

Form: "PSR 2021 STUDENT SUPPORT Comprehensive Cohort B"

Participating Area: Student Health Services Cohort-B 6440 SS

Show All Possible Responses

* Response is required

1. PROGRAM OVERVIEW

* Program Title & Code

Program Title

Student Health Services
(Max chars: 100)

Program Code

6440
(Max chars: 100)

* 1a. Select the Chaffey Goals that directly relate and are MOST relevant to your program.

Goals are numbered for the purpose of making reference points so that PSR writers can identify and locate which Chaffey Goals relate to their program. Goal numbers do not represent priority numbers.

- Goal 1: Equity and Success--Chaffey College will be an equity-driven college that fosters success for all students.
- Goal 2: Learning and Completion--Chaffey College will ensure learning and timely completion of students' educational goals.
- Goal 3: Community Opportunities and Needs--Chaffey College will develop and maintain programs and services that maximize students' opportunities and reflect community needs.
- Goal 4: Technology--Chaffey College will optimize the use of technological tools and infrastructure to advance institutional efficiency and student learning.
- Goal 5: Efficiency--Chaffey College will efficiently and effectively manage systems, processes, and resources to maximize capacity.
- Goal 6: Agility--Chaffey College will responsively adapt to changes in students' academic and career needs.
- Goal 7: Professional Learning--Chaffey College will prioritize and align professional learning for all employees to support the achievement of Chaffey Goals.

* 1b. Describe how your program aligns with the Chaffey's Goals. Please provide supporting statements and/or examples.

Refer back to the Chaffey Goals marked above (e.g., Goal 4: supporting statements of how program aligns with this goal).

Institutional Goals #1, #2, #3:

Student Health Services provides medical and psychological care for Chaffey students in a holistic manner, treating the whole student. We partner with local community agencies and increase the number of under represented students' participation in Chaffey programs by assisting the student with a better level of physical and/or psychological health. Student Health Services is dedicated to assisting students in achieving and maintaining optimum physical, mental, and emotional health. The Student Health clinics are committed to providing quality healthcare. The Student Health Services multicultural and multilingual staff provides culturally sensitive care promoting wellness through the various life stages of our students. There is no office co-pay required for visits. The clinic additionally offers free or low-cost physicals to students, including those entering Chaffey's Athletic programs, EMT, Child Development, Radiology Tech., CNA, VN, VN to RN Bridge, and ADN, Pharmacy Tech, Gerontology, and Dental Assisting programs. The Student Health Services multicultural and multilingual staff provides culturally sensitive care promoting wellness through the various life stages of our students. The SHS role provides ease of access to high quality medical and psychological care. SHS streamlines access and provides very low-cost labs, TB tests and immunizations. This assists our students in removing those barriers to Chaffey educational programs. Understand that today many insurance companies do not consider blood titers (Measles, Mumps, Rubella, Hepatitis B, Varicella) and urine drug screens as 'necessary' so they refuse to pay even though the student has 'insurance'. The Chaffey programs clinical sites require the titers for patient safety. This causes the student to be a 'cash pay patient'. Many students have reported the cost of the titers for cash pay is \$400-\$600 preventing the student from even entering a program that the student has been accepted into due to the cost of the entrance physical requirement. Additionally, SBC Public Health charges \$20 for TB tests. Student Health charges \$8.00. Many Chaffey programs require 2 TB test (called the 2 Step) within a 21-day period to rule out Latent Tuberculosis exposure. The Student Health Services multicultural and multilingual staff provides culturally sensitive care promoting wellness through the various life stages of our students.

The SHS Director mentors students that are nursing majors through the Brother's Forum, EOPS, and EOPS Care Program. The SHS Director utilizes Flair and Focus, Guided Pathways/Hope and Mind Set philosophies. Student Health Services provides low cost physicals labs, blood titers (MMR, Hepatitis B, Varicella), TB testing, Chest X-ray, and immunizations for statewide transfer to UC and CSUs.

Additionally, services for private universities and out of state universities physicals are completed. The SHS Director mentors' RNs to BSNs with the Cal State Dominquez Hills program and students that are nursing majors. SHS actively prevents Communicable Diseases and disease outbreaks of the Chaffey campus population. This potentially directly impacts student's attendance and performance at Chaffey. This is done through patient education, immunizations, TB tests, Chest x-rays, flu shots, SHS website, off school medical notes, MD, NP, and RN consults. SHS mental health counseling and health education outreach assists students in learning coping skills and resiliency to stress techniques. The goal is for the student not to have to repeat classes or drop due to poor performance caused by poor physical or mental health. Additionally, with the Student Health free 24/7 telemedicine medical and mental health care the students have the opportunity to get immediate care. The Student Health Services Director is also the liaison between San Bernardino County Public Health Department also serves on the Chaffey Health and Safety Committee to alert the campus about potential communicable disease outbreaks, an example of this is the Covid-19 pandemic. The SHS Director serves on the Safe Campus Reopening Task Force. The SHS Director consults and collaborates with various Chaffey departments, employees, and students regarding signs/symptoms of Covid-19, free community testing resources, isolation and quarantines during the pandemic. During the Covid-19 pandemic to continue to serve students at an optimum level.

