

De Anza College

STUDENT HEALTH SERVICES

Program Review – Annual Update Form

January 2025

1. Briefly describe how your area has used the feedback from the Comprehensive Program Review provided by RAPP members.

The student health services used the feedback by implementing strategies to improve promoting equity and inclusion. The feedback received from RAPP members in terms of deeper examination of equity concerns specific to student population gave an opportunity for the student health services to improve fostering an inclusive environment that improve student's satisfaction, and overall quality of care. Improving equity ensures that all students, regardless of background, identity or socioeconomic status, have access to healthcare on campus where they feel supported and comfortable seeking medical attention. Among these key strategies we implemented include establishing a partnership with the campus Basic Needs program to ensure an equitable access to food and nutrition are available to students visiting the student health services. Since Spring Quarter 2024, over 50 students every week accessed the grab and go snacks/meal shelf and basic hygiene products at the health services. In addition, the staff provided resources to students regarding food pantry services on campus; information on CalFresh eligibility and assist students for a referral to Medi-Cal enrollment specialist.

Another strategy on how the student health services improve promoting equity and inclusion is to continue offering language accessibility particularly to students with limited English proficiency. Students can now access health information materials of their language proficiency offered through the student health portal. The student health services offer translated materials and interpretation services which allows clear communication between the students and the student health services providers to better understand their medical conditions and treatment options.

Lastly, the student health services had incorporated a diverse perspective into health education programs such as community outreach events and health fairs, tailored to students who have limited or no access to medical insurance. This include offering free health screenings and flu shot vaccine; providing information and support to LGBTQ+ communities regarding specific health concerns and preventive health screenings (i.e., STDs, safe sex practices); and aligning the health education and wellness program goals to focus on health equity as define by Healthy People 2030.

2. Describe any changes or updates that have occurred since you last submitted program review.

One of the major changes that occurred since the 2019-2020 program review was the implementation of medical records system, Pyramed, in Spring 2020. The implementation of the student health services EMR system played a major role of improving immunization compliance such as COVID-19 vaccine during and after pandemic, reviewing ISP vaccine health requirements, and fulfilling vaccine requirements for transfer and allied health programs. Since the initiation of our EMR system, at least 3,000 new immunizations have been successfully integrated into the California Immunization Registry system. This allows an easy access for students to access and interface their immunization records to universities for transfer requirements and for meeting the clinical vaccine requirements in allied health programs (i.e., nursing, medical assistance, dental, etc.)

Another update that occurred was establishing collaboration with Santa Clara County Behavioral Health Services. This collaboration had led the opportunity for the student health services to received stipend funding since 2022 to support prevention education programs related to substance use and alcohol prevention, domestic violence awareness, suicide prevention and STD education. Currently, the student health services had participated in various presentations of bringing Narcan kit training to district employees and students since Winter of 2023. Through the state program Naloxone Distribution Project, the student health services had distributed over 200 free Narcan kit and Fentanyl strip to both colleges and district employees. Since The Campus Opioid Safety Act took an effect on January 1, 2023, which required campus health centers at most public colleges and universities to offer students free Narcan, the student health services were actively providing an on-going training and distributing free Narcan kit and Fentanyl strip directly to students, faculty and staff.

The most recent update that occurred this academic year was the introduction of the Red Folder Initiative to De Anza campus staff and faculty. In collaboration with Mental Health and Wellness Services, the Red Folder Initiative Draft was introduced in Fall 2023 at the district opening day presentation. This was officially executed in Fall of 2024. The Red Folder serves as a quick reference guide to mental health resources for faculty/staff who may interact with distressing or distressed students. The customized folders identify common signs of student distress and direct faculty/staff through campus protocol to clarify who they should contact in the event of an emergency. The folders also provide tips for how to approach a student who may be in distress and connect that student with the appropriate resources. The student health services had presented the Red Folder to the Deans' meeting and divisions meetings from various programs to disperse this valuable resource to faculty and staff.

In terms of staffing from the last program review noted in 2019-2020, the student health services were able to fill the full-time nurse practitioner position in 2022. Telehealth appointment was also launched to assist ISP students with their health clearance, particularly those students who have history of positive TB test. However, at the beginning of the academic year of 2024, the position was again vacant. The student health services are now experiencing a major staffing shortage as the current demand continues to rise.

The staffing shortage has impacted the availability of telehealth services appointment and executing outreach wellness events (such as annual health fair) since the beginning of Fall Quarter 2024.

