



Health Center

Program Review - Annual Update

2022 - 2023

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Student Services

1. Describe major accomplishments and challenges since the last program review cycle.

Accomplishments: Health Center

1. Onboarding of a new medical director, Spencer Wong
2. Obtained CLIA (clinical laboratory improvement amendment) license and certificate
3. Obtained a NPI (national provider identification) number
4. Approved to become a Medi-CAL provider site
5. FAMPACT (Family planning access care & treatment) approved recently
6. Opened for in person services /continue with Telehealth services via Zoom if needed
7. Converted all forms and business electronically and HIPAA compliant.
8. Launched the student health portal page via PyraMED (electronic medical records system).
9. Partnered with San Mateo County Public Health Department to provide vaccinations on campus.
10. Partnered with Planned Parenthood to provide a Webinar regarding sexually transmitted infections (STI's) and safe sex practices, contraception and other family planning services were discussed.
11. Offered a Wellness Fair that discussed various health related and mental health topics remotely/will be in person in 2022.

2. What changes could be implemented to improve your program?

The Health Center is staffed with one provider at a time. The health provider does not have time to perform the administrative duties of the Office Assistant because they are busy examining patients, administering vaccines, etc. Since we do not have a full-time Office Assistant and with the increased duties the current challenges are:

1. No one is available at the front desk to answer phones, greet students or answer general inquiries after 1:30pm
2. No one is available to do a health screen or register students
3. No one is available to assist with the student health portal page with technical issues
4. No one is available to make certain the proper forms have been completed prior to the health visit
5. No one is available to make appointments for students
6. No one is available to make cash and credit transactions for services rendered
7. No one can do billing processes
8. Outreach efforts are compromised
9. No one will be available to contact the Nurse if an emergency arises
10. Not having enough time for new trainings required by FAMPACT and Medi-Cal
11. No one will be available to screen and enroll students for FAMPACT

With the expansion of services, it is imperative, for the smooth operation of the Health Center to be accessible and on a timely manner to prevent delays in patient care by always having a front desk full time Office Assistant while the Health Center is open.

3. Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures

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of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved?

Adding a Student Health physician to the Canada Health Center team was extremely important. Having a physician allowed us to expand our health services and also continued quality of care pursuant to our mission of providing excellent medical care for our students.

4. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?

The Medical Director is proposing an expansion of more services so we can be more equitable and inclusive to our student population such as:

1. Gender affirming care
2. FAMPACT covered services as mentioned previously
3. IUD and Nexplanon placement

The Health Center staff's job is going to be impacted with increased duties, professional trainings, and responsibilities. Therefore:

*A full-time office assistant is crucial to monitor walk-ins, manage crowd control, answer general inquiries, answer urgent calls in addition to her other administrative duties.

5. State your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs). Describe how your program assessed your SAOs and/or SLOs.

Service Area Outcomes:

Students were sent a satisfaction questionnaire about health services received during their encounter.

Assessment of outcomes:

SAO: Students will report a satisfaction rate of at least 90% on all major components of Health Center service provision

100% of students responded to the survey, they had a 100% satisfaction rate for health services and staff

6. Summarize the findings of your program's SAO/SLO Assessments. What are some improvements that have been, or can be, implemented as a result of SAO/SLO Assessment?

SLO: The Health Center will continue to use surveys, while researching and conducting sampling of alternative methods to reach students

The Health Center SAOs are currently under review. The Dean and the Health Center team will work with the PRIE to strengthen this process.

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Supporting Information

Health Center - Goals and Resource Requests

Goals

Goal Status

2 - Continuing (PR)

Goal Title

Increase access to pro-active health and personal counseling support services

Goal Description

A full-time office assistant in the Health Center and Personal Counseling Center will align and sustain pro-active student support services. For students with medical and mental health challenges, their health problems can keep them from staying in school and completing their educational goals. Therefore, a full-time office assistant can “ensure effective and timely student retention, persistence, and completion” by being part of a triage team, which currently does not exist at our college.

Program Review Cycle When the Goal Begins

2022 - 2023

Who's Responsible for this Goal?