Institutional Goals #4, #5, #6:

All Traditional and Distance Education students have access to the following: Providing health equity to all students Student Health Services partnered with a national telemedicine provider, First Stop Health, to provide free 24/7 medical and mental health care in the safety(Covid era)of their own homes with no barrier to location. Most appointments are within 10 minutes of the student signing in for care. SHS embraces technology advancements, students are able to have their appointment by phone or computer.

The SHS website provides on-line access to all students for community resources and support groups. Referral information for free or low cost local mental health providers and psychological medication management. Free phone nurse advice line during operating hours of the Rancho SHS. Additionally, providing on-line access to sign up for health insurance through Covered California. SHS offers online access to the national acclaimed "Campus Well" university level magazine giving monthly empowerment, life skills, and resiliency strategies. All student access to the Chancellor's Office supported Wellness Central Your Space/ Your Pace. This is a 24/7 wellness platform with 28 modules in an interactive format featuring: Physical/Social/Emotional/Spiritual/Financial/Academic modules for self-help and knowledge. This information is located on the SHS website and also on the Chaffey Student Support Hub. Health information on-line including Domestic Violence/ Assault/ Dating Violence Prevention.

Additionally, Student Health is currently in the process of a complete computer upgrade to prepare for the addition of Electronic Medical Records(EMR). Student Health Services reduces the equity gap by serving all currently enrolled students equally regardless of insurance, lack of insurance or documentation providing high quality free or low-cost services to be responsive to student's career and academic needs. Student Health Services partners with many outside community resources to act as a conduit for community care for issues beyond the scope of our practice. This connects the student with ongoing community care.

SHS provided Distance Only education students with 24/7 telemedicine medical and psychological appointments free of charge. This removed all the barrier to access serving the students no matter where they are located. When Covid-19 became a widespread pandemic and closed down all campus services Student Health made a quick pivot to expand the telemedicine contract to provide access to all currently enrolled Chaffey students thereby removing the equity gap to receive psychological and medical care from the safety of their homes. The 24/7 telemedicine psychological and medical care continues throughout the pandemic insuring all students receive the medical and psychological care they need.

Goal #7

The Student Health Services multicultural and multilingual staff receive on-going training regarding delivering culturally sensitive medical care, Micro aggressions identification/ prevention training, Chaffey's Sexual Harrassment Training, Clery training, Title IX training, Staff meeting trainings, etc..

PRIOR VIP GOALS STATUS/PROGRESS

1c. Please list the program's VIP Goals from the last PSR cycle, and report on the progress (complete, ongoing, etc.).

VIP Goals

Three Year Goal

Scanning of archived medical records was successful. Continuing VIP Goal, SHS will scan all archived psychological counseling student records, TB tests, and immunization records greater than four years old from date of last appointment. This will aid SHS in records storage and the ability to retrieve records in an efficient manner.

Educational Vision/Strategic Goal

d. Connecting students to support services

4. Improve the Infrastructure and Physical Learning Environment

5. Cost-Effective Investments in Technology that Support the Learning Infrastructure

7. Sustainability

Year One Steps to Success

1. Relook at methods of scanning and record archiving. 2. Research how other SHS are currently archiving HIPPA records. 3. Search companies for pricing on document scanning.

Year One Assessment

1. Consult with Chaffey's A&R on what they use to archive records. 2. Results of canvassing will be discussed with staff. 3. Pricing structures of outside scanning companies will be determined.

Year Two Steps to Success

1. The selected method for archiving will be implemented. 2. If an outside vendor is used the contract will be executed.

Year Two Assessment

1. The process of scanning if in-house will begin. 2. If an outside vendor is used the records will be transferred in a HIPPA compliant method.

Was the goal accomplished?

This goal was accomplished. All charts with the last visit being greater than 4 years old were scanned. This eliminated over 20 boxes of stored charts in the clinic/ the warehouse. The charts were previously difficult to retrieve.

How were the results used?

This aided us in the ability to retrieve documents easily when needed for student care and also provided much needed storage space.

Three Year Goal

The health education outreach efforts will be implemented on the Rancho, Chino, and Fontana

campuses. This assists the campus population with important self-care strategies and student retention by having a better understanding of potential health issues and staying well.

Educational Vision/Strategic Goal applies

d. Connecting students to support services

c. Providing instruction in delivery modalities that foster completion

d. Developing sustained engagement strategies

1. Student Success through Teaching and Learning

6. Learning Support and Fiscal Stability

Year One Steps to Success

1. Develop health education outreach calendars for the Rancho, Chino, and Fontana campuses at the beginning of each semester. 2. Develop staffing plan to assist with the health educational outreach activities. This will include SHS RNs, SHS Medical Assistants, and SHS Peer Health Educators. 3. Find vendors that manufacture and sell health education outreach display items.

