



C U Y A M A C A
· C O L L E G E ·

Annual Update Report

SIS - Student Health Services

Healthy Campus Framework

Program Goal: Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College supports a Healthy Campus Framework, where six areas of focus in overall health promotion assist in meeting students unique health care needs. Such areas of focus include access to nursing services, access to campus resources, health care advocacy, access to personal counseling services, public health guidance according to our local San Diego Public Health Department, and access to community resources and referrals.

Goal Status: Active

Mapping

2022 - 2028 Strategic Plan: (X)

- **Increase Equitable Access:** Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College supports a Healthy Campus Framework, where six areas of focus in overall health promotion assist in meeting students unique health care needs. Such areas of focus include access to nursing services, access to campus resources, health care advocacy, access to personal counseling services, public health guidance according to our local San Diego Public Health Department, and access to community resources and referrals. (X)
- **Increase Persistence and Eliminate Equity Gaps:** Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College supports a Healthy Campus Framework, where six areas of focus in overall health promotion assist in meeting students unique health care needs. Such areas of focus include access to nursing services, access to campus resources, health care advocacy, access to personal counseling services, public health guidance according to our local San Diego Public Health Department, and access to community resources and referrals. (X)

Best Practices as a Standard of Care

Program Goal: Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College, will collaborate with local health care organizations to include regulatory bodies such as the California Department of Public Health, and the San Diego Public Health Department in setting best practices as a standard of care. Such practices include knowledge of principles, methods, and procedures of nursing as applied in public health practice, with a focus of promoting overall health and wellness in multiple facets to include health and emotional well being.

Goal Status: Active

Mapping

2022 - 2028 Strategic Plan: (X)

- **Increase Equitable Access:** Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College, will collaborate with local health care organizations to include regulatory bodies such as the California Department of Public Health, and the San Diego Public Health Department in setting best practices as a standard of care. Such practices include knowledge of principles, methods, and procedures of nursing as applied in public health practice, with a focus of promoting overall health and wellness in multiple facets to include health and emotional well being. (X)
- **Increase Persistence and Eliminate Equity Gaps:** Cuyamaca College Health and Wellness Services; a supportive health center for students at

Cuyamaca College, will collaborate with local health care organizations to include regulatory bodies such as the California Department of Public Health, and the San Diego Public Health Department in setting best practices as a standard of care. Such practices include knowledge of principles, methods, and procedures of nursing as applied in public health practice, with a focus of promoting overall health and wellness in multiple facets to include health and emotional well being. (X)

Service Area Overview and Update

Lead Author

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

Collaborator(s)

Lauren Vaknin, EdD, Kennedy Carrothers, BSN, RN, PHN, Edward Goldsmith, CSW, Lauren Cardoso, LMFT, Kaylin Rosal, MPH, Katie Cabral, M.A.

Please briefly share the ways in which you collaborated with colleagues within and outside of your department to gather input to inform your program review.

Cuyamaca College Health and Wellness Services collaborated with various internal and external colleagues and organizations, in gathering relevant data for this years program review evaluating the time period from 07.01.2024 through 06.30.2025. With the adoption of a "Healthy Campus Framework" supporting six areas of health care needs to include access to nursing services, access to campus resources, health care advocacy, access to mental health counseling services, public health guidance according to SDPH Department, and access to community resources and referrals, it was imperative that health services have solid partnerships both internally and externally with local health care entities in meeting unique campus needs. Internally the Office of Institutional Effectiveness, Success, and Equity (IESE) was vital in generating student demographics within the SARS platform, to include developing and updating a satisfaction instrument in measuring both employees and students evaluation of services within the Health and Wellness Services Department. Such an instrument allowed for direct feedback from students on topics of further interest to include women's health, mental health, and men's health.

External constituents were also vital, to include the Department of Public Health San Diego, Family Health Centers of San Diego, Champions for Health, Neighborhood Healthcare, McAlister Institute, Neighborhood House Association, San Ysidro Health, and Paws to Share. These external constituents were able to provide Health and Wellness tabling data, to include total participants and requested needs for our campus population. A huge contributer of data was that of Family Health Centers of San Diego in the need for student assistance with healthcare enrollment either through Covered California, or Medicaid. In addition, some students had access to health care, but were not aware of navigational steps in accessing care; hence, Family Health Centers was able to bridge the gap in accessing care for many.

