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COMPLETE

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Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

Cuyamaca College Student Health and Wellness Services Center

Q2

1.2 Lead Author:

Julia Priscilla Chavez, MSN-Ed, RN, PHN, PCCN

Q3

I.3 Collaborator(s):

Rieko Suto, BSN-RN, Francys Reyes, BA, Health and Safety Specialist, Michael Williams, BA, Health and Safety Specialist, Cuyamaca Cares, Kaylin Rosal, MPH, Darren Wilson, Daniel Fernandez, Dawn Freeman, Jason Astorga, Bityeoul Kim, Abubakar, Haji, Personal Counselors SDSU, Sara Allen, CalWORKs.

Q4

Dean/Manager(s):

Dr. Lauren Vaknin

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the Spring 2021 program reviews on the program review webpage.

Service Changes:

From July 1, 2020 through June 30, 2021: Health and Wellness Student Services remained remote with Julia Priscilla Chavez, MSN-Ed, PHN, PCCN serving as the Substitute Health Services RN for Rieko Suto, BSN-RN from April 12, 2021 through June the 30th 2021.

Robust Covid-19 Tracking efforts began with the San Diego Public Health Epidemiology Department to include Case Investigators in seeking guidance for students affected by Covid 19. A standardized template was created in documenting elements in the Covid-19 Tracking Data to include variables

such as vaccination status, environment, contact time, masked status, close contacts, travel and whereabouts of the students involved, in order for accurate guidance to be provided to Cuyamaca College Health and Wellness Services in protecting the college community.

The Covid Tracking Taskforce was created for both Grossmont College and Cuyamaca College, in reviewing both qualitative and quantitative data, to include processes in safely repopulating the campus during the Covid-19 Pandemic. An additional role of the Health and Safety Specialist was created in coordinating efforts with the San Diego Public Health Department, Health and Wellness Services and the Districts Human Resources Department.

A Covid 19 Testing Agreement for campus students was drafted and initiated with Biocept Laboratories and Physician of Record, Dr. Flora Danque. A standard of practice was drafted by JP.Chavez, MSN-Ed, RN, PHN, PCCN, on the contract tracing process of a positive Covid 19 test result and data necessary to be provided to the San Diego Public Health Department in receiving guidance for the student and campus community.

Service Additions:

Repopulation planning began in coordination with the San Diego Public Health Department and Champions of Health in offering Covid 19 Vaccine Events to start in the summer into the fall of 2021. Four dates were arranged in advance after June the 30th, 2021. All Registered Nursing staff to include the Health and Safety Specialist required additional certification from the Johns Hopkins University Covid 19 Tracking Tracing Coursera Course.

Health and Safety Specialists developed signage and other directional guidance to include visuals, safe access points, area blockers, hand sanitizers, with sanitization stations, social distancing signage, and approved seating points in promoting safe repopulation goals of the campus.

Biocept Laboratory training began on June the 24th, 2021, with introduction to both the Care Evolve Portal and Cleared 4 Portal, in how to order a Covid 19 Test PCR, to include a setting up a manifest for the day. Scheduling processes of the Biocept Team to include incidental swabbers of all Registered Nursing staff of Cuyamaca College Health and Wellness Office was provided in order for testing accuracy.

Service Achievements:

An agreement was established between Champions for Health on hosting a Covid 19 Vaccine Event for the late summer and fall semester.

- a. COVID VAX POD 7.8.21 from 8am to 1245 pm
- b. COVID VAX POD 7.14.21 from 1215pm to 445 pm
- c. COVID VAX POD 8.5.21 from 8am to 1245 pm
- d. COVID VAX POD 8.11.21 from 1215pm to 445 pm

An agreement was drafted between the District and Dr. Flora Danque in the Provider of Record for all Covid 19 testing PCR through Biocept Laboratories.

On 6.21.21, an agreement was made with Family Health Centers of San Diego for a table resource event for welcome week of the fall semester topic to include services offered through Family Health Services of San Diego, and free HIV Testing and Substance Abuse Disorders.

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area. Please include information on the implications for practice (e.g., on how your service area used the data for improvement).

