**Bakersfield College**

**Comprehensive Program Review**

**I. Program Information:**

Program Name: Student Health and Wellness Center

Program Type: [ ]  Instructional [x]  Student Affairs [ ]  Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission:

By providing students with resources that promote health and wellness will aid students in achieving their personal and academic success.

Program Mission Statement:

The mission of the Student Health and Wellness Center is to help students maintain a state of optimum health, both mental and physical, so that they may attain their educational and personal goals. This is achieved by providing emergency first aid treatment, mental health counseling, physical consultation, and general wellness education.

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| ***Instructional Programs only:***1. List the degrees and Certificates of Achievement the program offers
2. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both.
3. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both.
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**II. Progress on Program Goals, Future Goals, and Action Plans:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two goals, please duplicate this section.

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| **Current Program Goals** | **Which institutional goals from the 2015-2018 Strategic Directions for Bakersfield College will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement****(choose one)** | **Comments** |
| 1. To provide low cost clinical services, including mental health counseling and education to students. | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_9/1/15\_\_ (Date) | 1. Services include tuberculosis screening, immunizations, basic laboratory tests, mental health counseling and basic medical care. 2. Reorganized SHC with the creation of Nurse Director position eliminating need to contract with Clinica Sierra Vista thereby eliminating $350,000 contract. |
| 2. Provide ongoing health and wellness awareness by sponsoring annual health fair | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Have provided an annual health fair for past 12 years, 2014/15 event included over 70 vendors |

1. List the program’s goals for the next three years. Ensure that stated goals are specific and measurable. State how each program goal supports the College’s strategic goals. Each program must include an action plan.

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| --- | --- | --- | --- | --- |
| **Future Goals** | **Which institutional goals from the 2015-2018 Strategic Directions for Bakersfield College will be advanced upon completion of this goal? (select all that apply)** | **Action Plan** | **Timeline for Completion** | **Lead person for this goal** |
| 1. Improve student’s health and wellness awareness.  | [x]  1: Student Learning [x]  2: Student Progression and Completion [x]  3: Facilities [ ]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | 1. Develop “Student Health and Wellness 101” using InsideBC.
2. Increase health/wellness education programs on campus.
3. Engage in community activities (AHA Stroke Walk, Relay for Life, etc) by active participation with SGA
 | 2017/2018 |  Director |
| 2. Improve student-learning environment. | [x]  1: Student Learning [x]  2: Student Progression and Completion [x]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | 1. Complete Tobacco Free Initiative by actively engaging with SGA. | 2015/2016 | Director |
| 3. Increase student access to mental health services. | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [x]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | 1. Create a fulltime Mental Health Counselor position, thereby eliminating contract with CSV | 2015/2016 | Director |
| 4. Implement data system that ensures compliance for electronic health records and meets Program Review needs for student use tracking. | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [x]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | 1. Implement electronic health record documentation system.
2. Implement data tracking system to identify student use - student demographics and medical type use
 | 2016/2017 | College Nurse/ Department Assistant |

**III. Trend Data Analysis:**

Institutional Research does not provide data for student use of the Health and Wellness Center. Internal data collection reveals:

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| --- | --- | --- | --- |
|  | **2012/13** | **2013/14** | **2014/15** |
| Medical Visits | 788 | 802 | 808 |
| Mental Health Visits | 536 | 522 | 512 |

The unit does not track student demographics – will need to develop a system that can address this need. Student visits are tracked by type but this is not

**IV. Program Assessment:**

1. List your Program Learning Outcomes (PLOs)/Administrative Unit Outcomes (AUOs).
* AUO #1 – The Student Health and Wellness Center will promote the core value of wellness by providing a culturally relevant, competent model of care consisting of basic medical care and laboratory analysis, immunizations, tuberculin skin tests, mental health assessment and counseling and appropriate community referrals.
* AUO #2 – The Student Health and Wellness Center will promote the core value of Wellness by providing current health and wellness educational resources.
* AUO #3 – The Student Health and Wellness Center will provide all students access to quality medical and mental health care.
1. How did your outcomes assessment results during the past three years inform your program planning? Use bullet points to organize your response.