Medcat EHR, the central electronic health record system, used at Cuyamaca College Health and Wellness, also provided data related to nursing diagnosis which identified the top five nursing diagnosis to include Nursing Recommendations, Cough/URI/ILI, TB Risk Assessment, Headache/Migraine, and Menstrual Cramping. SARS provided a Cuyamaca Diagnosis Analysis with the top five diagnosis to include Nursing Recommendations, Accident Reporting, TB Risk Assessment, Headache, and Menstrual Cramping. Such diagnosis allow for a typical time frame spent with each nursing diagnosis groupings, further adding evaluation of nursing productivity and the need for changes in a 10-month Health Services Registered Nurse to a 12-month Health Services Registered Nurse.

Dean/Manager(s)

Lauren Vaknin, EdD, Student Affairs Student Engagement

Please briefly share the ways in which you collaborated with your Dean on your program review to discuss your vision, goals, and resource needs/requests.

Throughout the time period of 7.1.2024 through 6.30.2025, Dr. Lauren Vaknin, was appraised of my Departments' Health Care Needs. This included access to supportive mental health care resources without the use of law enforcement in crisis situations to include a MOU with the Mobile and Crisis Unit of San Diego. Other needs included adding Adjunct Faculty in the role of Mental Health Clinician, and the addition of a 10-month Health Services RN, in late October of 2024, as the prior Health Services RN resigned in March of 2024. As students health care needs shifted from Covid-19 guidance to

Annual Update

adjustments in being back on campus and the need to address social anxiety, depression, general anxiety, and coping skills, it became clear that the Health and Wellness Services trajectory was changing and the need was that of both medical and mental health care assessments.

In addition, collaborating with Cuyamaca Cares Manager, the Wellness Vending Machine was piloted on 2/5/2025, in meeting student needs with the following products to include: Acetaminophen, Advil, Menstrual Pads, Menstrual Tampons, Lubricant, Condoms, Emergency Contraception, and Pregnancy Testing. Other collaborative efforts remained with both inreach and outreach processes with various community constituents to include Family Health Centers of San Diego, San Diego County Public Health Department, Neighborhood Healthcare, McAlister Institute, SAY San Diego, Sidekick, Champions for Health for both Influenza, Covid-19 Vaccines, San Diego Blood Bank, Harm Reduction Coalition of San Diego, San Ysidro Health, A New Path for Narcan Tabling, and Paws to Share.

Granted the mission and vision of Health and Wellness Services stayed the same, there were additional helpful resources to include mental health resources, basic rights, access to both internal and external access points in assisting students meet their educational needs by addressing the "Healthy Campus Framework" whereby, supporting the six areas of health care needs to including access to nursing services, access to campus resources, health care advocacy, access to mental health counseling services, public health guidance according to SDPH Department, and access to community resources in navigating the health care system.

Moreover, with compliance measures in addressing SB-367, AB-461, AB-1524, education and access to Intranasal Narcan on campus, access to Fentanyl Testing Strips, and Drink Spike Testing Strips on Campus for various controlled substances as Ketamine, GHB, and Cocaine were implemented. The Harm Reduction Coalition of San Diego, to include Think Twice Incorporated was instrumental in providing access to such medications and testing devices for our campus population and were fully discussed with the Dean of Student Engagement and Belonging.

Please summarize the significant changes and achievements that have occurred in your service area since the last program review.