Through demographic data collection via SARS during the 2020-2021 academic year to include gender and ethnicity, it was determined that Hispanic/Latin X and Middle Eastern students were overrepresented in receiving services from Health Services when compared to the Cuyamaca College student population. In addition, African American/Black students and Asian students were underrepresented in receiving health services.

Q7

II.2. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience in the future?

Our service area learned that through robust communications whether it be zoom, emails, and or telephone communications we were still able to reach student health needs and implement public health orders during an unprecedented time in complying with all the safety requirements of the college and the local public health department.

Q8

II.3. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

The goal is to become more visible in the campus community through various health outreach events, to also involve our community partners including the San Diego Public Health Department, Family Health Centers of San Diego, Champions of Health, and other community vendors in promoting a healthy campus, meeting medical, emotional, and psychosocial needs of our campus community.

Q9

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Health Services Demographics Report 2020-21.pdf (44.2KB)

Q10

OPTIONAL UPLOAD 2: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Satisfaction Survey Student Health and Wellness.docx (20KB)

Q11

Yes

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

Q12

Yes

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

Q13

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

Key assessment findings include the process of Covid 19 reporting, uploading of vaccination documents, and the weekly process of Covid 19 testing for exemptions was established. This process will continue based on school requirements as indicated by the District.

Page 4: III. Previous Goals: Update

Q14

1. Previous Goal 1:

1. Goal 1: Provide access to quality health care and education for all students seeking assistance.
 2. Goal 2: Support the development of a comprehensive health delivery system for students by linkage of college health services with available community health resources that provide affordable, accessible health care services.
-

Q15

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q16

In Progress - will carry this goal forward into next year

3. Goal Status

Page 5: III. Previous Goals: Update continued

Q17

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q18

Respondent skipped this question

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q19

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

For Goal #1: Provide access to quality health care and education for all students seeking assistance.

Status Update: Cuyamaca College Health and Wellness Services will continue to provide quality health care through education and referral services through San Diego Health Care Vendors to include Family Health Centers of San Diego, Personal Counseling Services through San Diego State University, Vaccines both Covid 19 and Influenza through Champions for Health, and Covid 19 Testing Services through Biocept Laboratories and our Provider of Record Dr. Flora Danque.

For Goal #2: Support the development of a comprehensive health delivery system for students by linkage of college health services with available community health resources that provide affordable, accessible health care services.

Status Update: Cuyamaca College Health and Wellness Services collaborates with various health care organizations within the San Diego Community to engage the student in their own health and wellness, through organizations to include Family Health Centers of San Diego, Personal Counseling Services with San Diego State University, Champions of Health, McAllister Institute, and the San Diego Public Health Services Epidemiology Branch.

Q20

Yes

Do you have another goal to update?

Page 7: III. Previous Goals: Update continued

Q21

1. Previous Goal 2:

2. Goal 2: Support the development of a comprehensive health delivery system for students by linkage of college health services with available community health resources that provide affordable, accessible health care services.

Q22

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q23

In Progress - will carry this goal forward into next year

3. Goal Status

Page 8: III. Previous Goals: Update continued

Q24

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q25

Respondent skipped this question

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

For Goal #2: Support the development of a comprehensive health delivery system for students by linkage of college health services with available community health resources that provide affordable, accessible health care services.

Status Update: Cuyamaca College Health and Wellness Services collaborates with various health care organizations within the San Diego Community to engage the student in their own health and wellness, through organizations to include Family Health Centers of San Diego, Personal Counseling Services with San Diego State University, Champions of Health, McAllister Institute, and the San Diego Public Health Services Epidemiology Branch.

Q27

No

Do you have another goal to update?

Page 10: III. Previous Goals: Update continued

Q28

Respondent skipped this question

1. Previous Goal 3:

Q29

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q30

In Progress-will carry this goal forward into next year

3. Goal Status

Page 11: III. Previous Goals: Update continued

Q31

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q32

Respondent skipped this question

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q33

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Q34

Yes

Do you have another goal to update?

Page 13: III. Previous Goals: Update continued

Q35

Respondent skipped this question

1. Previous Goal 4:

Q36

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q37

In Progress-will carry this goal forward into next year

3. Goal Status

Page 14: III. Previous Goals: Update continued

Q38

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Page 15: III. Previous Goals: Update continued

Q39

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Page 16: IV. New Goals

Q40

Yes

Would you like to propose any new goal(s)?