Additional Updates:

- Proposal to increase the student health fee from the last program review with the maximum allowed of \$22 was also approved by the district which took effect this Fall Quarter 2024.
- Medi-Cal application for De Anza College to become a certified site as required for Family Pact program was initiated last Summer Quarter 2024. Approval received from the district to move forward with the application was granted last Fall Quarter 2024.
- Established a collaboration from Allied Health Lab Tech program to bring phlebotomy services to our students at De Anza campus was launched Winter 2025. However, service is limited to one day a week, for a five-hour time frame.

3. Provide a summary of the progress you have made on the goals identified in your last program review.

Current goals and progress:

1. To execute the culture of safety and practice safety measures at the health services in meeting the core standards of AAAHC and ACHA.
 - Progress made on this identified goal includes executing safety measures for HIPAA compliance. This was accomplished with the implementation of Pyramed EMR system. The student health services started transitioning and securing all medical records safely to Pyramed EMR system in Spring Quarter 2020, which was completed in 2021. Additional staff and provider training and Citrix update was done in 2023. Access to the Pyramed EMR system was limited to the Student Health Services, and Mental Health and Wellness staff and providers. Annual HIPAA compliance training provides staff and providers continuous education on HIPAA regulations and how to properly handle protected health information (PHI), ensuring they are aware of their responsibilities in maintaining patient privacy and data security.
 - Another progress made in terms of safety measures was to streamline the process of informed consent for minors with specific student population - ISP program. The student health services minor consent form was integrated to the EMR system through the student health portal, allowing the parents to access the form online and upload the signed documents and the legal requirement to verify signatories (such as photo ID or passport). This process reduces the administrative burden on staff by minimizing the paperwork and improving convenience.

Program Review Update 1.30.25

- Lastly, the use of standardized forms for all medical records requests, which was reviewed and approved by the Director of Purchasing, Contracts and Risk Management at the district, was implemented this Fall Quarter 2024. This ensures that appropriate processes and procedures are clearly communicated and delivered to staff and students.
2. To structure a patient care delivery model specific for student health services in compliance with state regulated license and practices.
 - Progress made to this goal includes maintaining the renewal of the California Department of Health Clinical Lab License and Clinical Laboratory Improvement Amendments certification (CLIA). Certification compliances ensures that the Student Health Services follows strict quality standards to reduce errors which improve patient care. It also provides an opportunity for the Student Health Services site to participate in federal and state healthcare programs such as Medi-Cal and Family Fact. In addition, medical providers (MD/NP) at the student health services are certified Medi-Cal provider which allows them to provide services for low-income students under the Family Pact program.
 3. To continue establishing health and wellness quality improvement initiatives and activities focusing on preventive health.
 - Progress made for health and wellness initiatives include hosting the first Annual Health Fair event that offers preventive screenings for diabetes, hypertension, and BMI, biometric screenings, free flu shot, and educating students and staff regarding breast cancer awareness and healthy lifestyle choices. Over 250 students, staff and faculty attended the first Annual Health Fair event that was held in the last Fall Quarter of 2023. At least 20 community organizations were invited, and nursing and medical assistant students lead the flu shot clinic and the health screening activities.
 - In compliance with Campus Opioid Safety Act, through the Naloxone Distribution Program offered by the state and in collaboration with Santa Clara County Behavioral Health Services, the student health services offer free Narcan Kit to students and staff. Overdose and substance use prevention training for staff were also held during district opening and college day events. The student health services website provides information on Narcan administration training and how to access the free Narcan Kit on campus.
 - With the new Assembly Bill 1524, which would require the California State University and community college districts to stock drug testing devices, free-of-charge in the health center, to comply with this new bill, the student health services are now providing free fentanyl strip test to current students and staff.

4. If your goals are changing, use this space to provide rationale, or background information, for any new goals and resource requests that you'll be submitting that were not included in your last program review.

No changes with the current goal for this program review updates. However, with the growing demands of lab testing request from students visiting the student health services, and the issue of reliable transportation, the need of having a fully functional phlebotomy services on site would be very beneficial. From ISP students requesting vaccine health requirements, to students transferring to a university or attending allied health programs, blood draw request had gone up. As the demand increases, issues with transportation also became eminent. The number of missed appointments from an outside laboratory site became problematic as students struggled with the lack of transportation, especially those uninsured, low-income and ISP students. Adding a part-time phlebotomy technician at the student health services is vital in addressing this issue. The convenience and accessibility of having an on-site phlebotomy service reduces barriers to transportation issues and class schedule conflicts and is cost effective to students.

5. Describe the impact to date of previously requested resources (personnel and instructional equipment) including both resource requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved?