Cynthia Frias Baisch/Spencer Wong, MD

Mapping

- CAN College Goals: (X - Selected)

CAN College Goals

- Accessible Infrastructure and Innovation: X
- Community Connections: X
- Equity-Minded and Antiracist College Culture: X
- Student Access, Success and Completion: X

- CAN Strategic Initiative Topics: (X - Selected)

CAN Strategic Initiatives

- Ensure students (particularly part-time students) experience a sense of belonging and connection to the College that helps them persist and complete: X
- Help meet the basic needs of Cañada students and other community members: X
- Improve the financial stability of students: X

Resource Requests

Item Requested

0.52 FTE Office Assistant II

Item Description

Full-time office assistant (increase .5 FTE to a full time position)

Status

Continued Request - Active

Type of Resource

Non - Instructional Personnel

Health Center - Goals and Resource Requests

Cost

\$ 33,197. plus benefits (Schedule 60, Grade 18, Step 4) This is the additional 52% needed to create a full time position.

One-Time or Recurring Cost?

Recurring Cost

Critical Question: How does this resource request support closing the equity gap?

Access to health and personal counseling in a timely manner.

Critical Question: How does this resource request support Latinx and AANAPISI students?

The person who will be at the front desk will be trained in multi-culturalism and welcome students who are Latinx and AANAPISI students, especially students who do not speak English well.

If requesting Personnel please complete the New Classified Hiring/Position Justification or the New Faculty Position Proposal Below.

NEW CLASSIFIED HIRING/POSITION JUSTIFICATION

Hiring Division/Department:

Student Services/Health Center and Personal Counseling Center

Position Title:

Office Assistant II

Is this position permanent?

Yes

Position Type

Full - Time

If Part-Time, what percentage of Full-Time is this position?

NA

Provide # of months

12

Allocation: External Funds

on-going mental health grant and basic need funds

Justification

1. Describe the specific needs for the position requested and the duties of this position in a brief statement.

The Health Center only has a part-time office assistant. Our sister colleges have full-time office assistants for their health services. In order to provide equitable health services, we must be aligned with the other SMCCCD colleges. It only makes sense that the office assistant is available to assist and support the Health Center staff during full operating hours. With the onboarding of a new medical director, Cañada Health Center has applied and been approved to become a Medi-Cal and FAMPACT (Family Planning, Access, Care and Treatment) provider site. With the new licensing, the Health Center will expand health care services. FAMPACT is a state funded program that provides free family planning and related services to low income persons, most of our students qualify to receive these services. Services include birth control, cervical screenings, STI (sexually transmitted infections) screening and treatment and more. Therefore, the Health Center needs a full-time office assistant to meet the increased job demands.

The Personal Counseling Center has never had an Office Assistant. The Office Assistants in the Disability Resource Center and the Health Center have been assisting with clerical duties for the Personal Counseling Center. However, the expanding duties of the DRC office assistant does not allow them to also support the growing needs of the PCC. In the past, the board has denied the continued short-term Office Assistant requests and notified the Dean of Counseling that a permanent position must be created to meet the demanding needs of the clerical work for the Personal Counseling Center. Despite the board's recommendation, the resource requests keep getting denied, leaving the PCC in a vulnerable state and creating barriers for students to receive timely personal counseling services. Students are coming in with higher level of mental health needs that require more complex clerical duties for case coordination, consultation and referrals.

Health Center - Goals and Resource Requests

2. Explain how this position aligns with and supports the mission and strategic goals of the college.

The new joint position will strengthen the Personal Counseling and Health Services departments by upholding the college's goal to provide "pro-active student support services", as well as uphold the college's equity goal of providing timely and meaningful services that can help students cope with the challenges of college, especially during transition from the pandemic. This position helps to assure the health and safety of students and staff of all three departments that share the space. The position aligns with the following goals that focus on the resources that can help support students be successful in the college setting:

"Cañada College engages and empowers students in transforming their lives and communities through quality education".

