2021-2022 Program Review

CAN Program Review (Student Services) - Health Center (Fall 2023)

STEP 1: Annual Updates

2021-2022

Student Services Annual Update Questions

1. Major Accomplishments & Challenges (500 Word Limit): Accomplishments:

A major accomplishment was the onboarding of a new medical director, Spencer Wong. This provided the Health Center an opportunity to apply for new licensing and expand services. For example, NPI, CLIA, Medi-CAL, and FAMPACT. The Health Center has obtained a NPI number, an essential identifier required by any person, business, or entity providing health care services.

- It's required in all transactions, contracts, or business dealings for health care purposes. (i.e., ordering medications, labs, vaccines).
- It is needed in nearly all application processes.

In addition, the Health Center has obtained a CLIA license and certificate.

- A CLIA license is required to perform any on site (in clinic) testing.
- It needs to be at a certain level (we are CLIA certified at PPMP level)
and can perform:
- All FDA approved point of care testing (blood glucose, pregnancy, urine drug testing, rapid-strep, and even COVID testing) among other things.

Furthermore, Cañada College Health Center is now a Medi-Cal provider site. It allows us to be recognized as a site that provides services to the underserved low-income community in the County and opens grant opportunities. Enrollment also allows the Health Center to bill current students with Medi-Cal insurance to increase Health Center reimbursement and minimize students' out-of-pocket expenses.
Being a Medi-Cal enrolled site allowed us to apply for FAMPACT certification.
Family Planning, Access, Care and Treatment. The Health Center has initiated the application process.
- Students with NO insurance or problems with coverage can receive certain services related to family planning at reduced or no cost. It Includes: contraception (including implants), STI testing/treatment, and cervical cancer screenings.

Additionally, with the COVID-19 health emergency, the Health Center had to shift and adjust to working remotely offering Telehealth services via zoom. Telehealth has been effective in providing healthcare for students at any location. We converted all forms and business electronically, and HIPAA compliant.
The Health Center also launched the student health portal page via PyraMED (electronic medical records system).
This has given students more access to message providers securely and upload necessary forms prior to their health visit.
Furthermore, we partnered with San Mateo County Public Health Department to provide vaccinations on campus.
We also 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.
The Health Center offered a Wellness Fair that discussed various health related and mental health topics. All these accomplishments were done remotely.

Challenges:
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:

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

2. Proposed Changes: Dr. Wong is proposing an expansion of more services so we can be more equitable and inclusive to our student population such as:

- Gender affirming care
- FAMPACT covered services (once site is certified), as mentioned previously.
- 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.

3A. Impact of Resource Allocations Process: NA
3B. Disproportionately Impacted Students Affect: Refer to PCC report
4. SAOs and SLOs: Students were sent a satisfaction questionnaire about health services received during their encounter.

1.   Were your health needs adequately addressed?
      ? Yes   ?No
2.   Was your privacy protected?
      ?Yes   ?No
3.   Were you seen in a timely manner?
?Yes   ?No
4.   The Health Center is open 9:00 am to 3:00 pm, Monday through Thursdays. Are these hours convenient for you?
?Yes   ?No
Comment: _____
5.   The health center offers prescription medication, birth control, physical exams (when open), treatment of minor illnesses, immunization, and blood work. Are you satisfied with the variety of services?
?Yes   ?No
6.   What is your overall satisfaction with the health center?
?Extremely satisfied   ?Satisfied   unsatisfied ?

5. SAO/SLO Assessment Results and Impact: 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.

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

students

Annual Update Status: In Process

Goal Description: Increase types of healthcare services

COVID vaccines, COVID testing, FAMPACT services, Gender Affirming Care, accept Medical insurance.

Goal Status: 1 - New (PR)

Who's Responsible for this Goal?: Medical Director and staff

Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Promote a Climate of Inclusivity