Year One Assessment

1. Health outreach calendars finalized by the end of the first month of each semester. 2. The staff work schedules for the health education outreach events will be finalized by the end of the first month of each semester. 3. Health education display items will be researched and purchased.

Year Two Steps to Success

1. Health education outreach calendars for Rancho, Chino, and Fontana will be finalized at the end of the semester prior to the actual semester starting. 2. Health education outreach RN will be assigned at the end of the prior semester. Student MAs/ Peer Health Educators will be assigned as soon as approved. 3. Purchasing additional health education displays, pamphlets, and brochures will be evaluated.

Year Two Assessment

1. All outreach calendars are finalized. 2. Ad Astra reservations are completed. 3. Staff assignments are completed. 4. Additional displays, brochures, and pamphlets have been acquired to increase the quality of the outreach.

Goal accomplished?

This goal was accomplished. Student Health Services has developed an ongoing health education outreach program on all three campuses bringing health information out to the students not just inside the clinic. The events have created a successful non-traditional educational learning environment focusing on health and wellness for the students.

OTHER RESOURCES REQUESTS

1d.1 At any point during the past PSR cycle (last three years), did you have "other resources requests" that were funded by the Resource Allocation Committee?

If yes, proceed to questions 1d.2. If no, skip to section 2.

- Yes
 No

1d.2 If yes, did those purchases meet the program's intended purpose. Please explain.

None.

2. EVIDENCE-EQUITY

The evidence section comprises of the following three distinct subsections: equity, program data, and student support outcomes.

"Equity" represents the first element of the EVIDENCE component of the PSR evaluation. Equity is a process that contributes to equitable outcomes.

IMPORTANT: This section will ask you to provide specific data to support your answers. Data are distinct pieces that describe information or have a numerical value. Examples of data include survey results, figures, written correspondence, search engine tracks, observation, number of students attending an event, interviews, focus groups, etc.

2a.1 Over the last three years, have the following increased, decreased, or remained the same?

Examine your program's structure (planning, creating frameworks, process facilitation, policies).

Response Legend: 1 = Increase 2 = Decrease 3 = No Change (plus or minus 2%) 4 = No or Insufficient Data Available				
	1	2	3	4
Online support services; remote access vs. face-to-face delivery (e.g., Cranium Cafe, Zoom)	✓			
Equity-minded training or coaching for student support professionals and staff (e.g., micro-aggressions, universal design, culturally sensitive instruction)	✓			
Opportunities for students to engage in services (e.g., workshops, applied learning, hands-on activities)	✓			
Opportunities to follow-up with students (e.g., outreach efforts, formalized protocols for monitoring progress, benchmark completion)			✓	
Equity practices or protocols; creating a diverse and inclusive workforce			✓	

2a.2 Elaborate on how the program is providing equity in educational opportunities or support to students and/or identify disparities in equity. Provide specific data/evidence that supports your answer.

If there is a disparity in equity, you can address the strategies that the program plans to implement in the STRATEGIC PLANNING section (item 5a).

As the COVID-19 Pandemic inundates and ravages our San Bernardino County and our college population directly and indirectly it has changed education and how we all serve students. The take aways here for Student Health Services is the flexibility that has been achieved as Student Health Services continues to serve the Chaffey students' medical and psychological needs removing any barriers to health equity by utilizing the licensed telemedicine providers and our community resources. The telemedicine care is ready to serve and care for the students 24/7 at night, weekends, holidays, and in the privacy of the safety of their homes reducing the student's possible exposure to Covid-19. Disparity in equity is removed as the student does not need to find transportation to the clinic. Care is provided 24/7 care regardless of insurance status or documentation this has also removed health equity barriers. A student does not need a clinic visit for those issues that can be solved

via the telemedicine licensed clinicians. Health issues are solved, medical questions, and concerns answered additionally referrals are given if needed. Medication prescriptions are also called in by the clinician to the pharmacy of the student's choosing. Unlimited mental health appointments are available by licensed mental health clinicians, resources, and referrals are also given as needed.

The Student Health Services Director continues to coordinate these services, troubleshooting, and solving any issues. The Director continues to serve on several campus committees, including the Safe Campus Reopening Taskforce. Additionally, the SHS Director is a general resource to all students, faculty, and staff providing health information, Covid updates, and community resources. During the Covid-19 Pandemic the Director remains available for phone consultation.

As we look towards a slow, safe and sustainable reopening and the in-person clinic services will reflect those services that must be done face to face. This would include free or low-cost physical exams, labs, immunizations, TB tests, Chest x-rays, etc. This provides equity to students by ease of access and low-cost services. SHS provides educational equity as students enter Chaffey programs that require physicals such as: all Health Sciences programs, Child Development, Culinary Arts, Gerontology, and PE/Athletics. The Student Health Services multicultural and multilingual staff provides culturally sensitive care promoting wellness through the various life stages of our students. Additionally, twice per year the staff train with a program called Cultural Competency (for medical staff). This tool and training assists the staff in continuing to give sensitive health equitable care to all students. Additionally, culture and equity are discussed at all staff meetings.

