to respect each other in a relationship.
- Eye opening and emotionally charged.
- It is very educational.
- It changed my mind on different aspects.
- It is very important to recognize this issue.
- The video was a lot more realistic than other relationship abuse videos I've seen. It also made me realize how small behaviors can escalate quickly.

**\* 13 Do you think all students at your school should participate in this workshop before they graduate/leave?**

Yes #21

No #1



## 14 Why?

- Students need to be aware of this.
- You can never get too much information about emotional abuse.
- To create a society where abusive behavior isn't tolerated.
- I would try to discuss with students to see which issue should be most addressed
- It's important to gain the knowledge at their youth. It's part of the education we should receive.
- It is important to spread awareness among De Anza students.
- It's a very prevalent issue that need to be addressed.
- Community colleges need better domestic violence training.
- Everyone needs to be aware of this.
- It's helpful.
- It's mandatory to show students and promote awareness.
- It is a good influence.
- Bring out the awareness of this issue.
- It is important for students to know that they shouldn't wait for something "big" to happen to intervene, because it may be too late.

15 After completing this workshop, I want to be further involved with One Love and the movement to end relationship abuse.

- Yes #11
- No #3
- Not Sure #8

16 If I could change anything about the workshop it would be:

- To have more discussion questions that make students think more.
- Nothing (x 3 responders)
- More centered questions.
- Referencing male privilege/oppression of women.
- Talk more about the resources you mention on #9 question. Also talk about emotional abuse and other abusive environments – maybe family.
- More publicity.
- Nice idea. People have short attention span. More effort to make habitual changes to culture.
- Length (if all students were required); wasn't an issue for our workshop.
- Know more about the positive outcomes of this workshop – such as it has saved men's lives.
- Watch out for my friends.
- Update video.
- A message from the victim's family.
- Not to present the video in such a generic way – with a white heterosexual couple.



# DeAnza Health, Education & Wellness

## Classroom Presentation Evaluation: Laura Chin (2 classes) #55 & 45 4/30/18

---

1. Presentation was helpful to me and my studies at De Anza?

Strongly disagree	Disagree	Undecided	Agree	Strongly Agree
	2	4	27	45

2. Presenter created environment for safe and open dialogue?

Strongly disagree	Disagree	Undecided	Agree	Strongly Agree
	1	2	22	53

3. Presentation increased my awareness of free services/products available at Student Health Services?

Strongly disagree	Disagree	Undecided	Agree	Strongly Agree
	1		23	53

4. The presentation helped me understand the location of these services on campus?

Strongly disagree	Disagree	Undecided	Agree	Strongly Agree
	1	1	18	56

5. The presentation helped me recognize ways that Health Service can help me be healthy & successful at DeAnza?

Strongly disagree	Disagree	Undecided	Agree	Strongly Agree
			26	55

6. The presentation made me familiar with characteristics of unhealthy relationship & resources available to help?

Strongly disagree	Disagree	Undecided	Agree	Strongly Agree
	4	1	27	45

7. Because of the presentation, I will visit health services this quarter.

Strongly disagree	Disagree	Undecided	Agree	Strongly Agree
2		14	23	39

**If you could change anything about the presentation, it would be:**

**Comments:**

It was informative and great!

Too lengthy

Nothing – presentation was very clear and informative.

Visual aid? (Ex: slideshow)

Nothing – I thought it was really informative and - I am interested in taking a trip

**What did you like about the presentation or wished there was more of:**

**Comments:**

Short video clips

Lots of information given and the prizes

Talking about healthy relationships

I liked the presentation as I didn't know about free medication at Health Services

Presenter's energy

I liked that examples were shown of what Health Services has – including free stuff!

Everything fully explained in clear detail.

Very informative, cover a wide range of topics

Very clear and relatable. Candy as reward kept class engaged.

Valuable information – gave location and examples of situations and how we can react to them

More of enforcement of being responsible

Funny video at the end

More time – it felt a little rushed

Easy to listen to/doesn't sound still of reading a script

It's good for people who don't know, maybe talk more about visits for women such as Pap smear or that boys/men also can have all exam for issues regarding their private parts.

More discussion about Psych Services, and resources for LGBTQIA community.

Great! It was interactive and open – allowed rooms for discussion!

Plenty of options to consider

I wish it was longer

I like to printed paper – handout (healthy relationship)

Emphasis on confidentiality was thoroughly communicated