

Reflection Questions 2021

- 1. Overview: Assess program, services, division during the 2019-20 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.**

The De Anza Student Health Services is a coordinated system that represents a model of care that responds to the unique physical and mental health issues of students by offering care in an accessible, trusting environment. We serve campus wide students from various programs who are currently enrolled and paid their student health fee. The integration of physical health, wellness programs, and mental health services enabled students to seek and receive a wider variety of on-site services. The staff's commitment to screen and refer students to available services also ensured that students' diverse health needs were met. For students who might initially have come for a first-aid visit, student health services staff had the opportunity to actively engage and encourage them to return for subsequent medical, mental health, or wellness visits.

In reviewing the Student Health Services 2019-2020 Program Review, one of the biggest accomplishments is the integration and implementation of the electronic medical record system (EMR) in a timely manner (pre-pandemic event). All trainings were completed in the month of January and February, which allowed the student health services staff to navigate the system earlier with full IT support before going live in March. Also, the staff followed a strict workplan to keep the implementation phases on track. When pandemic started along with campus closing and sheltering in place took place, most of the clinical tasks were completed electronically (i.e., access to medical records, scheduling appointments, telehealth visits, ordering labs). The staff gradually learned and mastered the capabilities of the EMR system while assisting our students virtually with their clinical needs. The EMR system served as a one stop shop secure system for the student health services staff.

Areas in professional development needs were also accomplished during this time period. Licensed providers (NP/RN) and non-licensed staff (administrative assistant/health services assistant) were provided a weekly online training opportunity to ensure that their knowledge and clinical skills stays relevant and up to date. All required licenses (RNs, Basic Life Support and First Aids) and certifications (Blood Borne Pathogens, OSHA PPEs, Respiratory Infections, TB updates and Healthcare Ergonomics) were completed online during the pandemic.

Continued remote team collaboration from different entities and programs, particularly with International Student Program, Allied Health and Nursing Department and

Psychological Services, have expanded our opportunities to provide our clinical services through telehealth visits, crisis referrals and emergency care, and community resources.

As the campus remained closed during the pandemic, the student health services staff was able to accomplish delivering a Drive-Thru Flu Vaccine Clinic event during Fall and Winter Quarters. Over 200 flu vaccines were dispensed and administered to students and district employees. This allows us to maximize the benefits of delivering the needed vaccine service while reducing the spread of infections in our community.

The Student Health Services is striving to be more accessible and efficient in meeting the health care needs of our students, however, the challenges identified from the 2019-2020 Program Review continuous to impact our program. One area that pose the biggest challenges is providing our students a full-service front office space and waiting room area to comply with the health and safety CA Code HIPAA Privacy Rule or HIPAA Security Rule. With now stricter rules brought by the current COVID-19 pandemic, a much-needed space with standard rigorous infection control measures is critical to ensure that our student health services facility remains a safe place for students to confidently receive care. In order to meet this challenge, the current proposal is to designate a separate waiting room area and secured a reception workspace area for HIPAA Compliance. Separating the reception desk from the waiting room area with clear glass barriers will help provide the acoustical barrier necessary for HIPAA compliance. This can be accomplished by converting the current wellness office as a designated waiting room area. Reception desk will also be redesigned to meet the current guidelines for social distancing protocol in the clinic facility.

Multiple changes in staffing were also the challenges identified in the 2019-2020 Student Health Services program review. Hiring full-time permanent Nurse Practitioner position was the biggest challenge of all. Due to the lack of candidates applying, the position was placed on hold for over a year and recently re-opened for posting last Winter Quarter of 2021. To address this challenge, a temporary employee assignment (TEA) per diem Nurse Practitioner position was offered to fill in this vacant position.

With the current pandemic and subsequent restrictions on college campuses due to the increased outbreaks of COVID-19 virus, the wide variety of on-site medical services that the clinic offers declines with limited services offered virtually. The major impact of the COVID-19 pandemic on student health services office visits was the greater use telehealth visits while department staff members were working remotely. The use of telehealth visits maintains continuity of care and avoids negative consequences from delayed preventive care, urgent and routine care health visits and completing health program requirements (i.e., ISP program, Nursing, University transfer).

2. Describe how program plans were met, including evidence that illustrate how these program plans were met.

The 2019-2020 Student Health Services Program review have integrated programs that goes beyond providing medical and mental health services but geared towards a more comprehensive public health approach that focused on prevention and collaboration. The role of student health services in providing direct care, preventive and screening services, referrals, health education, and immunization programs have highly contributed in meeting the needs of the students and supporting their success in school.

Programs are met by:

- Establishing partnerships and contracts to local community clinics and organizations to facilitate access to Medi-Cal or state health insurance program for low-income students;
- Continued collaboration between Student Health Services and campus partners in emergency plans and pandemic response planning;
- Continued effort to work with campus stakeholders such as the DASB, Office of Equity, CalWORKs, Veterans, Foster Youth, Learning Communities, ISP and AAPI to form a common bond for student services program;
- Preventive efforts in addressing mental health awareness campaign (i.e., QPR training, Art with Impact, Active Minds) in collaboration with Foothill-De Anza Colleges Psychological Services and the De Anza Wellness Program. One of the major achievements in this collaborative effort is receiving the Mental Health Grant from the State Chancellor's California Community Colleges Mental Health Services Program for SY 2019-2021.