The Health Center has not completed a Program review since 2011-2012, however based on that plan and the assessment of the Health and Wellness Center that occurred during 2013/14 the following results were identified:

* In order to meet the standards established by the Health Services Association of California Community Colleges (HSACCC), we identified the need to reorganize the Health Center to improve student access and eliminate costs associated with contracting without agency to provide medical and mental health services.
	+ FT Nurse Practitioner Director hired (9/2015) who will serve as primary care provider, 40 hours per week, eliminates $300,000 year contract cost.
	+ In process of hiring Medical Director to oversee Health Center to maintain compliance
	+ Health Center Director meets Title V requirements thus putting health center in compliance
* The last component of minimal staffing for the Health Center is to provide a FT mental health provider; this need is evidenced by an increasing number of mental health contacts over the past 3 years.
	+ Demonstrated need for a FT mental health provider who can provide 40 hours per week, as well oversee CSUB interns to provide increased services.
	+ Providing FT mental health care will eliminate need for outside contracting eliminating an additional cost of $150,000
	+ Current reserves can support hiring of FT mental health practitioner but within 2-3 years the health fee will need to be increased to support costs
* Health Center facility does not provide confidentiality – walls are not sound proof and “white noise” machines interfere with ability to adequately assess clients
* Services need to be increased to provide complete immunizations for Nursing/Allied Health students
	+ Need to assess cost of providing MMR, Hepatitis and Varicella immunizations so that students can receive these at low cost
* Need to meet federal/state electronic health record requirements
	+ Must assess software and systems, ease of utilization and cost
* Must improve professional development opportunities and standards of care for all health care personnel
* Health education resources provided to students have been through the use of pamphlets and flyers
	+ Must explore utilizing electronic and social media
	+ Increase types of health education events
* Must improve image of Health Center – many students do not know Health Center exists or that services are free for use
	+ In order to meet Wellness value the Health Center must consider forming a wellness committee that would engage with SGA and BHIT.
1. How did your outcomes assessment results during the past three years inform your resource requests? The results should support and justify resource requests for this year.
* Due to increased mental health contacts as well as meet CCCCO requirements for meeting student mental health needs the College must hire a FT mental health counselor.
* Due to the enrollment of the College, the Health Center must hire PT health care providers so that the Director will have time to provide leadership for the health center.
* The Health Center is funded solely through student health fees at $13.00/semester and this fee has not changed in over 10 years. The current reserves are at $1,000,000 but if we are to expand services at the health center and with the change in salaries this reserve will be depleted in several years. It is necessary to examine the fee structure.
1. Describe how the program monitors and evaluates its effectiveness.
* The Health Center has not engaged in a systematic process of evaluation
	+ With hiring of a FT Director, this will be improved
	+ Policies and procedures, as well as medical protocols need to be written so that the Health Center can provide continuous systematic evaluation
1. Describe how the program engages all unit members in the self-evaluation dialog and process.
* The Health Center is a small unit and engagement has been facilitated through staff meetings and annual retreats
1. Provide recent data on the measurement of the PLOs/AUO’s, as well as a brief summary of findings.
* Previous AUO’s were last written in 2010/11 – evaluation if done was very limited
1. What have the program’s PLO’s/AUO’s revealed or confirmed in the past three years?
* Previous AUO’s were last written in 2010/11 – evaluation if done was very limited
1. *If applicable,* list other information, data feedback or metrics to assess the program’s effectiveness (e.g., surveys, job placement, transfer rates, output measurements).
* Student satisfaction surveys conducted after Health Fair – results positive but not quantified
* Need to develop student patient satisfaction questionnaire
1. How do course level student learning outcomes align with program learning outcomes? Instructional programs can combine questions C and D for one response (SLO/PLO/ILO).
* Not applicable
1. How do the program learning outcomes or Administrative Unit Outcomes align with Institutional Learning Outcomes? All Student Affairs and Administrative Services should respond.
* By providing a culturally relevant model of care, the Health Center enables students to meet their educational goals.
	+ Students will be able to communicate positive health behaviors and how to access health and wellness resources
	+ Students will engage in positive health behaviors on campus and in the community at large
	+ Students will demonstrate an ability to evaluate health behavior and will utilize health and wellness resources appropriately
1. How did your program address Equity, specifically referencing the achievement gap and disproportionate impact, over this comprehensive cycle?
* Unable to assess

