

2023-24 Program Review

Program Name: College of San Mateo Health Center

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INTRODUCTION: WHAT IS PROGRAM REVIEW FOR?

The goal of program review is to assess how well our programs are doing. Program review asks us to:

- Reflect on the state of student learning or support in our disciplines and programs, by discussing:
 - efforts to achieve equity across student populations and modes of delivery;
 - results of assessment activities aimed at improving or researching student learning;
 - new challenges or changes to the program.
- Identify resources that we need to change and improve.

Though program review is tied to accreditation, ultimately, we want program review to be meaningful for us. This means we want to use program review to highlight and celebrate what is working, identify what isn't and to figure out what we can do about it. Program review also provides an opportunity to assess how those things work in practice, and work to improve our practices to be able to serve our students even better. It also serves to create cross-campus understanding and dialogue and make more informed decisions in our teaching and programs. Program review is also an opportunity to advocate for change and for resources by showing need and equity issues that we need additional support to be able to address.

1. Description of Program (200-400 words)

- Provide a brief description of the program and how it supports the following:
 - [CSM Mission and Values Statements](#)
 - [CSM Statement of Solidarity](#)
 - [CSM's Strategic Priorities](#)
 - [SMCCCD's Strategic Goals](#)
 - [CSM Forward 2028 - Education Master Plan](#)
- Identify any factors, including federal, state, or local initiatives, that have impacted the program and the students served

College of San Mateo's Health Services Center supports the College's Mission and Values Statements, Statement of Solidarity, Strategic Priorities, and Strategic Goals by providing holistic care in an equitable, inclusive, safe environment that supports students academically, physically, socially, and emotionally regardless of age, citizenship status, disability, ethnic group identity, gender, race, religion, sexual orientation, veteran status, or any legally protected characteristic.

The Health Services Team consists of the College Physician, Nurse Practitioners, Staff Assistant, and Wellness Center Director. College of San Mateo enrolled students have access to free health

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appointments at the Health Services Center located in Building 5 on the third floor, and virtually over HIPAA compliant zoom, while classes are in session during the Fall, Spring, and Summer.

The following health services are available to students: health consultations with a medical clinician, first-aid treatment for illnesses and injuries, over the counter and prescription medications, emergency contraception, health screenings, COVID, influenza, strep throat, urine, and pregnancy testing, Narcan administration, condoms, sanitary napkins, tampons, tobacco cessation support, Family PACT services (students who qualify for this program have access to free family planning services such as birth control), tuberculosis testing, physicals, pap smears, STD testing and treatment, lab work, immunizations (including Flu, MMR, Hep B, HPV, and others when available) and support with referrals.

In addition to health appointments, the Health Services Center hosts annual fall and spring health fairs and provides classroom presentations about the health services we offer. Since the last program review there have been three health fairs in Spring 2020, Fall 2022, and Spring 2023 with approximately 1,000 participants in attendance. Roughly 100 classroom presentations are given each academic year.

To maintain our campus community's health and safety, we quickly transitioned services during the C-19 pandemic from in-person to a virtual environment. Furthermore, we expanded upon the services we offer, including offering 125 health workshops for students since previous program review, partnering with San Mateo County Health to offer free flu and COVID-19 vaccines in campus parking lots. Additionally, we created the 'Ask the Doc' column in the Bulldog Bulletin e-newsletter to allow students access to up-to-date health information, especially regarding coronavirus. We also created a secure, online health portal for student use which allows easy access to health records for transfer purposes, secure messages to be sent from clinicians to students, and the ability for students to complete intake forms for health appointments electronically.

The Health Services Center recently moved from its previous location in Building 1 to a brand-new clinic in the Health & Wellness Building on campus in Building 5. The Health Services Team started seeing patients in this new location at the beginning of the Fall 2023 semester. Since moving from the oldest building on campus to the new location, there has been an overall 68% increase in health appointments.

