

Peralta Community College District  
Student Services Program Review

- 1. College: Laney**  
Health Services, November 7, 2012

**2. Background Information**

**A. Description of the Unit:**

History: The Health Services Clinic has been in operation at Laney College since the 1980s. At one time there were two full time masters prepared nurses (one was paid for by Merritt College) as well as a four- hour-per-week volunteer doctor and part-time massage therapist. Periodically, there were pre-nursing students or other students that volunteered.

Indra C.Thadani RN, MS has held the 30 hour fulltime faculty position since June 1999. She received grants from 2002-2008 from private and the University of California, Berkeley, School of Public Health to provide supplemental programs like acupuncture, massage and wellness workshops. Ms. Thadani also had a few thousand dollars each year (for the years, 2004-2009) from Medi-cal Administration (MAA) funds for provide some supplemental programs and services. Ms. Thadani has been the only Peralta health care provider since 1999 to October 2010. The patient load when compared to health services at College of Alameda and Merritt has been 2-3 times the other colleges.

Ms. Thadani joined the Health Services Association of California Community College in 2001 and subsequently found out that Peralta was one of the very few college districts that did not charge a health fee and provide needed health services from this fee. Ms. Thadani and Ms. Karen Bougae (retired nurse at Merritt) provided needed education to our Peralta administrators and did lobbying/research to encourage Peralta trustees to adopt a health fee in order to supplement services and especially offer mental health services to students at all four colleges. The health fee was adopted in the spring of 2010 and expanded health services began in October of 2010.

**B. Purpose/mission:**

The major purpose of the Health Care Center is to promote the wellness of the Laney community so all of the Laney Community is able to achieve their highest level of wellness, as well as be productive as possible at Laney College and in life.

The mission of the Laney Health Services and the Peralta Wellness Center is to further the equality of educational opportunities and success of all students by providing access to health services which promotes and maintains the physical, social, and spiritual well-being of students.

Wellness is essential to students performing well in classes and being successful in their personal lives. We are committed to providing high quality health promotion through: health assessment, education, selected health and disease prevention programs.

Our programs are designed around the concept of wellness that integrates all elements of a person's life: physical, emotional, social, spiritual, intellectual, financial, environmental and occupational wellness.

**C. Needs Assessment results (conducted in the Student Center), spring 2010:**

*The total number: 317*

1) Male 118 Female 199

2) Student 298 employees: 19

3) 16-20 years- 68	36-40 - 30
21-25 - 67	40-50 - 27
26-30 - 69	50-60 - 19
31-35 - 25	60 years+ over-5

4) Number of units:

0-3 - 25

4-6 - 55

7-9 - 36

Greater than 9 units - 187

4) Health Status

Excellent - 65    Very good - 123    Good - 87    Not sure - 31    Poor - 1

5) Student Health Insurance

Yes - 37    No - 270

6) Other Health insurance: yes -144 no - 161

7) Ethnic background: white: 26, Asian: 70, African-American : 84 , Hispanic: 25, other: 17

8) Approximately how many times a semester do you use the health services center?

1 time - 134

2-4 times - 49

Greater than 4 times - 7

Never – 114

9) Do you have concern about

Weight 92

Alcohol use 8

Stress 83

Blood pressure: 40

Drug use: 6

Loneliness: 15

Home life: 29

Depression: 38

Finances: 85

Communicating: 18

Transportation: 34

Other: teeth, family

11) Would you like information about?

Weight management: 72

Heart health: 50

H1n1: 14.25 FTE

Birth control: 25

Mental health: 31

Cancer 28

Dental information: 66

Sexual behavior's 18

Other: stress, nutrition, fitness, depression

Would like massage program for stress management: 15

**Current composition of unit:** 30-hour master's-prepared nurse: Indra C. Thadani RN, MS (.75 FTE, that is paid from the general fund and .25 FTE is paid by the health fee for the role of the Director of the Peralta Wellness Center. The focus of this Program Review will be as the Laney Nurse, however some functions are very integrated now especially during the last year, (an example is the annual wellness fair at Laney is now for all Peralta students and the health fee pays for this event). There is one work study students from the Financial Aid office and 6 hr CAL works student. These student workers require a lot of mentorship.

**Activities to fulfill the purpose and meet the identified needs of students as well as unique aspects of the program:**

- Provide health screening and referral (e.g. to the Peralta Wellness Center, University of California for eye care, and Berkeley free clinics, low cost Dental clinics)
- Tuberculosis testing, which is a requirement for child development courses doing externships and other programs that require TB testing like tutoring.