A safety culture must be at the forefront in any health care environment. Cuyamaca College Health and Wellness Services solidified and or modified the following needs for students accessing services to include:

1. Licensed Mental Health Clinicians: LMFT, CSW. Increasing access to a licensed therapist.
2. Compliance with AB461, AB1524, SB367. Providing Intranasal Narcan on campus as distribution with education. Providing Fentanyl Testing Strips in testing drugs not received through a pharmacy. Drink Spike Testing Strips testing drinks for GHB, Ketamine, and or Cocaine.
3. Collaboration with Cuyamaca Cares and DotStash in establishing the Wellness Vending Machine Pilot Program started on 2.5.2025, where students have access to a variety of health products to include Acetaminophen, Advil, Emergency Contraceptive, Pregnancy Testing, Condoms, Organic Menstrual Pads, Tampon Packs, Lubricants, and a Menstrual Cup.
4. Establishing continued Standardized Orders to include an additional order addressing simple wounds, Policy 18.1, Simple Wound Care for Simple Cuts, Scrapes, or Abrasions, signed by our contracted Physician Dr. Flora Danque, M.D., and Policy 21.0 Exposure to Environmental Hazards in the Educational Setting Use of Poison Control for RN Guidance, also signed by Dr. Flora Danque, M.D.
5. Establishing a contract with Ligualinx Access Interpreter Services for accurate medical interpretation with certified language specialists. Access via IPAD, remote video and audio.
6. Hired a Health and Wellness Services Registered Nurse with Public Health Nursing Experience.

Attach Related Documents - Service Area Overview and Update

[Reason Code Summary Report 7.1.24 through 6.30.25.PDF](#);
[cuyamaca-2024-2025-health-wellness-access-report-20250715.pdf](#)

Student Learning Outcome/Service Area Outcome Assessment and Student Success

Student Access, Learning, and Achievement

Student Services areas collect data in many different ways. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations. Which data was used for your service area?

A variety of data sources were used to include the report drafted from the IESE Office titled Cuyamaca Health and Wellness Center: Student Demographics: 2024-2025. Other sources were from Medicat Electronic Health Records titled Cuyamaca Diagnosis Analysis from 7.1.24 through 6.30.25. A third source was from SARS as titled Reason Code Summary Report with Reason Code Nursing Diagnosis. Other relevant data was collected from Champions for Health, Family Health Centers of San Diego, Neighborhood Healthcare, Harm Reduction Coalition of San Diego, McAlister Institute, Paws to Share, LoDo Massage, San Diego Blood Bank, EOPS-Single Parent Day, and Nutrition Services offered in conjunction with Cuyamaca Cares as a satellite service area for students to access healthy snacks. These sources included tabling event data with participant counts.

Regarding data collected from the Offices of IESE, there were 185-unduplicated students and a total of 370-interactions with either students or staff accessing care through Health and Wellness, such data provided the following analysis:

Similar to the previous year (2023-2024), the Health & Wellness Center's efforts to serve Latiné students made a positive impact in 2024-2025:

Approximately 44% of the students who received these services identify as Latiné, compared to 36% of our college's student population. Similarly, efforts to serve students with at least one disability made a positive impact: Approximately 29% of the students who received these services have at least one disability, compared to 7% of our student population.

Compared to our student population in 2024-2025, the following groups are slightly underrepresented in the Health Services data:

- **Indigenous students** (no Indigenous students used Health & Wellness Services in this time frame); this trend is consistent with the two previous years (2022-2023 and 2023-2024)
- **Asian students** (Asian students comprise 4% of students who used Health & Wellness Services, compared to 7% of our student population)
- **Students who are younger than 20 years old** (students <20 years old comprise 19% of students who used Health Services, compared to 29% of our student population); this trend is consistent with the previous year (2023-2024)
- **Foster youth/former foster youth students** (no foster youth students used Health Services in this timeframe; this group comprises 1% of our student population)

With the Reason Code Summary Report from SARS, 426-student interactions occurred based on reason codes submitted. These reason codes were ranked from one to twelve, with one being the highest need and 12 being the lowest need as follows:

1. Nursing Illness Assessment
2. Follow Up Illness Assessment Post 24 hours
3. TB Risk Assessment Staff and Students
4. Respiratory Virus Guidance, Covid-19 and or Influenza A or B
5. Mental Health Resource Needs
6. First Aid & Emergency Response Injury
7. Other
8. Campus Referral Need
9. Community Referral Need
10. Emergency Response Need
11. Supplies Medical
12. Accident Report Assistance