The Health Services Team is committed to success, equity, social justice, and inclusion in conjunction with the mission, value, and core values of College of San Mateo. Our basic goal is to empower students to continually explore multiple dimensions of health on their journey to achieve their academic goals and develop wellness life skills that not only foster a healthy campus culture, but that also provide tools for students to establish healthy patterns of behavior beyond their experience at College of San Mateo that impact their wellness for a lifetime.

2. Results of Previous Program Review (200-500 words)

- a) Describe the results of your previous Program Review's action plan and identified equity gaps.
 - Previous Goals
 - Results Achieved

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- Changes Implemented
 - Plans still in progress
 - Any notable or surprising results and outcomes
- b) Explain any curriculum or programmatic changes since last program review
- To specific courses, or to any discipline as a whole
 - Includes degree, certificate, or course sequences, program delivery or structure, etc.
- c) Discipline-level and SLO (Student Learning Outcomes) assessment/Student Services and SAO (Service Area Outcomes) assessment: Describe learning or area assessment plans implemented since last Program Review, including any activities undertaken to address equity or delivery mode gaps. Your summary should explain:
- SLO/SAO
 - What did the assessment focus on?
 - Was it discipline/program/service-specific or interdisciplinary/a collaboration between programs or services?
 - Why was it prioritized (e.g., equity issue, key disciplinary issue, etc.)?
 - Assessment results
 - What was the activity or intervention?
 - What were the outcomes?
 - Program improvements implemented
 - What did you learn from it?
 - What changed?

Previous Goals	Results Achieved	Changes Implemented	Plans Still in Progress	Any Notable or Surprising Results and Outcomes
Increase health services provided to Latinx and male students	Health services provided to Latinx students increased from 24% to 28%, and decreased for male students from 39% to 33%	Increased outreach and engagement with key campus programs and identified new programming needs	Continue to partner with key campus programs, such as Brothers Empowering Brothers and Puente	It was surprising to see that health services provided to male students decreased as outreach efforts with key campus programs increased
Transition Health Center (and Personal Counseling) services from Building 1 to 5	Successfully moved into new location in Building 5 in August 2023	New health center equipment was acquired and installed improving the overall clinic experience and	Finish pending items to finalize the move	Since we moved from Building 1 to 5, health appointments have increased significantly by 68%

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		program compliance		
Partner with HR to bring employees, faculty, and staff into compliance with follow up tuberculosis screenings	Successfully set up secure appserv folders for College of San Mateo, Skyline, and Canada Health Centers that clinicians enter completed new hire tuberculosis screenings into for HR, Payroll, and Business Office to easily access electronically, previously this was done on paper and was ineffective and caused program compliance issues	Successfully changed electronic medical record and health portal system Districtwide from PyraMED to Medicat which will allow employees easy access to schedule their follow up TB appointments online and meet the clinicians virtually over zoom	Implementing online appointment scheduling through new Medicat health portal, continue meeting with HR to plan for rollout of this project	Nearly 2,000 follow up TB appointments need to be completed Districtwide

SLO/SAO	Assessment Results	Program Improvements Implemented
In this program review cycle, assessment focused on surveying students about the College of San Mateo Health Center	<p><u>Survey collected at with the following outcomes:</u> 38% reported previously accessing health services at College of San Mateo, 62% had not</p> <p><u>Barriers to accessing health services at College of San Mateo included:</u> not knowing there are free health services available on campus (63%), choosing alternative option</p>	Learned from student survey that the predominant barrier to accessing College of San Mateo health services is not knowing there are free health services on campus, and the next two reasons (with similar percentages) include utilizing different options and the location of the clinic (at the time of the survey the College

	<p>for health services (18%), location of the clinic (15%), not offering health service(s) needed (4%)</p>	<p>of San Mateo Health Center was in Building 1)</p> <p>The most notable and influential program improvement implemented was moving the Health Center from the oldest building on campus, Building 1, to the Health & Wellness Building in Building 5 – as a result there has been a 68% increase in the overall amount of health appointments this Fall 2023 semester compared to Fall 2022</p> <p>The Health Services Team offers 70+ classroom presentations every Fall and Spring semester, and during the Summer Session to bridge the gap of students not knowing about available free health services on campus</p>
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3. Current Program Review (200-400 words)

Please use the statistics below, which are college-wide, as a reference. Please refer to the Program Review website for individual program data.

