2020 Annual Program Review

Program Name: Student Health Services

Program Review Author: Susan Fila

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: http://www.smc.edu/CollegeCatalog/Pages/default.aspx

See appendix attached.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
Health Services will distribute and analyze student and staff completed surveys intermittently throughout the academic year and discuss results in monthly staff meetings	☐ Not Completed ☒ In Progress ☐ Completed	Student Health Services has an existing survey in use ongoing through the year on an ipad and available via a QR code. Students are encouraged to complete the survey throughout the year. Each exam room has a link to the survey encouraging students to share their feedback anonymously
Health Services will conduct a cost analysis of EMR's and choose an EMR that allows for data analysis and reporting, documentation, and billing.	☐ Not Completed ☐ In Progress ☒ Completed	Student Health has completed a cost analysis and has identified a new EMR. We were slated to transition in March but doe to the pandemic, postponed the transition for an additional year. We will transition to a new EMR that will save around $5000 annually March 2021.
Health Services will explore the ability to bill MediCal for services rendered in Health and Center for Wellness and Wellbeing.	☐ Not Completed ☒ In Progress ☐ Completed	We continually evaluate this as new updates occur with legislation allowing CCC's to bill MediCal. At this time, we will not be moving forward with this initiative, but will keep it on our radar.
The Health Center and Center for Wellness and Wellbeing will become more integrated in services and proximity. The Director will work with Senior Administrative Dean and Faculty Coordinator in the Center for Wellness and Wellbeing to identify an appropriate location/space to move closer and integrate services more fluidly once the Student Services	☐ Not Completed ☒ In Progress ☐ Completed	The Center for Wellness and Wellbeing and Student Health have become much more integrated. They are not moving closer in proximity immediately, but will ultimately both be housed in the bottom floor of Cayton. Due to the DSA, the CWW needs to move to a more temporary space while the Cayton location goes through the DSA process. The long term goal is for both centers to be in close proximity, or together under one roof.

building is complete.		
Work with Institutional research to assess new Unit Outcomes	☐ Not Completed ☒ In Progress ☐ Completed	We have updated and administered our surveys, but have not assessed them recently. This is a goal for the 2020-2021 academic year.

III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

In the area of **Student Health Services**, we continue to make the connection between physical and mental health to promote *Whole Person Care*. In the area of Student Health, SMC has been successful in the following:

- Started mental health and basic needs screening of all students coming in to Student Health for Services which has expanded our outreach efforts on campus and helped to reduce stigma
- Presented on relevant health topics including reproductive health in Counseling 20 courses, and in various departments
- Worked closely with Relation International Student Insurance to streamline services for their students through use of a new App that reduces mistakes of student getting wrongfully billed by their doctor and giving them access to their insurance card and referral immediately
- Expanded community partners co-locating including Safe Place for Youth, a full-service homeless youth agency, assisting students to identify housing options and connecting them to other resources
- Pivoted nursing services to be fully remote providing telehealth services to students
- Provide contact tracing to the college community include COVID-19 assessment, referrals, and follow up to students and staff

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative
Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

We currently have all the institutional support needed to achieve program effectiveness. Long term, we hope to have discussions with the master planning group to ensure that student health and wellness are prioritized as one comprehensive full-service location. This is an international best practice for providing equitable access to physical and mental health service, reducing stigma and improving quality of care.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Click or tap here to enter text.	Click or tap here to enter text.
Facilities *(info inputted here will be given to DPAC Facilitates Comm.)*	We would like Health and Wellness services combined to be included in the facilities master plan	As the college begins to develop its master plan, we do not want health and wellness services to be forgotten. Student Health and Mental Health is key to academic success and we would like to ensure these services are

		included in intentional ways.
Equipment, Technology, Supplies *(tech inputted here will be given to Technology Planning Committee)*	Click or tap here to enter text.	Click or tap here to enter text.
Professional Development	Click or tap here to enter text.	Click or tap here to enter text.

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also Include your responses and solutions to this crisis.