Page 17: IV. New Goals continued

Q41

1. New Goal 1:

New Goal 1:

Provide access to quality health care and education for all students seeking assistance. Expansion of the Student Health and Wellness Services Center to include a provider of care (physician) on a fee for service basis to include pre-participatory physicals for our athletic division would benefit our efforts in rendering quality health care. A physician consultant to the Nursing Staff to include the Campus Registered Nurse and Health and Services Supervisor RN in reviewing policies, procedures, and standards of care, according to the American College Health Association, who is a principal leader in advocating for the health and well-being of college students and campus communities.

Q42

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q43

3. Please describe how this goal advances the college strategic goal identified above.

In alignment with Cuyamaca College values to include a student-centered approach with equity, student success, innovation, excellence, social justice and community, a more comprehensive Student Health and Wellness Services Center is necessary in meeting health objectives not only involving physical dynamics but through evidenced-informed practices involving a Medical Physician and resources to include the American College Health Association. Having a consultant physician available by email, phone, text, and on campus for physical examinations for our sports division, allows an enrichment of health and wellness advocacy creating a culture of optimal health and well-being.

Q44

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

This goal was identified through evidenced based practice recommendations, changes in the pandemic involving Covid 19, and the intricacy of the role of a Registered Nurse and the Nurse Practice Act, and the limitations set forth by the Board of Registered Nursing in California, in that a Registered Nurse, is not allowed to diagnose and can only intervene based on an assessment and physician order.

Q45

5. Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

1. A Memorandum of Agreement with Dr. Flora Danque, MD, to be established in signing off the following Standing Orders:
 - Automatic External Defibrillator
 - Dispensing of Non Prescriptive Medications
 - Treatment of Students with Anaphylaxis
 - Allergic Reactions and Standing Order for Treatment
 - Tuberculosis Testing Standardized Procedure
 - Treatment of Low Blood Glucose
 - Assault Mandatory Reporting of Domestic Violence
 - Sexual Assault Mandatory Reporting
 - Suicidal Patient Guidelines for Care
 - Biohazardous Waste Collection and Disposal
 - Treatment of Head Injuries
 - Treatment of a Minor
 - Refusal of Treatment AMA
 - Chaperones for Sensitive Examinations
 - Bleeding Control Guidelines for Management
 - Needle stick Injuries Prevention
 - Covid 19 Testing Biocept Laboratory
 2. A Memorandum of Agreement with Dr. Flora Danque, MD, to be established in providing pre-participation sports physicals for our athletic teams as designated times of the year.
 3. A Memorandum of Agreement with Dr. Flora Danque, MD, to review current health care policies and procedures, to include standards of care by the nursing staff as recommended by the ACHA twice a year.
-

Q46

6. How will this goal be evaluated?

Our expansion of student services will be evaluated through a Program Evaluation with the following steps:

1. Engage Our Stakeholders
 2. Describe Our Program
 3. Focus the Evaluation
 4. Collect the Evidence
 5. Justify Findings and Conclusions
 6. Evaluate Findings and Conclusions, Share Lessons Learned
-

Q47

No

Do you have another new goal?

Page 18: IV. New Goals continued

Q48

Respondent skipped this question

1. New Goal 2:

Q49

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q50

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q51

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q52

Respondent skipped this question

5. Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q53

Respondent skipped this question

6. How will this goal be evaluated?

Q54

Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q55

Respondent skipped this question

1. New Goal 3:

Q56

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q57

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q58

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q59

Respondent skipped this question

5. Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q60

Respondent skipped this question

6. How will this goal be evaluated?

Q61

Respondent skipped this question

Do you have another new goal?

Page 20: IV. New Goals continued

Q62

Respondent skipped this question

1. New Goal 4:

Q63

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q64

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q65

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q66

Respondent skipped this question

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q67

Respondent skipped this question

6. How will this goal be evaluated?

Page 21: Resources Needed to Achieve Goal(s)

Q68

Supplies/Equipment and Other Resource Needs

What resources is your program requesting this year to achieve the program's goal(s)?

Page 23: Final Check

Q69

I am ready to submit my program review

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."