The Student Health Services requested the position of Health Promotion Specialist. Unfortunately, this position was ranked moderate and was not selected to grant this position. With the current state of staffing shortage at the Student Health Services, it makes it more difficult for the staff and the clinic director to provide an on-going health prevention efforts in complying with state assembly bills and title IX sexual violence act. Without additional support, it is challenging for the clinic director to coordinate and lead the wellness programs and initiatives while attending the medical needs of our students and overseeing the day-to-day operations of the student health services.

6. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?

The role of Health Promotion Specialist is to coordinate the planning and delivery of diverse wellness programs including health awareness and educational campaigns, behavior change programs, health assessments and health screenings. These programs are critical to the student's physical and emotional well-being. Without having a Health Promotion Specialist at the student health services, it's essentially sending message to our students that wellness program is not a priority, which can significantly hinder the academic success of our students. Health care access and affordability was already difficult for our uninsured, low-income and undocumented students. They rely on health promoting measures to stay healthy while attending school. Having a health promotion specialist to lead the initiatives of

educating the students about self-care and having them participate in wellness activities is pivotal. Students who successfully balanced different elements of health (physical, spiritual, emotional, social, etc.) had the best academic results.

7. Refer back to your Comprehensive Program Review under the section titled Assessment Cycle as well as the SLO website (<https://www.deanza.edu/slo/>). In the table below provide a summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity.

Table 1. Reflection on Learning Outcomes

<p>Learning Outcome</p>	<p>Redesigning and restructuring health services program-adopting strategies to improve quality of care, operational procedures, workflow processes, reducing costs, and increase patient satisfaction.</p>
<p>Method of Assessment (please elaborate)</p>	<p>To strategize improving quality care and workflow processes, one area that the student health services prioritized was to assess the compliance rate of the incoming ISP student vaccine health clearance requirement. The method of assessment used were:</p> <ul style="list-style-type: none"> • Analyzing the data on students' vaccination records completed from their home countries. • Using the California Immunization Registration System (CAIRS) in verifying immunization records. • Considering factors like exemptions (transferred, withdrawn, or on hold) and identifying areas where compliance needs improvement. • Implement strategies in terms of notification system such as outreach events, orientations, and vaccine clinics. • Accessibility of the required forms and minor consent through the student health portal, Pyramed. <p>The outcome data of compliance were evaluated each quarter starting Fall Quarter 2023 to Summer Quarter 2024.</p>

Program Review Update 1.30.25

<p>Summary of Assessment Results</p>	<p>All incoming international students are required to meet the immunization recommendations of the California Department of Public Health, the American College Health Association and the Advisory committee for Immunization Practices (ACIP). This includes the annual tuberculosis screening and testing, and the measles, mumps and rubella (MMR) vaccines.</p> <p>Compliance data was collected at the beginning of Fall Quarter 2023 until Summer Quarter of 2024. All incoming ISP students were evaluated in terms of completing both TB clearance and MMR vaccine requirements before the end of each quarter. The list of incoming ISP students was provided by the ISP program coordinator.</p> <p>In reviewing the overall compliance rate for Fall 2023, only 35% of students met the requirements before the quarter ends. Despite the weekly notification sent out to the health portal and the detailed information provided during their orientation, students have not read the notification and waited until the last minute to schedule an appointment with the health services provider. Other factors of noncompliance include not completing the required forms, immunization records not validated and missed appointments. At the end of Fall Quarter, academic holds were placed to those ISP students who were noncompliance.</p> <p>The student health services team continued to streamline the process by updating the notification system, designated an ISP Day screening event, presenting at the student's orientation, updating the website, and improving the accessibility of the forms through the student health portal.</p> <p>The Winter Qtr. 2024 data revealed a 25% increase in the compliance rate with about 60% overall compliant in meeting the TB and MMR requirements. To assist the student health services team in reviewing the student's immunization records and lab results, a TEA position for immunization compliance admin support was requested. By Spring Qtr. 2024, we have a 75% compliance rate which progressed to 90% compliance during the Summer Qtr. 2024. Students were more knowledgeable about the requirements, the required forms, keeping their appointments and being on time, and providing acceptable immunization records.</p>
<p>Reflection on Results</p>	<p>Although staffing shortage has been very challenging for the student health services team, it was rewarding to see the improvement of the ISP student compliance rate in meeting the required TB and MMR vaccines. Immunization compliance is crucial to ensure the safety and well-being of all students, faculty and staff for any communicable disease outbreak.</p> <p>Among the challenges that the student health services team have encountered include language barriers, insurance claims questions, academic holds released without notifying the student health services, incomplete minor consent forms and refusal of MMR vaccine. The limited staffing also made it very challenging for our team to open more appointment slots during the designated ISP events.</p>
<p>Strategies (aka: Enhancements) Implemented or Plan to be Implemented</p>	<p>To continue improving the ISP immunization compliance rate, the student health services will implement an additional notification system to remind students regarding the said requirements. This will include warning letters sent to the students at least 45 days before academic holds will be placed. This will inform the students of the due date timeline so they can plan accordingly.</p>