***Institutional Learning Outcomes***:

*Think: Think critically and evaluate sources and information for validity and usefulness.*

*Communicate: Communicate effectively in both written and oral forms.*

*Demonstrate: Demonstrate competency in a field of knowledge or with job-related skills.*

*Engage: Engage productively in all levels of society – interpersonal, community, the state and the nation, and the world.*

1. Discuss your program’s strengths.
* Provides high quality medical and mental health care, but this came at a cost of $350,000/year contracting with Clinica Sierra Vista
1. Discuss your program’s weaknesses.
* Lack of consistent leadership
* Lack of systematic and quality evaluation
* Unit support services needs to move into 21st Century – need electronic health record and data tracking systems to evaluate student acesss
1. *If applicable,* describe any unplanned events that affected your program.

**V. Resource Analysis:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.
* Requesting FT Licensed Mental Health Provider – will eliminate need to contract with outside agency, cost savings will enable college to increase mental health hours and to provide internship site for CSUB mental health students, who will be able to provide supervised counseling to our students
* Requesting ability to provide PT health care provider through the use of Professional Experts or Independent Contractor so that Director will be able to provide leadership for the department in addition to providing health care services
1. Professional Development:
2. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.
* Minimal professional development has occurred in department. College nurse has participated in State conferences, which allows for networking.
1. What professional development opportunities and contributions can your program make to the college in the future?
* It is the goal to increase health education resource fairs for the campus at large
1. Facilities:
2. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?
* Must address lack of confidentiality due to the lack of sound-proof walls
* Student Health Center is very small and limits the ability to see students timely
1. How will your Facilities Request for next year contribute to student success?
* By increasing confidentiality will enable staff to provide more therapeutic intervention

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
* No new technology granted
1. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
* Office computers must be able to handle the need to accommodate electronic health record system
1. Discuss the effectiveness of technology used in your area to meet college strategic goals.
2. Budget: Explain how your budget justifications will contribute to increased student success for your program.
* Funding comes from Student Health fee currently at $13.00, reserve is approximately $1,000,000, reserve can cover increased personnel requests but within the next 2-3 years College must examine increasing student health fee, which state allows to go as high as $19.00.

**VII. Faculty and Staff Engagement:**

1. Discuss how program members have engaged in institutional efforts such as college committees, presentations, and departmental activities.
* College nurse participates in Safety committee and ASTEP
1. Instruction Only: Discuss how adjunct faculty are included in departmental training, discussions and decision-making.

**VIII. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

The Bakersfield College Student Health and Wellness Center has the capability of becoming a leading health center among California Community Colleges however this has not been achieved due to the lack of qualified staff and the need to contract with outside agencies. The recent hiring of a Nurse Practitioner to serve as the primary care provider and Director will improve health services for students but the College must allow the department to hire PT Nurse Practitioners to assist with health care services so that the Director will have time to provide effective leadership. In addition, the College must expand mental health capabilities by hiring a FT licensed mental health provider. The College must examine current work environment to ensure patient confidentiality and access abilities. Funding is restricted funds supported through student health fees, reserve can cover increased costs for personnel, but within 2-3 years the reserves will be depleted which addresses the need to evaluate the current student health fee structure as it relates to services.

**IX. Forms Checklist (place a checkmark beside the forms listed below that are submitted as part of the Annual Update):**

[x]  [Best Practices Form](http://committees.kccd.edu/bc/committee/programreview) **(Required)**

[ ]  Curricular Review Form **(Instructional Programs Required)**

[ ]  [Certificate Form](http://committees.kccd.edu/bc/committee/programreview) **(CTE Programs** **Required)**

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[ ]  [Faculty Request Form](http://committees.kccd.edu/bc/committee/programreview) [x]  [Classified Request Form](http://committees.kccd.edu/bc/committee/programreview) [ ]  [Budget Form](http://committees.kccd.edu/bc/committee/programreview)

[x]  Professional Development Form [x]  [ISIT Form](http://committees.kccd.edu/bc/committee/programreview) [x]  [Facilities Form](http://committees.kccd.edu/bc/committee/programreview) (Includes Equipment)

[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_