MERRITT COLLEGE HEALTH SERVICES
PROGRAM REVIEW Spring 2010

Submitted by Karen Bougae, R.N.
Health Services Coordinator
February 23, 2010

1. BACKGROUND INFORMATION

A. Describe the Unit, its history and current components and purposes

Unit:
The mission of the Health Services Center is to further the equality of the educational opportunity and success for all students by providing access to health services which promote the physical, emotional, social and spiritual well-being of its students. This well-being contributes to the educational aim of the Peralta Community College District by promoting and improving student retention and academic success.

History:
- Since 1968 Merritt College has provided health services to its students and staff. The original location was at Grove Street in Berkeley. Two college nurses and an hourly physician provided a wide array of health services.

- Health services were completely funded by the General Fund. As general funds were reduced over the years Health Services funding was also reduced. The initiation of a student health fee, which would have provided an additional funding source, was voted down by the Board of Trustees in the belief that adding another student fee would present undo financial hardship for our students.

- When Merritt relocated to its present site in Oakland on Campus Drive, the health services staff consisted of one college nurse, a 30 hour per week, 10 month faculty position. Services were provided in a two room area of the R-building. That facility was without running water.

- In the fall of 1996 a new health service center was built in the R-building utilizing Measure B funds. It served students until the spring of 2005. It was designed to meet the current and future needs of Merritt students for comprehensive health services and
the anticipation of the eventual passing of the student health fee. It had two exam rooms, a first aid room, a rest/observation room, a lab/storage area, and a health education room and an office.

- Collaborative agreements were entered into with community agencies in order to provide the students with health services since the student health fee issue was on hold until college nurses were hired for College of Alameda and Laney College after the previous nurses retired.
  - Examples of the services and collaborative agreements established were: Family Planning and Woman’s health clinic, flu shot program, eye exam Program, and personal counseling services.
  - For various reasons each of these programs eventually withdrew their services.

- Health education programs were expanded through a variety of venues.

- The R building renovation plans included demolishing the Health Services Center a new one to be built in a different part of the R-building. In the

- In the fall 2005 – spring 2007, the Health Center was relocated in a temporary, one room facility in the 3rd floor of the Library, not easily accessible, or visible. Student visits and health education activities decreased during this time.

- Since the fall 2007 the new Health Services Center opened in the R-building. There in no access to the Health Services Center room within the R building, however usage by students has been steadily increasing.

**Current components:**
A comprehensive community college health services program consists of four components:

1. An administrative component.
2. A clinical/medical services component:
   - Diagnosis and treatment of colds, strep throat, sexually transmitted diseases, family planning services, immunizations, physical exams, injuries, etc.
3. Health education/wellness component:
   - provides individual, small group and campus wide programs on a wide variety of topics such as smoking cessation, substance abuse, domestic violence, HIV etc. using a variety of venues such as health fairs, speakers, information booths, web site access, pamphlets and posters distributed on campus
4. A mental health/psychological services component:
• provides individual, brief counseling to students, and sexual assault, domestic violence, substance abuse programs and services.

Merritt Health services provides all four components within the constraints that a 30 hour per week, 10 month per year college nurse position allows and that are also within the scope of her licenses.

• **Administrative component:**
The college nurse assumes the variety of administrative duties required by a coordinator of a department or program at Merritt: program planning, i.e. action plans, student learning outcomes, program review, gathering and interpretation of data, budget, policies and procedures, etc.

• **Clinical services component:**
Assessment of illness, screening tests such as blood pressure checks, TB skin tests, flu shots, pregnancy tests and administering first aid.
• Referrals to affordable, community agencies that provide services the college nurse is not licensed to provide such as treatment of illness, testing for strep throat, cholesterol levels, STD’s, HIV testing, immunizations and eye exams.

• **Health Education/ wellness component:**
  • Campus wide Health fairs
  • 1:1 education on any concern the student presents is an important component of most student visits and 5 student learning outcomes are in various stages of completion which will assess the effectiveness of the education provided
  • A Health Services web site:

• **Mental Health /Crisis counseling component:**
  • Individual Counseling is provided for students in crisis or experiencing emotional upset that can be resolved with a series of brief therapy sessions.
  • Most students are referred by faculty and counselors or by the Crisis Intervention Team members. Other students seek help directly or indirectly when their health problems are revealed to be caused or exacerbated by emotional issues.

**B. Describe unique aspects of the Program:**
• It is the only program on campus providing for the health needs (physical and mental health) of our students.
It prepares students to utilize health resources in the community by providing them with information on sources of low cost or free services as well as practice in advocating for their health needs.

It provides case management and advocacy services for students which means: multiple visits to the health center until the student’s issues are resolved; coordinating their needs and services with community providers; and communicating with the faculty and staff as to the students progress as allowed.

It provides expertise in areas of health and safety matters for various campus and District committees.