3. Describe your experience related to transition of remote work, including online services, instruction, and supporting students offsite during the pandemic.

Enabling the Student Health Services staff to work remotely is a new experience compared to the frontline model of care that the staff was accustomed of practicing for many years. The transition from on-site medical services to remote assessment, and implementing virtual visits added stress and technological challenges to our team members. Implementing telehealth visits requires coherent training and addressing operational challenges. For the first few weeks of implementing telehealth visits, technological support to address complex issues were very challenging. The technical capacity for delivering this type of services were lacking among our staff. The majority do not have a suitable home computer equipment for video conferencing and Wi-Fi-support that enable them to work from home. Other issues include difficulty downloading the software, which was emphasized by device incompatibility, and/ or technical inabilities. Virtual visits could not proceed and had to be re-scheduled due to technical issues and non-compatible/viable equipment for video calls.

With the sudden transition of remote work, the student health services staff experienced zoom burnout/fatigue as telehealth becomes our way of communicating to students and incorporated into our practice; there's lack of student engagement, and social interactions among team members; limited services were offered; some financial burden due to increase usage of home internet and utilities.

4. Describe how Student Equity goals were met and any improvements that were made. Include evidence that illustrate how goals were met using institutional data.

One of the opportunities that the Student Health Services were able to support while working remotely is providing resources and support to international students and facilitating partnerships between different programs in our campus. The student health services ensure that students in vulnerable group requiring assistance on mental health support, access to care, food and community referrals were given the highest priority. Furthermore, students from international programs were offered medical translation services in order to provide proper communication. Given the limited services offered remotely, this communication process along with the utilization of student health portal that came with implementation of electronic medical system, completing their health requirements were met in a timely manner.

Also, student health services staff have participated in training by attending webinars related to diversity and student equity issues. This includes educating students regarding health conditions that are prevalent among particular populations (gender, LGBTQ+, ethnic group identification, and others). The student health services program strives to promote healthy lifestyle and committed of ensuring that our students especially in these particular populations, feel comfortable and respected when seeking our services.

5. Describe the impact of the 2020 pandemic and all of the associated events have had on the students served by the program. Share what the program review data reveals about the corresponding impacts of the current circumstances.

During this time period when the campus is closed, many anticipated scheduled events were put on hold, cancelled or modified. Outreach events such as blood drives, chill city event, health fairs were cancelled. On-site vaccination event has also been modified. However, the demand of virtual outreach program has grown dramatically. In order to continue the student engagement activity during the pandemic, we have broadened our outreach strategy remotely and modified our services to deliver these resources to our students.

To ensure that students have access to flu vaccine during the campus closure, the student health services staff facilitated and hosted a drive-thru flu vaccine event during Fall and Winter quarter following the safety guidelines from CDC and Santa Clara County Department of Public Health and adhering to all necessary safety precautions, including maintaining social distance and wearing personal protective equipment (PPE). Over 200 vaccines were delivered and administered in our campus during this event.

Additional outreach and interactive online events and workshops that the student health services have participated include ISP Orientation; co-sponsored Health Care

Career Panel series in partnership with LatinX community and Office of Equity; assisted in establishing a MOU contract with Bill Wilson Center for mental health referrals and primary care service in collaboration with Mental Health Grant team at both Foothill-De Anza Psychological services.

6. Describe resource needs based on current programs and services to effectively and efficiently serve students.

A clinic unit space in an outpatient ambulatory health services must be compliant with regulations and guidelines set forth by specific agencies and organizations such as ADA HIPAA, and OSHA. Currently, the clinic space that the student health services is residing are lacking the capacity to meet the current regulations in terms of patient privacy and safety concerns. In order to comply with HIPPA and OSHA requirements, an accessible waiting room area and a separate front office space are highly needed. Meeting the hygienic and anti-microbial requirements with scheduled maintenance and sanitation are also critical.

Other resources that will effectively serve our student population in terms of the student health services current program include: a health information kiosk desk; kiosk sign-in, and OTC dispensing system in the waiting room area; wellness educational programming (digital signage, waiting room TV); additional MOU contracts with community health organization for referrals and continuity of care; applying for funding opportunity such as Family Fact Reproductive Program under Medi-Cal; continued collaboration with marketing for Wellness Newsletter and website health resources; additional services such as phlebotomy capability and online payment system; student outreach from different program along with domestic student to utilize the clinic services.

7. Other Relevant Information, including future anticipated goals.

While COVID-19 vaccine access continues to rapidly increase nationally and locally, one anticipated goal that the student health services will prioritize is to advocate vaccinating the students over the coming months. The central focus is to prioritize those students who may face challenges in accessing vaccine elsewhere. In addition to offering vaccination to our students, the student health services are planning to offer a convenient COVID-19 testing on site once the routine testing becomes available.

An additional anticipated goal is expanding the student health services outreach events, trainings and workshops to domestic students, special populations and programs in our campus community. Increased utilization of the student health services in this population is critical in addressing health issues.

Re-evaluating the goals of the Student Health Advisory Committee will also be part of the anticipated program plans. This will assist the student health services to incorporate additional health awareness campaigns, and student support.