- **Mission:** This position aligns with the college's mission because it will ensure "that all students have equitable opportunities to achieve their transfer, career education, and lifelong learning educational goals". Students will be able to see Health professionals and PCC counselors in a more timely manner if there is an Office Assistant during full hours of operation. This small change will provide a more accessible, equitable and welcoming environment, by always having a front desk Office Assistant available to assist in connecting them to our medical and mental health services. When students experience medical or mental health challenges, they have more difficulty staying in school and completing their educational goals. Therefore, a full-time office assistant can "ensure effective and timely student retention, persistence, and completion" by providing equitable support. By focusing on the health and mental health care needs of students first, it enhances the equitable support that students require in order to achieve their academic goals.
- **College Goal:** To build and strengthen collaborative relationships and partnerships that support the needs of, reflect and enrich our diverse and vibrant local community. The office assistant can be the contact person for the staff and faculty collaborations. They will also be the point person to collaborate events with community partners and refer clients to (e.g. CORA, San Mateo County Mental Health Services, Planned Parenthood, Covered California, Resources for Veterans, etc).

3. Explain how adding this position will strengthen the department or division.

Health Center: The office assistant is the first encounter students have with the Health Center. They are responsible to greet, welcome, health screen and schedule students. Currently the office assistant leaves at 1:30pm. The nursing staff does not have the time to register, screen and enroll students because they are doing patient education, outreach, performing exams, administering vaccines, and responding to urgent matters. The Health Center needs to be accessible by having someone present to meet and greet students, help them register and complete necessary forms, and answer the phone, during operating hours. Having a full-time office assistant makes everyone's job more manageable and efficient and allows more time to assist with other job duties as mentioned previously. It will take the burden off the nursing staff so they can focus on providing care and keeping the students healthy. Furthermore, it will strengthen the Health Center by making it more equitable and accessible to the Cañada campus on a timely fashion.

Personal Counseling Center: An office assistant in the Personal Counseling Center will serve as a representative of the PCC. But more importantly, they will also serve as a bridge between students and a timely connection with a personal counselor. This will remove the barrier for students to see counselors in

Health Center - Goals and Resource Requests

a timely manner, and also lifts the burden for counselors to do clerical duties so they can spend more time with providing mental health support to students. In the field of mental health, the experiences of the first point of contact can impact engagement in mental health services. For many of the students at Cañada, the PCC is the first time they reach out for mental health services in their lifetime due to historical challenges to access of resources or the stigma of receiving mental health services. Positive initial experiences with mental health providers are essential to client retention and engagement in mental health services. The office assistant is an essential part of the department providing culturally responsive mental health services to student who historically have been marginalized. The office assistant will also be the first to triage the clients coming in to the center seeking services and support crisis support if needed. Therefore, this new position will strengthen the department, so that it will run more efficiently, provide the PCC with a designated representative in the front office, and stand out for its distinctive and vital role in the Health and Personal counseling Center.

4. Explain how this work will be accomplished if the position is not filled.

Health Center: If the position is not filled it will compromise the accessibility to our support services. Access to health services will be limited and untimely resulting in student dissatisfaction. The current situation is reflected below.

1. No one is available at the front desk to answer phones, greet students or answer general inquiries after 1:30pm
2. No one is available to do a health screen or register students
3. No one is available to assist with the student health portal page with technical issues
4. No one is available to make certain the proper forms have been completed prior to the health visit
5. No one is available to make appointments for students
6. No one is available to make payment transactions for services rendered or billing processes
7. Outreach efforts are compromised
8. No one is available to contact the Nurse if an emergency arises
9. Furthermore, no one will be available to screen and enroll students for FAMPACT (FAMILY Planning, Access, Care and Treatment).

With the expansion of Family Planning services, it is imperative, for the smooth operation of the Health Center to be accessible in a timely manner. This will prevent delays in patient care, by always having a front desk full-time Office Assistant available while the Health Center is open.

Personal Counseling:

Personal Counseling services are offered until 5pm for in-person therapy sessions, so when the DRC and Health Center office assistant leave at 2pm and 3pm, no one is available to welcome or offer assistance with these essential services.

Not having a front desk person creates hypervigilance for staff monitoring the front door during sessions, which does not support or is conducive to a therapeutic PCC/HC environment.

HC/PCC staff can't attend the front desk and simultaneously provide direct services being fully present, responsive, and attuned to the students receiving services.

Not being able to have a point person in the front office who can triage the level of care the students need and keep the students safe until a Personal Counselor is available puts us at poor risk management. Therefore, it is essential to have a support person monitoring and providing triage in cases of emergency and crisis.