It provides health education programs and wellness programs for the campus community.

C. Current Resources

- A Health Center in the Student Services building (R building). It has an exam room, a first aid alcove, a bathroom, an office and a waiting/reception area. It does not have space for health education materials and classes as the previous health services center did.

- Staffed by one full time 30 hour per week, 10 month a year, college nurse/health services coordinator.

- Limited medical supplies, office supplies and health education materials, due to a lack of funds and services offered have been adjusted to reflect that reality.

  A Health Services budget with a fixed line item and annual COLA built in has still not been established despite the recommendation made by the Validation Team in the Health Services Program review of May, 2007. Funds needed are obtained by making individual requests to the Dean of Student Services, the Associated Students of Merritt College and by seeking donations from suppliers and by charging students 5.00 for TB skin tests. Funds collected are put in a trust fund and used to replenish TB materials as needed.

- Student work study students who normally provide front office help have not proved reliable and for the majority of the time the health center is open, the college nurse works alone assuming all duties necessary.
F. Provide your program goals and show how they are measured.

<table>
<thead>
<tr>
<th>D. GOAL</th>
<th>F. HOW IS THE GOAL MEASURED (INDICATORS)</th>
<th>E. WHAT ARE EXPECTED OUTCOMES</th>
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<tr>
<td><strong>To provide the variety of health services</strong> requested by students in District wide health surveys directly to students who seek them at the health services Center</td>
<td>Census forms are completed on each encounter tallied and data provided monthly to the Vice President of Student Services and in an end of the year report (see attachment A); By accessing the web site and using the information. (also establishing a way to count the number of visits to the site and an area for feedback as to the usefulness of the site.</td>
<td>Health Services will have delivered an impressive number and variety of services to students which indicate the need and value of providing health services to students. Site visits and feedback will indicate student satisfaction and usefulness and suggestions for improvement will be incorporated into the web site.</td>
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<td><strong>To establish a health services web site</strong> that provides a place for students to access additional health information and tools to assist in improving their state of health, deal with their current state of health and provide information that links students to community resources</td>
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<td><strong>To provide comprehensive health services to students</strong></td>
<td>The Board of Trustees approved the expansion of health services and entered into a MOU with Alameda County Health Services Agency in the fall of 2010 to establish a time line to provide them. A student health fee will be collected to help pay for these services starting in the Fall semester 2010</td>
<td>Students will receive many additional services they have requested on site such as Family planning, physician visits, immunizations, and mental health counseling.</td>
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II. Student Demographics of Those Using Your Services (by numbers)

A. **Who do you serve?** This information is not available due to confidentiality restrictions in accessing student demographic information available at the District. The information is available on individual health records and if support/clerical staff were available to review each file this info would be obtainable. Health Services did not have the support staff necessary to provide this information for this report.

<table>
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<tr>
<th>SPECIAL POOPS</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
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<tr>
<td>EOPS/CARE</td>
<td>13%</td>
<td>17%</td>
<td>25%</td>
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<tr>
<td>CALWORKS</td>
<td>3%</td>
<td>11%</td>
<td>13%</td>
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<tr>
<td>DSPS</td>
<td>22%</td>
<td>46%</td>
<td>57%</td>
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<tr>
<td>MATRICULATED FIN AID RECPT</td>
<td>N/A</td>
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III. Student Performance and Feedback

A. **How do students who receive services perform?**
   Information not available

B. **How do their counterparts who do not receive services perform?**
   [If data are available.]
   Information not available

C. **What do students have to say about student services [CCSSE Reports 2007 & 2009 as well as other surveys]?**
   Don’t have access to that information. However, below you will find the updated student services satisfaction survey that will be used in health services:

**STUDENT SATISFACTION SURVEY OF Health Services**

Your input will help us to continually improve the quality of the support we provide you and other students.

1. Please indicate your level of agreement with the following statements about Health Services:
   4. Strongly Agree
   3. Agree
   2. Disagree
   1. Strongly Disagree
   0. Not Applicable

   _____ The program is helpful with my concerns.
   _____ The staff are prompt in responding to my needs.
   _____ The number of staff is adequate to meet my needs.
   _____ The staff promote student independence and responsibility.
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_____Appointments are available when I need them.
_____Services that I need are provided in a timely fashion.
_____Telephone calls are returned promptly.

2. How satisfied are you with the Health services at Merritt?
   ______ Health Instruction
   ______ Vaccination
   ______ Counseling Support
   ______ Referral to other campus services
   ______ Referral to community agencies
   ______ Other: __________________________

3. Please rate the effectiveness of the following Health Services staff:
   ______ Nurse
   ______ Front Office Student Services Assistants

4. Please indicate your level of agreement with the following statements about your Health Services experience –
   ______ Appointments are available when I need them.
   The Nurse...
   ______ understood my Medical/Referral/Counseling needs.
   ______ listened well and summarized my issues accurately.
   ______ met my goal for the appointment.
   ______ gave accurate instructions and student services information.
5. How much do you agree with the following statements?