Challenges for Student Health Services have included the move to remote services providing telehealth for student and staff. While this was challenging at first, our healthcare team has successfully adapted and is learning new skills we intend to make part of our department once we return to on-ground services. For example, we do plan to continue telehealth options for students who are online only in the future as well as students who can't come to campus for various reasons.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration - Advisory attendance - Internship site - Donations - Job placement - Other	Optional: Additional information about partnership or collaboration
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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CONGRATULATIONS – that's it! Please save your document with your program's name and forward it to your area

Vice President for review.

The following section will be completed by your program's area VP

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<mark>Vice Presidents:</mark>

First, please let us know who you are by checking your name:
☐ Christopher Bonvenuto, Vice President, Business and Administration
☐ Don Girard, Senior Director, Government Relations & Institutional Communications
☐ Sherri Lee-Lewis, Vice President, Human Resources
☐ Jennifer Merlic, Vice President, Academic Affairs
☐ Teresita Rodriguez, Vice President, Enrollment Development
☒ Michael Tuitasi, Vice President, Student Affairs

☐ Next, please check this box to indicate that you have reviewed the program's annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_erica@smc.edu). If you have any questions, please contact us!

Thank you for your input!

Health Services is a Student Services Program that serves an integral role for student success at Santa Monica College. Without health, learning cannot happen; illness hinders student success and delays student goals, graduation and transfer. SMC Student Health Services is committed to a variety of healthcare delivery domains. These domains include: health promotion and education, illness prevention and early intervention, and primary medical intervention. Services in each domain overlap quite a bit and are often interconnected. Below is a list of these domains and the services the Health Center Provides.

Health Promotion and Education

Each year the Health Center participates in VIP Day for students. This is a crucial event where Health Services promotes its services to new incoming students and their families. Students are able to speak one-one one with a registered nurse, nurse practitioner, and therapist. Students learn the scope of services provided as well as learn about a variety of preventative measures they can take to keep healthy. This past year, Student Health Services joined forced with the Center for Wellness and Wellbeing. Together they handed out mental health information and resources as well as well as passed out information on health and nutrition in a variety of areas as well as handed out small packets of hand sanitizer, condoms, Band-Aids, sunscreen, and chapstick. These items drew students over to the Health and Wellbeing tables, which then started a conversation about health and wellness.

In March of each year, Health Services hosts its Annual Health and Wellness Fair. This last year we had to cancel the fair last minute due to the pandemic and moving remote mid-March. In May however we hosted a Whole Person Care Fair virtually, with community partners in the area of health and mental health. While this fair was not as well attended as our on ground fairs, it was recorded and will be posted online for students to watch.

Student Health Services also attends Counseling 20 classes, Counseling 11 classes, Biology classes, etc. and hosts a variety of Student Services workshops throughout the year. During each presentation, a nurse practitioner provides education on sexual and reproductive health, healthy life choices including healthy food choices that are affordable, and services available on and off campus. In addition, Health Services partners with UCLA and Westside Family Health Center to conduct workshops that focus on prevention topics including how to engage in safe sex and engaging in healthy intimate partner relationships. While these services did not happen on ground this past spring, we are preparing videos throughout the summer to distribute to counseling 20 and other instructors for fall.

Illness Prevention and Early Intervention

Student Health Services provide students with services on a daily basis that promote and treat illness prevention and early intervention. This is done within the Center itself and in collaboration with partner organizations. The following are some of the essential services that the Health Center provides to students to promote health and wellbeing:

- Educating students toward healthy living and disease prevention, relevant handouts and flyers, and one-on-one confidential conversations with our nurses, nurse practitioner, resource specialist, or social worker/Director.
- Encouraging students to advocate for their own wellness by understanding the health information/education given to them with each Health Services Center visit
- Anonymous/confidential HIV testing, in partnership with Venice Family Clinic
- Self-weight monitoring and instructions on how to calculate Body Mass Index, BMI

- Referrals to quality health care providers at low or no cost for student with and without insurance
- One-on-one information on health insurance, including the Affordable Care Act/MediCal, insurance for F1 international students through Relation, and referrals to agencies that assist with insurance
- One-on-one instruction and referral for uninsured students including referrals to community clinics that are low or no cost
- Assisting International Students with medical referrals, insurance claims and billing procedures.
- Collaborating with Center for Wellness and Wellbeing and campus-wide with other departments and programs to promote wellness, healthy living and self-care through workshops, guest speaking in classes, health and wellness fairs
- Collaborate with community based organizations and local health clinics to come on-campus for health fairs, and information for students on education and prevention of disease
- Collaborate with Los Angeles County Clinics, Public Health and community agencies to provide risk reduction information, treatment of illness and/or therapeutic intervention in cases of domestic violence, assault, rape, bullying, etc.
- Collaborate with the Los Angeles County Public Health Department as required by law when communicable disease exposures occur (this is an enhanced partnership as of late with COVID-19 pandemic)
- Housing assistance with community partner Safe Place for Youth co-locating