- Health education through one to one and small group meetings
- Maintaining a current health education library with books, pamphlets, tapes and DVDs
- Education and outreach through Health Center website
- Class presentations (e.g. stress management, wellness, medication management, discuss nursing and other health careers)
- Teaching two Health Courses (one is 3 units and one is 1 unit) in the Fall Semester
- Provide emotional support to students
- Counsel faculty, especially new faculty on student health related issues
- Annual Wellness Fair (about 25-30 health organizations that provide education and outreach)
- Annual Flu Shot Clinic
- Responding to emergency calls from classroom incidents, on the track field to the Child Care Center
- Annual events for smoking cessation and breast cancer education and awareness
- Outreach education for crisis management and sexual assault

As a result of the health fee, students now have access to more health services:

- 20 hrs a week MD/NP visits for common infections, family planning, pap smears, breast exams, and other health conditions
- 38 hrs/ week mental health services (though we just lost our therapist in October 2012 and she has not been replaced by Asian Health Services)
- 4 hrs/week HIV testing
- 40 hrs/week Medi-cal and other public health program enrollment

Also, as a result of the health fee the annual Wellness Fair was bigger and better and we also participated in an event Hip Hop 4 HIV which show cased many students' musical talent while doing HIV testing (120+ people were tested).

In addition to managing the operations of the Health Care Center, serving students and teaching health courses, the Health Coordinator/nurse participates on the following committees and shared governance bodies:

- College Council
- Co-Chair Health, Safety and Security Committee
- Chair of the Wellness Advisory Committee up to October 2010 (now it is a District committee)
- Tenure review committees
- Student Services Council
- District Sustainable Peralta Committee
- Faculty Senate

Service Goals, in light of College priorities: For the last three years 2009-2011 with the budget cuts we have lost the assistance of student workers from four to one worker each semester, this has definitely impacted the ability to do outreach in the student center as well as other activities of the clinic. However, with the health fee, student health ambassadors have been hired to assist on all four campuses. For the past 10 years, I have requested a full time health receptionist/educator to be here since I participate on many college shared governance bodies and other activities so it is important to our health care service to have someone here to greet and perhaps meet the students' needs. With the new health fee budget I was hoping, finally to get a full time receptionist but, unfortunately this request has been declined twice.

**Personal and Professional Development**

Students will develop their knowledge, skills and abilities for personal and/or professional growth, health and wellbeing.

GOAL	HOW IS THE GOAL MEASURED (INDICATORS)	WHAT ARE EXPECTED OUTCOMES
Participants coming in for a TB test will receive basic knowledge of this disease	Pre and post tests are given with an expected outcome of	80% will do better on the post test. Result: 80% of students scored a 3 or 4 on the post test.
Participants coming in for Blood pressure checks will be able to state 3 non-pharmacological methods to lower BP	Survey is given to return participants	80% will be able to state some non-pharmacological methods to lower BP. Result: 95% were able to state BP lowering methods

II. Student Demographics of Those Using Your Services (by numbers)

	2009-10	2010-11	2011-12
<b>AGE GROUPS</b>			
UNDER 16			
16-24	505	209	87
25-35	366	385	186
36-45	140	177	149
46+	154	172	11
Did not record	37	76	33
Outreach/health education/ some referrals to PWC	452	220(budget cuts, lost student asst)	2911

TOTAL	1,654	1,239	3,377
GENDER: not including outreach			
MALE	441	312	247
FEMALE	727	668	295
UNKOWN		39	33
TOTAL(not including health education/outreach/referral):	1,068	1,019	575
ASIAN/PI	234	198	109
BLACK	561	390	215
FILIPINO			
LATINO	82	44	50
NATIVE AMER.			
WHITE	191	172	67
UNKNOWN/ other	84	215	134
TOTAL(not including health education/outreach/referral)	1,068	1,019	575

### 3. Student Performance and Feedback

- A. How do students who receive services perform?
- B. How do their counterparts who do not receive services perform? These are great questions and in some college districts that have “in house” health services (i.e. they do not outsource) they are able to aggregate data showing that students who utilize health services have better retention and persistence.
- C. What do students have to say about health services?