The Health Services Office staff...

- _____...are friendly and polite.
- _____...are respectful.
- _____...promptly addressed my need.
- _____...responded to my need.
- _____...communicated clearly.
- _____...provided accurate information.

COMMENTS – Please be specific in your comments or suggestions. (Use additional paper, if required.) Your responses and any information you provide will be kept confidential and used only for the improvement of the Health Services program and the benefit of you and your fellow students.

_________________________________________________________________________________
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_________________________________________________________________________________
_________________________________________________________________________________

May we contact you if we have questions about your responses or need more details? If so, print your name/student ID here: ________________________________

D. Have you used statewide or national assessment instruments to assess your program?

I am not aware of assessment tools developed that are appropriate for measuring the health services effect on student performance for students attending community colleges the majority of whom (using the health services) are from a low socioeconomic backgrounds. It is known that people who are healthy perform better in life and are more successful and it is the underlying reason health services are provided to our students on campus: To help them be successful in their academic pursuits.

TABLE 3.N/A

<table>
<thead>
<tr>
<th>Success</th>
<th>FALL 2007 (#/%)</th>
<th>FALL 2008 (#/%)</th>
<th>FALL 2009 (#/%)</th>
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IV. Program Effectiveness- (How do you know that your program/service/ department is effective?)

A. Interdepartmental/ Program/Campus Collaboration

1. Please provide a list of memberships in standing committees and governance groups.
   Student Services meetings; Crisis Intervention Team District and Merritt Campus Health and Safety committees; District and Merritt College Disaster committees; District Health Services Initiative Committee and subcommittees.
   Because I am the lone provider of health services to students and do not have any support staff, I limit my participation on committees to those that pertain to student health and safety matters. I would have liked to participate on other standing committees.
   I have made the decision that it is more beneficial for the college form me to deliver direct services to students.

2. How does the unit (and committees in which unit participates) support other administrative, student services and academic units in the college?

   Educates the college community as to the direct and indirect correlation between student health and student success in college.

   • Provides a place to refer students who are ill, who are in emotional crisis or who have had accidents and need immediate attention, freeing up the faculty and staff to resume their duties.

   • Provides faculty and staff with a nurse/therapist to consult with and obtain community referrals regarding concerns they have with individual students.

   • Provides class room presentations at faculty’s request on wide variety of health topics.

   • Provides TB skin tests to the Allied Health and Child Development lab school students in their location to reduce student’s time out of class and make it more convenient.

   • Advocates for and provides expertise on campus health and safety at meetings and other college venues.
In the last year the college nurse has reviewed, updated and edited the proposed District Wide Emergency Flip chart, to ensure it a relevant and useful document. It remains in draft form awaiting Administrative review and approval.

3. **If your program does have an impact on other programs dept/service, please describe the nature of the relationship with the program/dept/service and the effectiveness of the relationship.**

- The nature of the relationship is primarily as a referral source for programs such as: EOPS, DSP&S, Puente and Faculty to refer students in need of health and social services for a particular student with the mutual goal of enabling the student to stay in school and complete courses. Sometimes we are successful and sometimes not in accomplishing our goal. Ongoing communication and working together is an essential part of the relationship.

- Some examples:
  - A DSP&S counselor referred a student needing help in appealing the denial of Social security disability benefits. The denial of benefits had a negative impact on the student and was affecting the student’s ability to attend school as well as concentrate while she was here. Health Services reviewed the documentation and worked with the student in procuring additional medical information. Health services wrote a letter of need and asked the learning disability specialist to write a report based on her assessments. This added documentation won the appeal and the student was given the benefits.

  - A student was referred by a faculty because the student revealed she was homeless and living in her car. She was distraught and feared she could not continue in school. I provided supportive daily then weekly problem solving appointments with her. I helped her get an apartment she could afford; furnishings were supplied from a request for donations from staff. Encouragement was provided continually. She was able to stay in school and is expected to graduate this May 2007 and has a job waiting. (her first job!).
Countless students are referred because of health problems and no health insurance. Providing information and help in accessing the low cost health clinics keeps students from getting so sick they miss school and fall behind or drop out.

In the area of providing health and safety expertise on campus.
The entire campus community will benefit from the Emergency Flip Chart originating out of the District Risk Manager’s Office. The College Nurse made extensive revisions and additions to the chart to make it relevant for Merritt College. It is awaiting final review by Merritt Administrators. This year the College nurse’s expertise in communicable disease surveillance was utilized in alerting the campus and in the development of protocols to deal with the H1N1 epidemic.