2020-2021: By the end of Feb. 2021 telemedicine appointments completed: 373 Telemedicine visits completed with Doctor. 286 Counseling cases initiated with a mental health counselor(each open case represents represents 1 students who may have unlimited visits). Major issues addressed:

Medical Issues Addressed

69% of visits requested via mobile app, 26% of visits requested via web application, 4% of visits requested via phone, 3.56 mins average time to speak to doctor, 88% of visits via phone, 12% of visits via video. Telemedicine Medical:10% Coronavirus, 4% Sore Throat, 8% Urinary Tract Infection (UTI), 4% Ear Ache, 8% Anxiety/Mental Health, 4% Other Skin Issue, 7% Medication Refill, 4% Stomach Pain/GI Issue, 7% Medical Question, 3% Cough/Bronchitis/Chest Congestion, 6% Allergies/Asthma, 3% Sinus Issue or Infection, 5% Body Injury/Muscle or Joint Pain.

Psychological Issues Addressed

70% of Cases Remain Open, 56% Depression/Anxiety, 20% Family/Relationship, 12% Work/Life Stress, 10% Do Not Wish to Disclose, 2% Substance Misuse, 1% Grief. A case represents 1 student who may have unlimited mental health appointments. If our services had not been available to our students they would have had great trouble trying to access care in the community due to the Covid closure / limitations of most medical clinic and doctor 's offices.

3. EVIDENCE-PROGRAM DATA

"Program Data" represents the second element of the EVIDENCE component of the PSR evaluation. Please keep evidence related to equity in subpoint 2. Please keep program data in subpoint 3.

IMPORTANT: This section will ask you to provide specific data to support your answers. Data are distinct pieces that describe information or have a numerical value.

Examples of data include survey results, figures, written correspondence, search engine tracks, observation, number of students attending an event, interviews, focus groups, etc.

*** 3a. Explicitly identify the areas that your program is doing well to support students. Provide specific data/evidence that supports your answer.**

Refer to data/evidence you have from the last three years.

SHS 2018-2019 Data In-Person Services

5,746 Received in person professional medical and psychological consults and referrals to outside community agencies that could further assist the student. Student Health is the conduit for community care and partnerships.

2,911 Students made counseling appointments receiving: psychological/ crises counseling, mental health counseling/referrals/mental health education.

2,673 Students and employees had respiratory evaluations, TB tests, chest x-rays, and follow ups to potentially mitigate Active/Infectious Tuberculosis on the Chaffey campuses. Student Health has completely implemented the K-12 and Community College 1 visit TB Risk Assessment clearance evaluation.

472 Students had low cost labs done at Student Health Services for personal health, as transfer requirements, and specific program requirements.

300 Students received vaccinations to fulfill transfer requirements to Universities or to fulfill Chaffey Child Development, EMT, Health Sciences programs requirements.

79 Health Education Outreach booths, lectures, and workshops at Chino, Rancho, and Fontana campuses bringing potentially lifesaving information out to the campus population.

6,304 Students received personal health education.

SHS 2019-2020 Data In-Person Services/Telemedicine

6,117 Received in person professional medical and psychological consults and referrals to outside community agencies that could further assist the student. Student Health is the conduit for community care and partnerships.

1,411 Students made counseling appointments receiving: psychological/ crises counseling, mental health counseling/referrals/mental health education.

281 Students and employees had respiratory evaluations, TB tests, chest x-rays, and follow ups to potentially mitigate Active/Infectious Tuberculosis on the Chaffey campuses. Student Health has completely implemented the K-12 and Community College 1 visit TB Risk Assessment clearance evaluation.

210 Students had low cost labs done at Student Health Services for personal health, as transfer requirements, and specific program requirements.

89 Students received vaccinations to fulfill transfer requirements to Universities or to fulfill Chaffey Child Development, EMT, Health Sciences programs requirements.

675 Students received Health Education at the Student Health Outreach booths, lectures, and workshops at Chino, Rancho, and Fontana campuses bringing potentially lifesaving information out to the campus population.

633 Students received personal health education.

COVID-19 Quick Pivot to telemedicine 24/7 safe coverage for all students during the pandemic for medical and mental health issues beginning March 22, 2020 ' end of spring semester May 2020 (telemedicine is on-going for the students and will be reflected in the 2020-2021 future report)

Email campaigns sent to the entire student population weekly. Total Telemedicine emails opened during this time period'...88,121

Student population that had an active account...862 (student activated)

Telemedicine Mental Health Visits...126 ongoing cases unduplicated. (A case may have 3 additional visits)

Top issues treated:

Anxiety Disorder

Major Depressive Disorder

Adjustment Disorder with Depressed Mood

Family/ Relationship Issues

Work/Life Stress

Telemedicine Medical Visits...43 medical visits

Top issues treated:

