

**Student Health Services Program Review**

**Spring 2009**

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**Overview of Program/Department**

Student Health Services is a free/low cost primary care service offered to currently registered ECC Students and solely funded and supported by Student Health Fee. Our fee is currently \$14, though the Chancellor's office has allowed for a fee of \$17 during regular session and \$14 for summer session. We are currently not open in the summer/winter for services.

We offer many free and low cost services to our students. Free services include: Chiropractic Services, Physician/Nurse Practitioner Services, Psychological Counseling, Seminars/Workshops, and Chylamydia/Gonorhea/HIV Testing. In addition we offer low cost lab testing, medications, and immunizations. We are involved campus wide through classroom visits, participation in health fairs, workshops, STD/Aids Testing, and Preventative Health Measures.

We serve the needs of the students and campus/community in several ways. We offer students a shorter wait in the health center (5-15 minutes) opposed to waiting in a county facility 10-24 hours to receive the same/similar services. We keep our commitment to the community to be part of the community by not impacting the county system, in a time when resources are already limited and budgets are tight. Student Health Services is a referral into the county system when needed. A direct referral when appropriate expedites possible months of waiting by the student to get an appointment within the county system.

Student Health Services along with the police department, faculty, and staff work collaboratively to keep our students safe, healthy, and in class leading to retention and transfer or graduation. Our goal is to keep students healthy physically and mentally to help them reach their educational goals and become productive members of the community

### *Analysis of Intuitional Research Date*

- 81% of students were aware of the Health Center ( $\pm 4.7\%$ ) – Q2. Almost 40% learned about the center early in their enrollment history on campus (days vs. weeks/months).
- 27% indicated that they have used the Center, while 46% of students indicated a willingness to pay health services fee in summer or winter.—Q3,5.
- 30% indicated that having winter/summer health services would have some positive impact on their academic success.—Q4
- The most commonly used health services (over 20% affirmative responses) were general health information (37%), handouts and other materials (27%), nurse practitioner (25%), OTC meds (25%), immunizations (23%), physician (22%), and lab work (21%). –Q6
- 53% (138) indicated that they received the help that they needed; however (Q7), only 114 indicated that they utilized the center (Q5) so this response likely includes non-users indicating that they did not received the help they needed.
- 78% stated that the care received was somewhat or very affordable (Q8); but again, this includes some responders who did not use health services based on question 5.
- 44% said that access to the Health Center had a moderate to substantial impact on staying in classes and completing courses.—Q10

\*A second Survey will be distributed online during the summer when health center is closed to further determine student interest and the need for opening during summer and winter sessions

### **Student Learning Outcomes**

*\*Upon completion of their course of study at ECC, student will understand and utilize references/resources provided by Student Health Services for current and future health care needs*

*\*Upon interaction with Student Health Services the student will verbalize understanding of treatment plan for specific health care concerns and use this information to continue and enhance an ongoing healthy lifestyle*

*\*Through education provided by the Student Health Services, students will obtain and utilize community resources for prevention and treatment of ongoing physical and mental health concerns*

*\*Students will utilize medical services, workshops, and community outreach programs sponsored by Student Health Services throughout the academic calendar year (including winter and summer sessions) to maintain optimum mental and physical wellness during their coursework at ECC*

### **Facilities and Equipment**

Facilities in Student Health Services have needed an upgrade for several years. New carpets and flooring needed in all areas. Entire inside facility should be painted, and windows replaced. These upgrades would include access for disabled students, a Virtual Health Center Learning Center, private space outside of exam rooms, to discuss health related concerns with students and allowing for Privacy and Confidentiality of students, need for increased space for multi-purpose offices for nutritionist/dermatologist/workshops.

Equipment needs include new exam room tables, cabinets, and storage space in exam rooms. Storage space for medical records and files.

## **Staffing**

### **Current Staffing**

- 1 (50% Coordinator, 50% Direct Clinical Staff)
- 2 Full-Time Nurse Practitioners
- 1 (50% Coordinator, 50% Direct Clinical Staff)
- 3 Part-Time Nurse Practitioners (approximate total hours of 8 hours/week and on-call)
- 2 Part Time Psychologists (total of 30 hours/week)
- 1 Senior Clerical Assistant full time
- 1 Clerical Assistant full time
- 1 Casual MD 8 hours/week
- 4 Chiropractors intern program/free

### **Future Staffing Needs:**

- 1 100% Faculty Coordinator
- 3 Full-Time Nurse Practitioners
- 4 Part-Time Psychologists
- 1 Full-Time Secretary
- 1 Full-Time Clerical Assistant
- 1 Part-Time Dietician/Nutritionist 4-8 hours/week
- 1 Part-Time Dermatologist 4-8 hours/week
- 6 Chiropractors intern program/free

### **Planning**

Student health services are an ever changing service. As the needs of the student population changes the needs of Student Health Services strive to keep in step with the changes and challenges. We currently charge \$14 Student Health fee when the Chancellor's office has allowed for student health fee to be at \$17 for regular session and \$14 for winter/summer session. We were recently audited by MCR and it was determined that we would not be reimbursed a certain percentage of student health fee due to the fact we were not charging the maximum allowable. In addition MCR from the State has been decreased due to the fact ECC is not charging the maximum amount allotted by the Chancellor's office. We are currently at \$14 for regular session. The Chancellor's office has approved a student health fee of \$17 for regular session and \$14 for summer/winter session. At this time we are charging only \$14 for regular session and have no summer/winter session hours available to the students, though we are supported by faculty, staff, student government, and police department to be open in the summer/winter session. Student Health Services continue to be unclear on amount of money received each year from MCR by ECC. No system is in place to notify department when the funding has arrived and the actual amount.