B. Quantity of program/dept/service delivered (student utilization of services and student engagement)
1. How many students do you serve (unduplicated)?
   Please see:
   Attachment B: End of Year Report for 06-07
   Attachment C: End of Year Report for 07-08
   and Attachment D: End of Year Report for 08-09.

2. How many appointments do you have on any given day?
   It varies from 4-5 to 14.
   Factors impacting the number of appointments:
   - The number of hours actually available to see students.
     Although the nurse works six hours per day the time available to see students probably averages out to four per day, due to other duties and responsibilities such as: committee membership, administrative responsibilities including, writing policies and procedures, planning health education events, ordering supplies, and receptionist duties
   - The number of visits possible is affected by the length of each appointment. Short visits for TB skin tests and blood pressure checks can be completed in 10-15 minutes, accidents, illness and handling emergencies as well emotional/crisis counseling can entail 45 minutes to 2 hours.
   - The number of visits recorded is not a reflection of the need or utilization possible if additional health services were available on campus. Whenever new health services are
offered students have utilized them i.e. Family planning, HIV testing. Student surveys completed indicate students want comprehensive health services offered on campus.

3. **How many contacts do you make with students?**
   Please refer attachments referenced in B.1. above:

V. Student Learning Outcomes

A. **List the student learning outcomes that are presently being assessed. Describe the activities that will be or have been implemented to achieve the SLOs.**
   Please see attachment E. Student Learning Outcomes

B. **What additional student learning outcomes should be considered to demonstrate what your student should know and/or be able to do as a consequence of the service provided by your unit?**
   Defer.

VI. ACTION PLAN: Using the results of the data collected and discussed in the self-study, identify:

A. **The future needs of the program**
   At least three factors will need to be considered in
   **Determining the future needs of the Merritt Health Services Center:**

   1. The retirement of the current College Nurse/Health Services Coordinator at the end of this spring semester (May 29th 2010).
   2. The implementation of the new District Wide Health Services programs and services to be provided throughout Peralta beginning in the fall, 2010 under the direction of the Asian Health Services Agency and Alameda County Health Services Agency.
   3. The collection of a student health fee collected from students registering for the fall, 2010 semester. How much funding will be budgeted from that fund for the continuation/expansion of current health services on the three college’s (Merritt, Laney, and COA) may influence the number and kind of staff to replace the current college nurse position at Merritt beginning in the Fall 2010

   One possibility that I would submit for consideration would be to hire a Nurse Practitioner to replace the current College Nurse. Another possibility would be to make that a 15 hour a week position and hire a licensed therapist for an additional 15 hours a week. A nurse practitioner under a physician’s direction (A physician is planned to be hired to provide services in this expanded health
services program starting in the Fall 2010)) can provide many of the services of a physician i.e. immunizations, throat cultures, exams, prescribe medications in addition to assuming all of the duties the current nurse is licensed to provide. The therapist would provide much needed psychological support services which is as needed by students as the medical services. To be able to make the most use of the therapist the therapist should be certified to provide supervision to Interns. This will allow the therapist to supervise several interns who can provide a additional array of psychological/counseling services to our students and work in conjunction with any therapist(s) hired as a part of the new services to be provided..

B. The future goals and methods of assessment of the program, including student learning outcomes.
Deferred. To be established by new hires of the Merritt College Health Services Center!

C. The strategies and actions to be taken by the unit over the next six years to strengthen the program and meet the strategic goals of the program and the college.
To ensure least amount of interruption of Health services available to Merritt students a committee should be formed before the Spring break, initiated by the Vice President of Student Services at Merritt consisting of staff familiar with health services (DSP&S, Allied Health, Child development), Administrators, the college nurses at COA and Laney and students to plan for the appropriate replacement for the Current college nurse position at Merritt College.

Validation Team Anthony Powell, Dean of Student Services/ Cynthia Alvarado, Student (ASMC rep)/ Cie Jae Allen, Counseling faculty Merritt/ Charles Cannady, Counseling Faculty Alameda.

Summary of Findings

Part A. Accuracy and Thoroughness of Self-Study/Action Plan (program strengths, areas for improvement, data collection, projection of future trends/support). Part B. Validation Team Recommendations

It is evident from your report that the Health Services District Wide is undergoing vast change for what seems to be the overall best interest of the student population served by Peralta. As stated the District Wide Health Services programs and services to be provided throughout Peralta beginning in the fall, 2010 as well as the collection of health
fees will greatly create impact the Merritt population. The fact that primary experienced health services professional will be retiring in the midst of all of this change in worrisome and places a burden on the administration to use this planning document to ensure that students do not encounter a break in the seamless health services presently provided (i.e. staffing and program planning). It is also imperative that greater conversation between campuses takes place to clearly identify the services that will be provided upon collection of the student health fee. The validation team would also like to place emphasis on the importance of continued development of the Health Services unit outcomes.