Asthma

Upper respiratory infections

Prescription/Medication refill

Stomach/ GI issues

Nausea

Allergic Rhinitis

Reproductive infections

Reproductive issues

Urinary tract infections

Medical Questions

SHS 2020-2021 Data Telemedicine Services (No face to face services due to Covid)

Telehealth provider: First Stop Health

69% of visits requested via mobile app
26% of visits requested via web application
4% of visits requested via phone
3.56 mins average time to speak to doctor
88% of visits via phone | 12% of visits via video

TELEMEDICINE: Medical Issues Addressed

10% Coronavirus 4% Sore Throat
8% Urinary Tract Infection(UTI)
4% Ear Ache
8% Anxiety/Mental Health
4% Other Skin Issue
7% Medication Refill
4% Stomach Pain/GI Issue
7% Medical Question
3% Cough/Bronchitis/Chest Congestion
6% Allergies/Asthma
3% Sinus Issue or Infection
5% Body Injury/Muscle or Joint Pain

VIRTUAL COUNSELING: Mental Health Issues Addressed

70% of Cases Remain Open
56% Depression/Anxiety
20% Family/Relationship
12% Work/Life Stress
10% Do Not Wish to Disclose
2% Substance Misuse
1% Grief

2020-2021: Telemedicine appointments completed as of Feb. 28, 2021: 373 Telemedicine visits completed with Doctor. 286 Counseling cases initiated with a mental health counselor(each open case represents unlimited visits).

3b. Explicitly identify specific areas in which the program can improve over the next three years. Provide specific data/evidence that supports your answer.

Refer to data you have from the last three years.

The SHS program can improve by continuing to provide free 24/7 telemedicine care to all students regardless of there location, insurance status, or documentation. An agreement has been signed to continue the telemedicine student care until June 30, 2022. However, that being noted after this contract is completed the cost of the care more than likely will increase. This is of concern as the SHS budget is limited(Restricted, Categorical)along with any drop in enrollment may jeopardize the continuity of care the students have access to due to lower revenues in the Student Health Services fee which completely supports the department receiving no finances from the General Fund.

Additionally, completing the SHS technology upgrade following up with the purchasing of Electronic Medical Records(EMR)licensing for clinic operation to improve office efficiency.

4. EVIDENCE--STUDENT SUPPORT OUTCOMES

"Student Support Outcomes" represents the third element of the EVIDENCE component of the PSR evaluation.

4a. Please identify which of the following MANDATORY components have been completed by checking the appropriate boxes.

The Outcomes and Assessment Committee will verify if mandatory components have been fulfilled.

If you have any questions about Student Support Outcomes, please refer to Chaffey College's Outcomes and Assessment website or email Jo Alvarez at jo.alvarez@chaffey.edu

- Current Student Support Outcomes have been entered into the "Student Support Outcomes Workspace" in Taskstream.

Current Student Support Outcomes have been mapped to Institutional Learning Outcomes in the "Student Support Outcomes Workspace" in Taskstream.

4b. Have you uploaded a current Chronological Assessment Plan (CAP) into your Student Support Outcomes Workspace?

A CAP is a learning outcomes assessment schedule.

"Current" is defined as two assessment cycles. This means CAPs should project out at least SIX YEARS.

Yes

No

Comment:

4c. Do you evaluate all Student Support Outcomes within the three-year period?

Yes

STUDENT SUPPORT ASSESSMENT REFLECTION

Look over your Student Support Outcomes assessment results for your program before answering the questions.

4d. Based on Student Support Outcomes assessment results, explicitly identify program strengths. Provide specific data that supports your answer.

Pay special attention to Student Support Outcomes that HAVE been met.

SSO #1- Accountability

Students will learn about the available health services, health education, and be more likely to access services by opening the telemedicine emails listing the medical and psychological services available 24/7 free to all students. The goal was at least 3,000 students opening the emails. Findings indicate that there were 10,170 emails to date opened from the telemedicine outreach to Chaffey students. The criteria for success was exceeded. The students received weekly emails and text messages regarding support and services provided free of charge to enrolled students by our telemedicine provider First Stop Health. Additionally, the Chaffey web page and Chaffey social media lists the telemedicine info for students to review.

SSO #2-Independence

Students will take responsibility for their medical care and mental health care being more likely to access care as needed as evidenced by their opening the telemedicine emails and starting an account. The goal was at least 300 accounts. The findings indicated from our telemedicine reports that to date(Feb. 28, 2021) 309 students started a telemedicine account with the online dashboard. Additionally, 363 students started their accounts on the mobile app for a total to date of 672 students with active telemedicine accounts this year. The goal was 300, there are 672 current accounts the goal was exceeded. As the semester has not ended at this writing there will be additional numbers no doubt.