College Stats 2022-23	Ethnicity	First Gen	Age	Gender	Total
Headcount (unduplicated)	Latinx 32% White 26% Asian 20% Filipino 7% Multiracial 7% Black 3% Pacific Islander 2% Unknown 3% Native American 0%	45% of our students are the first in their family to go to college.	66% 24 yrs. and under 18% Ages 25-34 17% over 35 yrs.	49% Female 48% Male 3% Non-disclosed or non-binary	13,180 students

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Enrollments (duplicated)	Latinx 35% White 26% Asian 16% Filipino 6% Multiracial 8% Black 3% Pacific Islander 3% Unknown 3% Native American 0%	47% of enrollments were by students who are the first in their family to go to college.	76% 24 yrs. and under 13% Ages 25-34 11% over 35 yrs.	48% Female 50% Male 2% Non-disclosed or non-binary	37,014 enrollments
21/22 - 22/23	Latinx 28% White 16% Asian 30% Filipino 6% Multi Races 5% African American 4% Pacific Islander 4% Unknown 6% Native American 1%	Unable to provide data as the electronic medical record does not track this information	55% 24 years and under 22% ages 25 – 34 23% over 35 years	66% Female 33% Males 1% Unknown	1,634 total health appointments Breakdown by appointment type: Tuberculosis screenings 36% Sick 18% Follow ups 15% Physicals 9% Vaccines 7% Injuries 6% Labs 5% Skin problems 2% Family PACT 2%

- a) **Student population equity:** Discuss any gaps in student success, persistence, satisfaction, utilization or enrollment across student populations (statistics provided for ethnicity, first-generation, age, gender and total enrollment), or student population served.
- Findings: What has changed from the previous program review?
 - Analysis: What factors do you feel contribute to these gaps?
 - Resources: If you were granted a resource request, please note what that was and the impact it had.
 - Plans to address opportunity gaps: What has your program done to address these gaps? Include information on:
 - interventions implemented
 - any successes in closing gaps
 - ongoing challenges

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Findings	Analysis	Resources	Plans to Address Opportunity Gaps
4% more Latinx students served through College of San Mateo Health Services Center since last program review cycle, for total of 28%	Lessening of the equity gap to closer match enrollment of Latinx students at College of San Mateo	Resource request granted to increase College Physician hours on an ongoing basis to 40 hours per month which led to increasing the total number of overall available health appointments for students, campus outreach, and health workshops	<p>Find additional opportunities to partner with key campus partners, including Puente and Promise</p> <p>Engage in relevant professional development training</p> <p>Collect data from focus groups, key information interviews, and/or surveys then analyze to identify and address any gaps in service</p>
There is no data to provide about First-Generation students	The previous electronic medical record system, PyraMED, was unable to track this information	The new electronic medical record system, Medicat, is being paid for out of the District Office budget which has lessened the burden on the health center and personal counseling budgets across the 3 campuses	Communicate with Medicat electronic record system personnel to see if this data can be collected for the next program review cycle to address potential opportunity gaps with first-generation students; continue to partner with Promise program
6% less Male students served through College of San Mateo Health Services Center since last program review cycle, for total of 33%	Increased equity gap	No resource request granted	<p>Seek adjunct clinician to work at Health Services Center who specializes in Men’s Primary Healthcare</p> <p>Find new opportunities to partner with key campus partners, such as Brothers Empowering Brothers</p> <p>Offer health workshops and ‘Ask the Doc Columns’ in Bulldog Bulletin e-newsletter that cover relevant men’s health topics</p> <p>Collect data from focus groups, key information interviews, or surveys then analyze to identify and address any gaps in service</p>

- b) **Modes of Delivery equity:** Discuss any gaps in student success, persistence, satisfaction, utilization or enrollment, and student population served across different delivery modes. Please comment on in person services/instruction vs hybrid services options/instruction vs completely online services/instruction.