Program Review Update 1.30.25

	<p>Another strategy is providing an in-house blood draw site at De Anza campus. Collaborating with Allied Health Lab Tech program will allow an added services for blood test request in completing their TB and MMR requirements. This will assist ISP students particularly with transportation issues and language barrier to easily schedule their appointment at the De Anza campus site.</p>
--	--

2024-25 OKR Worksheet Update Form De Anza Student Health Services

Objective 1	Key Results	Activities	Progress on Key Results & Activities	Follow-up Action Plan (If Applicable)
<p>Increase the visibility and access of services to students throughout the campus community.</p>	<p>Mission is visible in outreach events, high traffic areas in clinics and publications offered to students.</p> <p>Increase utilization of student health services, with focus on domestic, uninsured, undocumented students that are currently enrolled at De Anza College.</p>	<p>Review mission statement with the team, and visible at the student health portal welcome page.</p> <p>Promoting health and wellness education through diverse channels on campus such as the villages, resource fair and college welcome events, student orientation and counseling and other division meetings</p>	<p>Mission statement available at the website and student health portal.</p> <p>The student health services participated in various meetings and presentations to promote awareness regarding the multitude of services offered. These include division meetings, counseling department meetings, college welcome day, resource fair, and class presentations.</p>	<p>Continue conducting outreach events and information sessions on campus, targeting specific student population: Black, Foster Youth, Indigenous, Latinx, LGBTQ+ and Pacific Islander students.</p>
	<p>Working closely with De Anza Student Government and other program entities with wellness and outreach events to increase students' participation.</p>	<p>Optimize a campus wide health fair involving nursing and medical assistant students at De Anza.</p> <p>Collaborate with allied health programs at Foothill College to participate at the annual health fair event at De Anza campus.</p>	<p>The student health services hosted its first health fair event last Fall 2023. Twenty-one programs and community partners participated in the event. Nursing and medical assistant led the health screenings (blood pressure, diabetes, BMI) and flu vaccine clinic. At least 300 students, staff, and faculty attended the event.</p>	<p>Collaborate with Allied Health Programs in Foothill college to increase participation for future health fair events at De Anza campus.</p>
<p>Objective 2</p>	<p>Ensure that students have access to services by securing necessary resources and funding for services.</p>	<p>Seek the maximum increase in the student health fees as mandated Education Code sections 76355, 76360, and 76361.</p>	<p>An increase in the student health fee of \$20 was</p>	<p>To increase the student health to the maximum fees</p>

January 2025

<p>Enhance and promote comprehensive clinical and health promotion services for the campus student body.</p>	<p>Prioritize health education and prevention services. Survey analysis and Evaluation (NCHA-ACHA, Healthy Minds Survey) – identify risk factors impacting academic performance.</p>	<p>Seek outside funding and other resources to support program services (i.e. Medi-Cal Family Pact program and Santa Clara County stipend grant program)</p> <p>Create a comprehensive health promotion/prevention plan. Use data from NCHA to guide and form education and prevention services.</p> <p>Online Interventions (i.e., E-Checkup to Go), programs and strategies tailored to address the needs of the students.</p>	<p>approved and implemented last Summer Qtr. 2024.</p> <p>The student health services received a stipend amount of \$4,999 from Santa Clara County Behavioral Services to support Substance Use Prevention program on campus starting in 2023. Various activities of promoting Denim Day event and staff/student trainings were initiated, including dispensing Free Narcan Kit and Fentanyl Strips.</p> <p>Medi-Cal Family Pact program proposal was approved by the district. Application form completion is in the process for submission.</p> <p>NCHA conducted in Spring Qtr. 2023 with 361 student responses to the survey. Results will be utilized to evaluate the current wellness programs with emphasis on equity and inclusion.</p>	<p>of \$22 in the 2025-2026 Academic Year.</p>
---	--	--	---	--