SSO #3-Support

Student Health Services will experience at least 300 telemedicine open cases for mental health/ crises student appointments assisting students with stress management, life skills and resiliency techniques hereby supporting student success. Open cases are unlimited appointments. Psychological Issues Addressed 70% of Cases Remain Open, 56% Depression/Anxiety, 20% Family/Relationship, 12% Work/Life Stress, 10% Do Not Wish to Disclose, 2% Substance Misuse, 1% Grief. If our services had not been available to our students they would have had great trouble trying to access care in the community due to the Covid closure / limitations of most medical clinic and doctor 's offices. 2020-2021: Telemedicine psychological appointments completed as of March 31, 2021 tthe elemecidine provider report ed 325 counseling cases initiated with a mental health counselor(each open case represents unlimited visits). Additionally, 23 cases were officially closed representing at total of 51 visits(2.2 cases visits per case) The goal was met.

SSO #4-Access

Students entering LVN, CNA, ADN, Radiology Technology., Pharmacy Tech, EMT, Dental Assisting, Child Development, PE/Athletics programs will demonstrate their knowledge of the services SHS offers to students in completing their physicals for the Chaffey programs as evidenced by an increase in physicals done at SHS as indicated on the SARS Grid. The goal is at least 300 physical appointments attended. This SSO could not be assessed in this year 2020-2021 as the Covid cases surged throughout the county. SHS was poised to reopen in short notice at any time if needed. However, that did not happen due to the high number of Covid cases and safety concerns of our students and campus. SHS stands at the ready to start these services in the first phase of Student Health reopening. This will assist Chaffey students with the requisits for the programs mentioned. Goal not met due to clinic closure.

4e. Based on Student Support Outcomes assessment results, explicitly identify areas in which your program can improve. Provide specific data that supports your answer.

Pay special attention to Student Support Outcomes that HAVE NOT been met.

SSO #1- Accountability

Students will learn about the available health services, health education, and be more likely to access services by opening the telemedicine emails listing the medical and psychological services available 24/7 free to all students. The goal is at least 3,000 students opening the emails. Findings indicated that there were 10,170 emails to date opened from the telemedicine outreach to Chaffey students. The goal was 3,000. The criteria for success was exceeded. The students received weekly emails and text messages regarding support and services provided free of charge to enrolled students by our telemedicine provider First Stop Health. Additionally, the Chaffey web page and social media lists the telemedicine info for students to review For the next year we will continue the same volume of student emails and texts, as well as, the Chaffey Social Media. SSO #1 was exceeded.

SSO #2-Independence

Students will take responsibility for their medical care and mental health care being more likely to access care as needed as evidenced by their opening the telemedicine emails and starting an account. The goal was at least 300 accounts. The findings indicated from our telemedicine reports that to date(Feb. 28, 2021) 309 students started a telemedicine account with the online dashboard. Additionally, 363 students started their accounts on the mobile app for a total to date of 672 students with active telemedicine accounts this year. The goal was 300 there are 672 current accounts. As the semester has not ended at this writing there will be additional number no doubt. SSO#2 was exceeded.

SSO #3-Support

Student Health Services will experience at least 300 telemedicine open cases for mental health/ crises student appointments assisting students with stress management, life skills and resiliency techniques hereby supporting student success. Open cases reflect unlimited appointments per student. Psychological issues addressed 70% of Cases Remain Open 56% Depression/Anxiety 20% Family/Relationship 12% Work/Life Stress 10% Do Not Wish to Disclose 2% Substance Misuse 1% Grief. If our services had not been available to our students they would have had great trouble trying to access care in the community due to the Covid closure / limitations of most medical clinic and doctor 's offices. 2020-2021 Student Health Services will experience at least 300 telemedicine open cases for mental health/ crises student appointments assisting students with stress management, life skills and resiliency techniques hereby supporting student success. Open cases are unlimited appointments. Telemedicine psychological appointments completed as of Feb. 28, 2021 telemedicine report 286 counseling cases initiated with a mental health counselor(each open case represents unlimited visits). By the end of spring 2021 it is anticipated there will be at least 300 mental health cases opened. SSO#3 met.

SSO #4-Access

Students entering LVN, CNA, ADN, Radiology Technology., Pharmacy Tech, EMT, Dental Assisting, and Child Development programs will demonstrate their knowledge of the services SHS offers to students in completing their physicals for the Chaffey programs as evidenced by an increase in physicals done at SHS as indicated on the SARS Grid. The goal is at least 300 physical appointments attended. As mentioned above. This SSO could not be assessed in this year 2020-2021 as the Covid cases surged throughout the county. SHS was poised to reopen in short notice at any time if needed. However, that did not happen due to the high number of Covid cases in San Bernardino County. In an abundance of caution, Chaffey remained closed to face to face services. Unable to assess this SLO due to COVID 19 clinic closure of face to face services. We will try to reinstitute this SLO next year, when SHS reopens to in person services. The safety concerns of our students and campus were addressed. SHS stands at the ready to start these services in the first phase of Student Health reopening. This will assist Chaffey students with the requisits for the programs mentioned. Once we are approved to start up face to face services we will market the restarting of services to the Chaffey programs. The marketing of these services will be the key to the successful outcomes of this SSO.