Not being able to schedule students promptly and continuing to have the one Personal Counselor in the PCC conducting administrative duties that take away time from providing direct services to students.

Not being able to provide wellness events to the students of Cañada is also detrimental to students. With the surge of health and mental health needs, the PCC needs administrative support to coordinate the necessary logistics to hold campus-wide events.

This position has been reviewed by the department or division and is recommended for hiring.

Dean / Director / Hiring Supervisor Name

Dean Bennani and Dean Hartman

Date

10/13/2022

Health Center - Goals and Resource Requests

NEW FACULTY POSITION PROPOSAL

Discipline:

NA

C. Program Vitality and Viability

D. What is the evidence of student demand to justify the proposed position?

Resource Requests

Item Requested

Professional Expert (Medical Doctor)

Item Description

Under the clinical direction of the Medical Director for the Health Center (HC), the Staff Physician provides medical care to students of Cañada College and guides the delivery of medical care by other health care professionals and practitioners in the HC.

Status

New Request - Active

Type of Resource

Contract Services

Cost

20000

One-Time or Recurring Cost?

Recurring Cost

Critical Question: How does this resource request support closing the equity gap?

The Health Center strives to promote, protect and restore health and well-being. We are committed to diversity, inclusion and health equity by promoting a culture that values similarities and differences. The student's physical health is vital for academic success. The Medical Doctor will provide in person services to all registered Cañada College students. We know that many of our students come from low income backgrounds and may not have access to health care. We are committed to advancing diversity, equity, and inclusion in healthcare and this position will help us achieve this goal by expending our health services.

Critical Question: How does this resource request support Latinx and AANAPISI students?

This position will enable Cañada College to improve and expand our capacity to serve Asian Americans and Native American Pacific Islanders and low-income individuals. Starting Fall 2022 Cañada College is a certified Family Planning, Access, Care, and Treatment (Family PACT), which means the Health Center will offer comprehensive family planning services, including contraception, pregnancy testing, and sterilization, as well as sexually transmitted infection testing and limited cancer screening services at no cost to the students.

If requesting Personnel please complete the New Classified Hiring/Position Justification or the New Faculty Position Proposal Below.

NEW CLASSIFIED HIRING/POSITION JUSTIFICATION

Justification

This position has been reviewed by the department or division and is recommended for hiring.

NEW FACULTY POSITION PROPOSAL

C. Program Vitality and Viability

D. What is the evidence of student demand to justify the proposed position?

Resource Requests

Item Requested

Budget augmentations to purchase Health Center supply

Health Center - Goals and Resource Requests

Item Description

Budget augmentations to purchase Health Center supply

Status

New Request - Active

Type of Resource

Budget Augmentation

Cost

20000

One-Time or Recurring Cost?

Recurring Cost

Critical Question: How does this resource request support closing the equity gap?

The Health Center strives to promote, protect and restore health and well-being. We are committed to diversity, inclusion and health equity by promoting a culture that values similarities and differences. The 20000-budget augmentation will allow the Health Center to provide free supplies and services all registered Cañada College students. We know that many of our students come from low income backgrounds and may not have access to health care. We are committed to advancing diversity, equity, and inclusion in healthcare and this position will help us achieve this goal by expending our health services. The budget augmentation will allow us to provide things like: over-the-counter medications; pregnancy testing; HIV testing and counseling; free condoms.

Critical Question: How does this resource request support Latinx and AANAPISI students?

This free supply and services will enable Cañada College to improve and expand our capacity to serve Asian Americans and Native American Pacific Islanders and low-income individuals. Starting Fall 2022 Cañada College is a certified Family Planning, Access, Care, and Treatment (Family PACT), which means the Health Center will offer comprehensive family planning services, including contraception, pregnancy testing, and sterilization, as well as sexually transmitted infection testing and limited cancer screening services at no cost to the students.

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NEW CLASSIFIED HIRING/POSITION JUSTIFICATION**Justification**

This position has been reviewed by the department or division and is recommended for hiring.

NEW FACULTY POSITION PROPOSAL**C. Program Vitality and Viability**

D. What is the evidence of student demand to justify the proposed position?