With the reported generated by Medicat EHR, the top five nursing diagnosis codes were as follows:

1. Nursing Assessment and Recommendations

Annual Update

2. Cough/ILI
3. TB Risk Assessment
4. Student Accident Report
5. Headache

Data obtained from tabling events was also very important in that numbers of participants had increased in comparison to data collected from 2023-2024 to 2024-2025. Areas of data included the following:

1. Family Health Centers of San Diego Tabling
2. Neighborhood Healthcare Tabling
3. Narcan Education Tabling
4. San Diego Blood Bank Blood Drive
5. Campus Welcome Back Events and What is Offered at Health and Wellness Services
6. Annual Health Fair
7. Paws to Share Destress Event
8. Vaccine Events with Champions for Health
9. Earth Day
10. Nutrition Accessed through Health and Wellness Services

Please discuss any equity gaps in access or success the data revealed. What action will the department or discipline take to address these equity gaps? If equity gaps have been reduced or eliminated, please share what the program did to achieve this. If equity gaps still exist, consider the specific steps your department will take to address equity gaps.

With the analysis provided by the Office of Institutional Effectiveness assessing student demographics the following findings were identified:

Similar to the previous year (2023-2024), the Health & Wellness Center's efforts to serve Latiné students made a positive impact in 2024-2025:

Approximately 44% of the students who received these services identify as Latiné, compared to 36% of our college's student population. Similarly, efforts to serve students with at least one disability made a positive impact: Approximately 29% of the students who received these services have at least one disability, compared to 7% of our student population.

Compared to our student population in 2024-2025, **the following groups are slightly underrepresented in the Health Services data:**

- **Indigenous students** (no Indigenous students used Health & Wellness Services in this time frame); this trend is consistent with the two previous years (2022-2023 and 2023-2024)
- **Asian students** (Asian students comprise 4% of students who used Health & Wellness Services, compared to 7% of our student population)
- **Students who are younger than 20 years old** (students <20 years old comprise 19% of students who used Health Services, compared to 29% of our student population); this trend is consistent with the previous year (2023-2024)
- **Foster youth/former foster youth students** (no foster youth students used Health Services in this timeframe; this group comprises 1% of our student population)

Progress has been made in serving both the Latin student to include those students who identify as having one disability. Areas for review are those students who identify as Indigenous, Asian, and age ranges that are younger than age 20, to include foster youth students. Steps recommended in reaching these areas of need, include reaching out to student service areas that service these predominant groups to make aware of services available through Health and Wellness. Moreover, general outreach to student support groups such as First Year Coordinator, the VA Center on Campus, Associate Student Government, EOPS, and other relevant support services for students will be of importance. Moreover, a broader sense of what is available whether it be nursing and or mental health services will be fostered through tabling efforts on campus, including direct communication with student support service departments.

Annual Update

Regarding the data collected from the Reason Code Summary Report, there has been a shift from Covid-19 and or Respiratory Virus Guidance to Nursing Assessment or Illness Management. Nursing productivity has increased as students are directly accessing care on campus from Health and Wellness Nursing Staff. Perhaps this shift is related to post-pandemic changes in that more students are on campus accessing direct services. Data collected through the Medicat Electronic Health Record System, from 7.1.24 through 6.30.25, indicates that 782-nursing diagnosis were generated. The prior year, 2023-2024, there were a total of 550-nursing diagnosis generated which demonstrates an increase of 35% of access to care with nursing services when comparing calendar years, 2023-2024 and 2024-2025.