5. STRATEGIC PLANNING

To help answer 5a, review the following subsections:

Subsection 2: EVIDENCE--Equity

Subsection 3: EVIDENCE--Program Data

Subsection 4: EVIDENCE--Student Support Outcomes

5a. What is your program's plan to make improvements? An effective plan is descriptive and has well-defined steps.

If there is a disparity in equity (item 2a.2), the strategies for implementation should be included in the plan.

Items 3b and 4e asked you to identify what are the areas of improvement. Item 5a is asking you to put a plan together for the intended actions the department or program should take to achieve objectives for the process of improvement.

SSO #1- Accountability

Students will learn about the available health services, health education, and be more likely to access services by opening the telemedicine emails listing the medical and psychological services available 24/7 free to all students. The goal is at least 3,000 students opening the emails.

Plan: Continue complete equity as all students receiving the telemedicine 24/7 free and unlimited medical and mental health services. The students will continue to receive weekly emails and texts to remind them of the services and instructions on activating their account. Additionally, information for students will be on the Student Health website, Chaffey website, and Chaffey Social Media. This will be reviewed on a regular basis for accuracy and impact. In all class lectures, zoom meetings, and patient consults the telemedicine information will be relayed to the students.

SSO #2-Independence

Students will take responsibility for their medical care and mental health care being more likely to access care as needed as evidenced by their opening the telemedicine emails and starting an account. The goal is at least 300 accounts.

Plan: Continue complete equity as all students receiving the telemedicine 24/7 free and unlimited medical and mental health services. The students will continue to receive weekly emails and texts to remind them of the services and instructions on activating their account. Additionally, information for students will be on the Student Health website, Chaffey website, and Chaffey Social Media. This will be reviewed on a regular basis for accuracy and impact. In all class lectures, zoom meetings, and patient consults the telemedicine information will be relayed to the students.

SSO #3-Support

Student Health Services will experience at least 300 telemedicine open cases for mental health/ crises student appointments assisting students with stress management, life skills and resiliency techniques hereby supporting student success. Open cases are unlimited appointments.

Plan: Continue complete equity as all students receiving the telemedicine 24/7 free and unlimited medical and mental health services. The students will continue to receive weekly emails and texts to remind them of the services and instructions on activating their account. Additionally, information for students will be on the Student Health website, Chaffey website, and Chaffey Social Media. This will be reviewed on a regular basis for accuracy and impact. In all class lectures, zoom meetings, and patient consults the telemedicine information will be relayed to the students.

SSO #4-Access

LVN, CNA, ADN, Radiology Technology, Pharmacy Tech, EMT, Dental Assisting, and Child Development programs will demonstrate their knowledge of the services SHS offers to students in completing their physicals for the Chaffey programs as evidenced by an increase in physicals done at SHS as indicated on the SARS Grid. The goal is at least 300 physical appointments attended.

Plan: SHS In the first phase of Student Health reopening. Once we are approved to start up face to face services we will market the restarting of services to the Chaffey Campus. This will be assisted by Chaffey social media and the Chaffey website. The marketing of these services will be the key to the successful outcome of this SSO. The Chaffey Deans will be notified. Additionally, following up on specific program based notifications to the Deans of: Health Sciences, Athletics, Social Sciences and Business & Applied Technology (EMT programs). Lastly, the instructors that have reached out to the Director Of Student Health will be notified directly. Marketing on the website and Chaffey Social Media will be current and updated on a regular basis. Plan: Additionally, information for students will be on the Student Health website. This will be reviewed on a regular basis for accuracy and impact. In all class lectures, zoom meetings, and patient consults the information will also be relayed to the students.

Inter-Program Collaboration

❖ 5b. Identify specific inter-program collaboration that would improve student services.

Student Health (when classes are in-person) provides health education outreach events on all three campuses, the number of class visits and health education displays increased before Covid. Often the instructor gives students credit for attending. The Director, during Covid, has presented health information for EOPS and Psychology classes. These partnership between faculty and departments benefits the student in gaining health knowledge. The Director of SHS continues partnerships with on-campus programs including: Brothers Forum, Special Populations/Equity, EOPS, Student Government, and the Lavender Coalition to assist students with decreasing both physical and mental health barriers to student success. We continued to service and refill the self-serve over the counter medication machines with 2 at Fontana, 3 at Chino and 3 at the Rancho campuses. The In-Tech Center has 1 unit along with health education outreach brochures. At these locations we also offer preventative medicine literature and self-care illnesses treatment, as well as, community resources, benefiting students and their health.

❖ 5c. How has your program specifically benefited from inter-program collaboration?

Student Health benefits from inter-program collaborations by learning more about other department's functions, operations, and limitations. It is important to get to know others as collaboration is the key to actively get things accomplished in a timely manner. A strong union benefits the students in that knowledge of the campus and other departments is imperative to assisting students.

❖ 5d. What types of professional development workshops or training could assist as you implement future plans?

Type N/A in the response field if you are not making any recommendations for professional development.

Information will be forwarded to the Faculty Success Center for future professional development planning. NO SCORE is assigned.