<p>Objective 3</p> <p>Prioritize and develop assessment methods and metrics of the stated SSLOs.</p>	<p>Redesigning and restructuring health services program-adopting strategies to improve quality of care, operational procedures, workflow processes, reducing costs, and increase patient satisfaction.</p>	<p>To assess the compliance rate of the incoming ISP student vaccine health clearance requirement. The method of assessment used were:</p> <ul style="list-style-type: none"> Analyzing the data on students' vaccination records completed from their home countries. Using the California Immunization Registration System (CAIRS) in verifying immunization records. Considering factors like exemptions (transferred, withdrawn, or on hold) and identifying areas where compliance needs improvement. Implement strategies in terms of notification system such as outreach events, orientations, and vaccine clinics. Accessibility of the required forms and minor consent through the student health portal, Pyramed. <p>The outcome data of compliance were evaluated each quarter starting Fall Quarter 2023 to Summer Quarter 2024.</p>	<p>By the Summer term of 2024, students were more knowledgeable about the requirements, the required forms, keeping their appointments and being on time, and providing acceptable immunization records. The overall compliance rate reached 90%.</p>	<p>To continue improving the ISP immunization compliance rate, the student health services will implement an additional notification system to remind students regarding the said requirements. This will include warning letters sent to the students at least 45 days before academic holds will be placed. This will inform the students of the due date timeline so they can plan accordingly.</p> <p>Another strategy is providing an in-house blood draw site at De Anza campus. Collaborating with Allied Health Lab Tech program will allow an added services for blood test request in completing their TB and MMR requirements. This will assist ISP students particularly with transportation issues and language barrier to easily schedule their appointment at the De Anza campus site.</p>
<p>OBJECTIVE 4</p> <p>Develop an assessment plan that has measurable goals and goals.</p>	<p>Develop measurable goals and objectives, activities, Determine data collection methods, metrics. Designate a timeline for the assessment cycle and determine benchmarks and milestones toward completion of the assessment process.</p>	<p>Review current NCHA data from last Spring 2023 to re-evaluate the campus wide health promotion and preventive programs. Incorporate the results to the annual health fair events and future outreach activities. Develop health screening risk assessment with use of health questionnaires and surveys</p>	<p>Health screening risk assessments were implemented at the health fair and Denim Day- sexual assault awareness and substance use prevention event.</p>	<p>To hire a Health Promotion Specialist to the planning and delivery of diverse wellness programs including health awareness and educational campaigns, behavior change programs, health assessments and health screenings.</p>

<p>OBJECTIVE 5 Access, Equity, Diversity, and Inclusion Foster equity, inclusion and cultural competence through attending professional development training and cross campus collaboration.</p>	<p>Utilize professional development training to enhance staff knowledge of equitable and inclusive practices.</p> <p>Continue cross-campus collaboration to increase access and utilization of student health services by prioritizing underserved, marginalized and minority student populations.</p> <p>Educate diverse, underserved student populations on how to access health services to meet their needs.</p>	<p>Arrange/offer cultural diversity awareness training specific to Diversity, Equity and Inclusion in health care and trauma informed care.</p> <p>Establish a partnership with the campus Basic Needs program to ensure equitable access to food and nutrition is available to students visiting the student health services.</p> <p>To offer language accessibility particularly to students with limited English proficiency. Students can now access health information materials of their language proficiency offered through the student health portal.</p> <p>Incorporate a diverse perspective into health education programs such as community outreach events and health fairs, tailored to students who have limited or no access to medical insurance.</p>	<p>Since Spring Quarter 2024, over 50 students every week accessed the grab and go snacks/meal shelf and basic hygiene products at the health services. In addition, the staff provided resources to students regarding food pantry services on campus; information on CalFresh eligibility and assist students for a referral to Medi-Cal enrollment specialist.</p> <p>The student health services offer translated materials and interpretation services which allows clear communication between the students and the student health services providers to better understand their medical conditions and treatment options.</p> <p>Provided free health screenings and flu shot vaccine; providing information and support to LGBTQ+ communities regarding specific health concerns and preventive health screenings (i.e., STDs, safe sex practices).</p>	<p>Aligning the health education and wellness program goals to focus on health equity as defined by Healthy People 2030.</p>
---	--	---	---	--

January 2025

SAMPLE OBJECTIVE

Verb + What you're going to do + In order to / so that (business value) Implement Strategy ...

Implement a Strategy in order to Make More Money for the Owners

SAMPLE KEY RESULTS

Verb + What you're going to track/count + From X to Y Implement a Strategy in order to Make money for the Owners Win Super Bowl during the 2019-2020 season

Increase ticket sales from 70% to 88%