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- Changes since last Program Review: What has changed, in terms of gaps, since last program review?
- Analysis of gaps: What factors do you feel contribute to these gaps?
- Plans to address opportunity gaps: What has your program done to address these equity gaps? Include information on:
 - interventions implemented
 - any successes in closing gaps
 - ongoing challenges

Changes since last Program Review	Analysis of Gaps	Plans to Address Opportunity Gaps
<p>Since the last program review, moved from oldest building on campus, Building 1, to the ‘Health & Wellness Building’, Building 5 in a brand-new Wellness Center with 3 exam rooms, a lab, clinic bathroom, nurses’ office, waiting room and check-in area, conference room, and personal counseling offices</p>	<p>Identified that significantly less students were accessing health appointments in previous location that was not student-centered on multiple levels, with an overall health appointment increase of 68% since the move occurred</p>	<p>Plan to purchase and install wellness vending machine that dispenses relevant wellness products, such as condoms, pregnancy tests, and nonprescription medications (including discounted emergency contraception), that can be accessed by students before and after Health Center hours of operation to further increase access to necessary health care services and further close equity gaps</p>
<p>Since the last program review, reopened College of San Mateo Health Center using a hybrid model so that in-person and remote services via telemedicine (HIPAA compliant zoom) are both available to students</p>	<p>By offering a hybrid model, identified that most students prefer to be seen in person for their health appointments, but having both available is convenient for students who are unable to physically come to campus, increasing access to health services</p>	<p>Moving forward continue to offer hybrid model of service delivery to students</p>
<p>Transitioned from previous electronic medical record system and student health portal, PyraMED to new electronic medical record system and health portal, Medicat</p>	<p>Identified that PyraMED was not user friendly for students (or staff) as it was difficult to navigate their health portal which compiled health and personal counseling forms together making it confusing for students to know which intake forms to fill out in advance of appointments, it also required that students create new login credentials to sign in, Medicat has Single Sign-On (SSO) allowing</p>	<p>Offer students the flexibility to schedule their own health appointments online through the new Medicat health portal, in addition to how students currently schedule appointments which include coming by in person, calling the Health Center, or emailing csmwellness@smccd.edu</p> <p>With this additional self-scheduling option, there will be overall increased access to health services, especially for students who want to schedule an</p>

	students to login using their already created SMCCCD email username and password streamlining the process and improving overall student experience	appointment after hours or who only take classes online without physically accessing the campus
In compliance with SB 367, the CSM Health Center staff are trained to administer Naloxone/Narcan and maintain a consistent supply in the clinic	Prior to the new legislation, SB 367, going into effect in January 2023, the Student Health Centers across the District did not have Narcan available	Currently Narcan nor fentanyl strips are distributed on campus for students outside of the CSM Health Center, the team will conduct research about providing these items in future Wellness Vending Machine and in other areas on campus Offer additional educational resources about harm reduction for students, such as workshops

(c) **Challenges and Opportunities:** Describe any **other** particular challenges, opportunities, or other factors that impact the success of your program (e.g., natural or health disasters, assessing whether a degree program is meeting its learning outcomes, developing new degree programs or courses, adapting to a changing student population, keeping a flagging program alive, starting a learning community, resources, etc.).

4. Planning

a) **Discipline-level and SLO (Student Learning Outcomes) assessment/Student Services and SAO (Service Area Outcomes) assessment for 2023-2025:** Describe learning or area assessment plans for this Program Review cycle, **including any activities planned to address equity or delivery mode gaps.** Your summary should explain:

- SLO/SAO
 - What will your assessment focus on?
 - Is it discipline/program/service-specific or will it be interdisciplinary/a collaboration between programs or services?
 - Why is it prioritized (e.g., equity issue, key disciplinary issue, etc.)?
- Assessment plan
 - What is the planned activity or intervention?
 - Describe next steps and the timeline for your SLO/SAO assessment
- Resources for SLO/SAO assessment
 - What resources will you need to assess changes (i.e., PRIE support in the form of specific data, surveys, etc.)?