Overall we need to plan for the future as resources become less available and students are without health care or limited healthcare and less likely to stay in school. It is important that we plan ahead by knowing how much money we will receive from Student Health Fee, Mandated Cost Reimbursement, and increase our fee as allowed by the Chancellor's office. It is important to know that health care will continue to cost more, and become less and less affordable for many. We need to act now, and not attempt to catch up as was done in the past. We were at \$10 student health fee, when the allowable fee was \$14 per semester. Our administration was not in favor of raising student health fee until recently. It is suggested as the Chancellor allows increase; ECC should automatically allow the increase. Many colleges now treat the student health fee increases in this manner, understanding the importance of the funding and survival of the service.

This is both an internal and external concern that needs to be addressed.

Goal: To increase number of students seen in Student Health Center for primary care, educational and preventive health care needs

Goal: To expand current services offered in Student Health Services including being open in summer session

Upgrade physical facility to provide easier access for disabled students.

Goal: To upgrade entrance and exit accessibility for disabled students

Physical facilities needs to be more upgraded, painted, carpeted. Equipment needs to be replaced such as torn exam tables, rusted metal writing desks and medical storage supply cabinets.

Goal: To provide an aseptic, clean, working environment for student health services and the delivery of services.

### **5 year Planning**

\*Be open in summer session with full services, but abbreviated hours to service summer session students

\*Automatic Student Health Fee increase as allowed by Chancellor's Office

\*Extend psychologist hours

\*Hire (1) PT Psychologist @ 20hours/week/\$56/hour

\*Hire PT Nutritionist/Dietician @ 8 hours/week/\$50/hour

\*Hire PT Dermatologist @ 8 hours/week/\$56/hour

\*Hire (1) FT or (2) PT Nurse Practitioners, expand hours @ 36 hours/week/\$56/hour

\*Expand programs to meet needs of changing population, such as increase in obesity, heart attacks, and strokes at a younger age to include licensed Dietician/Nutritionist @ 8 hours/week/\$50/hour

\*Replace Exam Tables, Rusted Equipment, Carpets, Paint @ approximate cost \$200,000

\*Make Student Health Services more accessible to disabled students, doorways, counter tops, approximate cost \$50,000

\* Individual Temperature Controlled Rooms for patient care, storing medications, and medical supplies, approximate cost \$50,000

### **10 Year Planning**

\* Plan, Develop, and Implement a Virtual Health Learning Center Room approximate cost \$100,000

\* Computerized Medical Records System approximate cost \$50,000

\* Continual and ongoing programs to meet changes or trends in health care

### **Conclusion**

*Student Health Services is a program that must continually move forward to serve the needs of our students and our community. By servicing our students in student health center, we keep students out of our county system that is already overburdened due to loss of revenue, increase in individuals without insurance, and lack of resources. Health care continues to move forward and change; we offer students the service of health and healthy lifestyles. By educating our students now regarding their health care, they have the potential to move towards a more healthy life and lifestyle. When our students are healthy, they stay in school, and make healthy choices. By educating our students towards a healthy lifestyle, we contribute to sending a healthy future tax paying citizen into the community and the world. When individuals learn early to care for themselves, they are less likely to depend on an already troubled system for their healthcare needs. Our goal for our services is to send students out into the community as productive and healthy members of our community.*

### **Prioritize Recommendations**

Defined system for notification of receiving MCR and date it was posted to Student Health Center

Account

*Automatic* Increase Student Health Fee according to Chancellor Schedule

Summer Opening

(Based on current allowable student health fee of \$14, no cost to the district. Services and staffing would remain the same, hours would be shortened to accommodate summer schedule).

#### Expand Services

(Cost based on staff hired starting with dietician/nutritionist @ 8 hours/week/\$50/hour)

(Cost based on staff hired starting with psychologist hours @ 10 hours/week/\$55/hour)

(Other staff expansion based on priority of health center needs)

Expand Programs (Cost based on staff cost and material cost for each program such as nutritional counseling, literature, and possible plastic models, etc.)

#### Accessibility for Disabled Students

(Cost based on Entrance, Exits, Windows, Reception Area approximately \$100,000)

Replace Torn Exam Tables, Rusted Medical Supply cabinets/Desks, Carpets, Paint, etc.

(Cost approximately \$200,000)

Create Advisory Committee