Continue with student equity based professional development.

Additional diversity training.

Information on student basic needs, including community resources.

Additional Micro-aggression training.

6. VIP GOALS

6a. What are your Three-Year Visionary Improvement Plan Goals (1-3 goals recommended)?

Perhaps the most important piece in the PSR process is the creation of the Visionary Improvement Plan (VIP). The VIP is an opportunity for all program members (not just primary writers) to get together to analyze data, discuss the overall self-study, and identify program improvement goals for the next three years.

VIP Goals should align with the Chaffey Goals, and should be clear, specific, measurable, action-oriented, realistic, and time bound.

Goal #1

SHS provides referrals/free/low-cost labs/ physicals for students. High quality free medical/psychological care with our 24/7 telemedicine provider. Regardless of insurance status or documentation. Partners with community resources for care beyond the scope of our practice connecting the student with community care. SHS multicultural and multilingual staff provides culturally sensitive care.

Goal #4

Utilizing the latest technology expanded free 24/7 telemedicine contract to provide access to all students removing barriers to receiving psychological/ medical care from the safety of their homes(Covid era).

Goal # 6

SHS provides referrals/ services for low-cost physicals/ labs for transfer to UCs, CSUs, private universities, and employment physicals. Expanded 24/7 telemedicine access to all students removing equity gaps to receiving psychological/ medical care from the safety of their homes.

6b. Select the Chaffey Goals that directly relate and are MOST relevant to your VIP GOALS (please select all that apply):

VIP goals should relate to Chaffey Goals.

- Goal 1: Equity and Success--Chaffey College will be an equity-driven college that fosters success for all students.
- Goal 2: Learning and Completion--Chaffey College will ensure learning and timely completion of students' educational goals.
- Goal 3: Community Opportunities and Needs--Chaffey College will develop and maintain programs and services that maximize students' opportunities and reflect community needs.
- Goal 4: Technology--Chaffey College will optimize the use of technological tools and infrastructure to advance institutional efficiency and student learning.
- Goal 5: Efficiency--Chaffey College will efficiently and effectively manage systems, processes, and resources to maximize capacity.
- Goal 6: Agility--Chaffey College will responsively adapt to changes in students' academic and career needs.
- Goal 7: Professional Learning--Chaffey College will prioritize and align professional learning for all employees to support the achievement of Chaffey Goals.

6c. Explain the rationale that led your program to develop each VIP Goal. How does each VIP Goal align with the Chaffey Goals?

VIP Goal 1--Rationale and how it aligns with Chaffey Goal(s)

VIP Goal 2--Rationale and how it aligns with Chaffey Goal(s)

VIP Goal 3--Rationale and how it aligns with Chaffey Goal(s)

VIP Goal #1

SHS provides referrals/free/low-cost labs/ physicals for students' placement into Chaffey programs. Removing the health equity gap/ barriers to access with ease of access to high quality free medical/psychological care with our 24/7 telemedicine and in-person services. Streamlines access and provide very low-cost labs, TB tests/chest x-rays, and immunizations. SHS removes barriers to Chaffey programs that require physicals. We Serve all students equally regardless of insurance status or documentation.

SHS partners with community resources as a conduit for community care for issues beyond the scope of our practice connecting the student with ongoing community care.

The SHS multicultural and multilingual staff provides culturally sensitive care promoting wellness through the various life stages of students.

SHS made a quick pivot to expanding the free 24/7 telemedicine contract to provide access to all currently enrolled students removing any equity gap to receiving psychological/ medical care from the safety of their homes during COVID. This aligns with Chaffey's equity-driven college that fosters success for all students.

VIP Goal #4

COVID became a widespread pandemic and closed down all campus services. SHS made a quick pivot to expand free 24/7 telemedicine contract to provide access to all students removing any equity gap to receiving psychological/ medical care from the safety of their homes. Students can choose between using a phone or computer for their appointment.

Utilizing the latest technology the 24/7 telemedicine psychological/ medical care continues throughout the pandemic insuring all students receive the medical and psychological care they need. Additionally, SHS is working on a complete computer technology upgrade to make ready the addition of Electronic Medical Records(EMR). This advances SHS efficiency.

Goal # 6

SHS provides referrals/ services for low-cost physicals, labs, blood titers, TB testing, chest x-ray, and immunizations for transfer to UC and CSUs. Services for private universities and out of state universities physicals are completed as well. SHS reduces the barriers to employment by providing referrals and low cost employment physicals, immunizations, TB tests, Chest x-rays for employment and low-cost blood titers and urine drug screens when required. COVID-19 became a pandemic and closed down all in-person campus services. SHS made a quick pivot to expand the 24/7 telemedicine contract to provide access to all currently enrolled students removing any equity gap to receiving psychological/ medical care from the safety of their homes. 24/7 telemedicine care continues throughout the pandemic insuring all students receive the care they need. The addition of free 24/7 telemedicine care for the students was responsive and proactive to the Covid Pandemic and going forward will remain as the student's needs change.