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SLOs/SAOs	Assessment Plan	Resources for SLO/SAO Assessment
Provide an assessment that focuses on male students' feedback about the CSM Health Center – this will be prioritized based on equity gap identified in previous and current program review	Complete survey and/or focus group with CSM Male students within 23/24 academic year to identify current gaps in health services	Coordination of focus groups Surveys Professional development for health center staff
Ongoing assessment of students' feedback regarding CSM Health Center	Continue to offer student survey at annual Fall and Spring Health Fairs and collect data about students' health needs and identify any gaps in service	Coordination of surveys Professional development for health center staff Possible resource requests

b) Program goals

Based on your current review of your program's equity gaps, learning assessments and challenges and opportunities, identify specific goals and plans. Please note that whereas SLOs/SAOs involve assessing and measuring a specific skill or knowledge students will be able to do/understand upon successful completion of a course, program, service, and/or degree/certificate, program goals reflect overall aspects of your program or service you hope to improve.

Please note that closing equity gaps is a College-wide priority. If there are significant equity gaps in student success, persistence, satisfaction, utilization or enrollment, and student population served in your program, these should be addressed in at least one of your goals (see 3a and 3b).

For each goal, you should include:

- A brief description of the issue being addressed (equity gap, etc.)
- What actions you plan to take
- What measurable outcomes you hope to achieve
- A timeline
- Who is responsible
- What support do you anticipate needing in order to achieve your goals and plans, including:
 - Professional development activities
 - Institutional support
 - Collaborations
 - Training
 - Resources

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Goal	Actions	Measurable Outcomes	Timeline	Responsible Party	Support Needed
1. Increase health services provided to Latinx and Male students	Increase outreach and engagement with key campus programs, identify new programming needs	Increase # of health appointments for Latinx and Male students	Ongoing	CSM Health Center Team	Hire additional student assistants (resource request) Hire a Health Center Clinician who specializes in Men’s Primary Health Care Funding for marketing materials and programming Collaboration with key campus partners, such as Brothers Empowering Brothers, and Puente Professional Development
2. Purchase and install wellness vending machine that dispenses wellness products such as condoms, dental dams, menstrual cups, lubrication, tampons, menstrual pads, pregnancy tests, and nonprescription medications, including discounted emergency contraception	Partner with Business Office and facilities to purchase vending machine and have it installed, promote the vending machine and products on campus, operate the vending machine in a high traffic area of campus, to the extent possible, provide access 24 hours a day, seven days a week, submit an annual report to the Chancellor’s Office every August between 2025 and 2029	The total volume of wellness products distributed, disaggregated by type of product	Operate the wellness vending machine pilot between July 1, 2024, through July 1, 2029	CSM Health Center Team	Collaboration with leadership, the business office, facilities, and the Chancellor’s Office

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<p>3. Increase the number of students who access Family Planning, Access, Care, and Treatment (Family PACT) program</p>	<p>Partner with Medical Billing Technologies (MBT) who will support with Medi-Cal reimbursement for the Family PACT program at College of San Mateo</p>	<p>Increase the number of Family PACT appointments</p>	<p>Ongoing</p>	<p>CSM Health Center</p>	<p>Collaborate with District Office, MBT, and Medi-Cal</p> <p>Professional Development for Clinicians – including Nexplanon and IUD training</p> <p>Host events and presentations about Family PACT to increase knowledge about the availability of this program (resource request)</p>
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5. CE Only

- a) Review the program's available labor market data, as applicable, and explain how the program meets a documented labor market demand. Here are two relevant links:
 - [State of California Employment Development Department, Labor Market Information Division](#) (the official source for California Labor Market Information):
 - [Employment data](#) (by Program Top Code) from the State Chancellor's Office
- b) Summarize student outcomes in terms of degrees and certificates. Identify areas of accomplishments and areas of concern.
- c) Review and update the program's Advisory Committee information. Provide the date of most recent advisory committee meeting and outcomes of the meeting (updates, changes, new members, etc.).
- d) What strategies have you discussed in your recent Advisory Committee's meetings to meet the needs and challenges of getting people retrained and back to work?