In relation to data collected related to code reasons, please refer to the attached table Titled Code Reason Comparative Data 2024-2025. Overall, categories that reflect a decrease in numbers were related to Covid 19 Guidance, TB Risk Assessments and TB Skin Testing Administration. All other code reason categories reflect increases with Illness Assessment and Follow up Contacts from Illness Assessment or Management. These increases were ranked from 50 to 200%. Such percentage increases demonstrate the needs of students with illness assessment and guidance to include follow up's in ensuring the student is receiving quality driven care. Other areas of interest with increases include Mental Health Services Access to Over the Counter Medications Dispensing with increases upwards of 400 to 420%

Data obtained through various tabling events indicate that students have increased participation in the following services:

1. Application for Covered California and or MediCaid through either FHCSD and or Neighborhood HC. Data shows the increase to be upwards of 79% in access for this service when comparing 2023-2024 and 2024-2025 data.
2. Education on the Use of Intranasal Narcan for Opioid Reversal through both the Harm Reduction Coalition and Coordination of Nursing with the Campus Sheriff, showed an increase in student participation threefold as initial participation efforts were in the low single digits to a total of 30 participants for the spring of 2025.
3. San Diego Blood Drive participant numbers have steadily increased with recent data of 7 participants to 24 participants in the spring of 2025. Such an increase has positively reflected in community needs in that one pint of blood can impact three lives; hence, the 24 pints of blood collected in the spring of 2025, potentially affected 72 lives. In fact, San Diego Blood Bank has asked to come back onto campus with blood drive efforts, as their goal is typically 13-20 donations, and we have surpassed such numbers in the spring of 2025.

In summary, the following trends were noted with the aforementioned data collection:

*Representation for Latin students were positively demonstrated to include those students who identify as having one disability.

*Covid-19 or Respiratory Virus Guidance has shifted. Other health care priorities include General Illness and Assessment, Nursing Guidance, and Follow Up, Administration of Over the Counter Medications, and Access to Mental Health Care and Resources. These shifts bring along a more comprehensive need of care for our students.

*Students are increasingly engaged in health care events on campus to include accessing services that assist with the application for health care insurance, education regarding safe practices related to availability of Intranasal Narcan, and the availability of mental health resources.

*Areas of improvement include the need to reacher a broader range of students based on ethnicity/race, age, and who identify as foster youth students.

*Covid-19 is no longer a central force for visits to Health and Wellness, complex higher level of nursing needs are being addressed and followed through to include referrals for access to health care in the community of San Diego.

Cuyamaca College Health and Wellness Services has seen an increase in demands related to direct nursing care to include illness assessment and follow up, including access to resources for mental health services. Students are on campus accessing services directly and data proves students are utilizing tabling resources in meeting their unique health care goals. It bears mentioning that mental health services has seen an increase in need, where nursing plays a role in triaging safety, to include immediate safety assessment through safety screening processes and activation of resources with the Access and Crisis Line and or the Mobile Crisis Response Team. Recent literature supports findings where college students have been heavily impacted by the pandemic and there are increases in mental health conditions such as anxiety, depression, social anxiety, and general compensatory mechanisms in dealing with such changes in a complex environment. Having the "Healthy Campus Framework" with the six areas of focus allows for a successful structure in meeting complex students needs.

Annual Update

Service Area Assessment

Did your program complete and submit SLO/SAO assessment in the last year?

Yes

Which SLO/SAOs did you assess in the last year?

SAO #1

Employ effective referral practices that promote student follow through with local health service providers in meeting each students' individualized health care needs.

SAO Status: Active

SLO#1

Students will engage in wellness promotion practices available through the Health and Wellness Services Center, which will contribute to their overall well-being in alignment with a healthy campus framework further enhancing their academic journey at Cuyamaca College.

SLO Status: Active

If you responded no above, please describe the department's plan to update SLOs/SAOs.

Not applicable. SAO #1 and SLO#1 were assessed and modified during comprehensive review in 2023/2024.

If you did not assess in the last year, please share why, including whether your program is experiencing barriers to assessment or data submission, and/or if your program would benefit from outcomes and assessment support.

Not applicable.

Please share any outcomes assessment projects your service area has completed in the last year and how the service area used the results for improvement.

Throughout the calendar year of 2024/2025, a survey instrument was provided to students and or employees accessing services at Health & Wellness.