In addition to meeting the primary health care needs of students, SMC Student Health Services renders valuable services to SMC employees, which includes the following:

- Administering new employee Mantoux (TB) Test
- Administering employee mandatory TB tests and/or Health Risk Assessments every four years, as required by the Education Code
- Referrals for chest x-ray referrals for positive TB tests
- TB test/chest x-ray clearance
- Administering first aid for on-campus injury (both walk-ins and responding to emergencies)
- Reporting on-campus accidents to Risk Management
- Blood pressure monitoring
- Administering over-the-counter medications
- Administering seasonal flu vaccinations at low cost
- Workers Compensation referrals and documentation
- Consultation and referrals to community based organizations and clinics

SMC Health Center also provides unique and essential services to F1 International Students and acts as a liaison and advocate for students to receive medical services outside of the campus setting. International Student Insurance policy Relation requires that students visit the Health Services office first, prior to seeking medical attention. This visit then triggers a referral to a primary care doctor or specialist, depending on the students need. If students are experiencing an emergency situation and need to go to urgent care/emergency department, the student visits the Health Center at their earliest convenience for the referral, including after their visit to urgent care in emergency situations. Nurses and Nurse Practitioners spend time with international students assessing their need prior to referring them, because often their ailments can be treated on-site. The COVID-19 pandemic has removed the requirement for International students to visit Student Health Services for a referral, which has helped to reduce barriers to primary health and specialist care.

Primary Medical Intervention

Student Health Services has a multidisciplinary team to provide a variety of essential services for students in need of medical intervention. Our staffing consists of nurses, nurse practitioner, resource specialist and social worker/Director.

These disciplines work together to create a holistic care plan for students, which often can lead to a referral in the community for specialty care. The following are a list of these services provided:

- Providing quality primary care of acute illness by the Nurse Practitioner and contracted Medical Doctors through the Medical Director, including prescribing medication as needed
- Nursing assessment, intervention and referral
- First Aid administration for walk-ins and emergency response throughout the campus
- Campus Emergency Response and assess need for Paramedics
- Service walk-in students who need feminine products, condoms, and provide education around these services if needed
- Blood pressure and pulse monitoring
- Vision tests
- Tuberculosis testing and referrals
- Administration of oral and topical over-the-counter medications, free of cost
- Administration of requested immunizations or as required for transfer or compliance with Academic Program-specific requirements (i.e. provide vaccination against Measles, Mumps, Rubella, Tetanus, Diphtheria, Pertussis, Hepatitis B and others as required by the Nursing Program), at low cost
- Facilitating monthly gynecological examinations in partnership with a local Community Health Clinic
- Instruction and distribution of contraceptives
- Cal Fresh enrollment
- Housing support
- Referrals to community based support services for food pantries
- Mental health assessment and linkage to services

The central location of Student Health Services allows easy and disability access for students and staff. Student Health Services collaborates and supports SMC's Mission by advocating and empowering students with knowledge regarding their own health, self-care and well-being. In summary, Health Services offers holistic services to students including illness prevention in the form of treatment, referrals and health information/education, access to affordable and low cost services in-house or through community referrals, medical consultation, prescription medications, low cost laboratory (blood) work, free gynecological services, free confidential sexually transmitted infections testing, and a variety of informative educational workshops in the form of outreach and classroom presentations. Empowering students to take responsibility for their own health assists their success in skill-building techniques to foster responsibility and accountability. The Student Health Services staff's commitment to evidence-based treatment and best practices directs their effort in developing goals that foster and encourage student success. Health Services advocates for students in the form of connection to community referrals and doctors, empowers students by increasing their health knowledge so they can make the best health care choices and informs each student with health information/education during each encounter in Student Health Services.