With this survey, responses provided feedback on current service practices including areas of interest. The Office of IESE, provided a summary of 2025/2025 feedback, which has been attached for review. In general findings include the following:

Please see the attached report that contains the **nine responses we received to the 2024-2025 Health & Wellness Center: Nursing Services Survey**.

This includes responses from individuals who received the following services:

- Non-prescriptive medications (2 responses)
- COVID-19 resources and guidance (1)
- General illness/assessment by Registered Nurse (1)
- Lactation room access (1)
- Another purpose (4):
 - o Band aid (1)
 - o First aid (1)
 - o T.B. skin test (1)
 - o Wrist pain (1)

All respondents (100%) either agreed or strongly agreed with the statements "The Health and Wellness Center provided me with useful resources and/or referrals," and "I am satisfied with the Registered Nurse (RN) services."

However, there might be opportunities to address one respondent's disagreement with the following statements:

Annual Update

- "The Health and Wellness Center staff made me feel welcome."
- "My questions/concerns were adequately addressed during my visit."
- "I would recommend the Health and Wellness Center to others."

Respondents noted they would like to see the following educational topics provided:

- Women's health (4 responses)
- Men's health (2)
- Mental health (2)
- Heart health (2)

When asked what they liked most about the services they received, many respondents provided **positive comments regarding the Nurse** (helpfulness, kindness, care, easy to talk to, supportive, understanding, etc.) and the **welcoming environment**.

When asked how the Center could improve their experience, respondents suggested the following improvements:

- **Wayfinding:** "Maybe like signs on how to get there because it is hidden"
- **Lactation room:** "provide a more private lactation room"
- **Efficiency of services:** "some matters are too small to have to go through a screening process. Have students be able to opt out of the paper work with an agreement that's just 1 paper and 1 signature. As pleasant as everyone was. It shouldn't take 30 minutes for me to receive a band aid. I shouldn't have to contemplate whether or not it's worth receiving care"

Lastly, pages 6-9 of the attached report shows some respondent characteristics and demographics:

- 67% of respondents have health insurance; 33% did not
- 78% of respondents identify as female; 22% as male
- 56% of respondents are age 20-24 years old; 33% are 25-39 years old; and one respondent is <20 years old; none of the respondents are 40+ years old
- All respondents (100%) identify as Hispanic/Latiné and/or white
- 89% of respondents indicated their primary language is English; and one respondent indicated their primary language is Spanish.

Such data provided a greater platform of improvement strategies and the following changes have been made throughout the calendar year:

1. The Lactation Room was moved from I-137 to I-140, where a privacy partition was purchased and placed including facilities adding a lock to room I-140 for privacy and comfort.
2. With the assistance of Public Relations and Michael Navarre, two large feather flags were placed on campus, guiding students to our service area. One location in the Student Quad area and the other just outside the Water Studies Program.
3. Students are provided with the option for Bandaid access through the Health and Wellness Vending Machine which is located in the second floor of the Student Center, and or made aware of time to wait for access to wound care assessment with the Registered Nurse. Providing this option has provided the student with transparency and options for convenience.
4. The Health Services Satisfaction Survey was further edited to include additional information needs such as purpose of the visit to Health and Wellness to include services via phone and or email, additional educational topics related to health and wellness were added including mental health, womens' health and mens' health. Two open ended questions related to what the individual like and what could be done to improve services was added in gaining additional feedback in improving services and care.

Annual Update

Program Goals

Program Goals Status

I have updated the progress on my previous goals.

Program Goals Mapping

Mapping for all active Program Goals complete.

Submission

Program Review response is complete and ready for review.

Yes - Response is complete and ready for review

Dean Approval and Feedback

I have reviewed the program review with the author and provided feedback.

Yes - Review and feedback complete

Feedback

The services provided by our Health Center has been outstanding and this program review reflects the care and dedication of this team. We've undergone much transition with our mental health counselor adjuncts this year and have great hopes for more stability with the hiring of our first full-time MH Counselor, currently in recruitment. Goals continue to be within reason, obtainable and student-centered. Thank you for all your amazing heart-work you put into this and every day at Cuyamaca.