The following report was compiled from surveys that were randomly distributed to students at Laney College between October 16<sup>th</sup>, 2012 and October 24<sup>th</sup>, 2012 in the Laney College Student Center, during Laney College’s “Transfer Day” event and in Health Ambassador Andrea Larson’s Anthropology 1 (lecture) class and Anthropology 1 Laboratory class. Some(2-3) of the students participating in this survey went to the Peralta Wellness Center, but the data were still included).

N=203

Gender:

Male 94 (46%):

Female 109 (54%)

Age:

17-25: 115 (56%):  
26-35: 39 (19%):  
36-45: 21(10%):  
46+: 22 (11%):  
No Data: 6

Ethnicity:  
Black: 58 (28%):  
White: 24 (12%):  
Hispanic: 27 (13%):  
Asian: 54 (26%):  
Other: 21 (10%):  
No data: 6

Have you used Health services before?  
Yes: 33 (16%):  
No: 169 (82%):  
No data: 1

If yes, please describe (of the 33 who said yes):

TB: 1  
Flu Shot: 1  
STD: 1  
HIV Test: 1  
Check-up: 3  
Nurse: 1  
OBGYN: 2  
Mental health: 2  
Sick: 1  
Injury: 2  
Info: 2  
Condoms: 1  
Massage/Acupuncture  
No data: 7

Please rate service: (one through five with one being very dissatisfied and five being very satisfied):

1: 0 (very dissatisfied)  
2: 0 (unsatisfied)  
3: 6 (neutral/good)  
4: 15 (satisfied)  
5: 25 (very satisfied)

Rate Laney Nurse: (one through five with one being very dissatisfied and five being very satisfied):

1: 1 (very dissatisfied)

2: 1 (unsatisfied)  
3: 9 (neutral/good)  
4: 12 (satisfied)  
5: 31 (very satisfied)  
No data: 149 (73%)

What would you like to see changed/improved?

Longer office hours: 7  
More available appointments: 9  
Nothing/Good job: 20  
More treatments for injuries: 1  
Longer appointments: 1  
No data: 162

Do you plan on using the Laney or Peralta Wellness Center?

Yes: 148  
No: 49  
No data: 6

If no, please explain:

29 (59%) of those (49) that said they did not plan on using the Peralta Wellness Center said they had their own doctor.  
5 (10%) said they didn't feel it was necessary/had no concerns  
1 person said they didn't know why  
No data: 14 (28.5%)

What is/are your health concerns?

Weight: 34 (16%)  
Alcohol use: 19 (9%)  
Stress: 71 (34%)  
Blood Pressure: 24 (12%)  
Drug Use: 12 (5%)  
Loneliness: 18 (8%)  
Home Life: 38 (19%)  
Depression: 42 (20.5%)  
Finances: 44 (21.5%)  
Communicating: 39 (19.2%)  
Transportation: 13 (6%)  
No data: 53 (26%)  
People who had more than one answer: 164 (80.5%)

Health concerns that were not listed:

1 person each said they had health concerns for the following issues: Fitness, more information for international students, vision services (on-site), bipolar disorder, Diabetes, Allergies, and Colds.



Is there anything else you would like to share?  
2 people said the staff was very nice  
1 person wants to see services expanded to cover children  
No data: 192 (94%)

**Have you used statewide or national assessment instruments to assess your program?** We did not use national or statewide instruments, however, we compared some of the National findings with ours and the District just paid “dues” to get the national College Health Assessment survey this coming spring 2013.

The ACHA-National College Health Assessment II (ACHA-NCHA II) is a national research survey organized by the American College Health Association (ACHA) to assist college health service providers, health educators, counselors, and administrators in collecting data about their students' habits, behaviors, and perceptions on the most prevalent health topics.

ACHA initiated the original ACHA-NCHA in 2000 and the instrument was used nationwide through the spring 2008 data collection period. The ACHA-NCHA now provides the largest known comprehensive data set on the health of college students, providing the college health and higher education fields with a vast spectrum of information on student health.

The revised survey, the ACHA-NCHA-II, was developed following a thorough pilot testing process. Although the general categories of information for which data are collected remain the same between the original ACHA-NCHA and this revised survey, a number of questions have been modified, and new questions have been added to monitor a variety of health constructs. Specific revisions include updated lists of illegal drugs, contraceptive methods, and vaccines. New items have been added to capture sleep behaviors, self-injury, the use/abuse of prescription drugs and additional mental health issues.

## Findings

### *General Health of College Students*

49.5 % of college students surveyed (55.1 % male and 45.3 % female) described their health as *very good or excellent*. (which is consistent with our recent Laney surveys) 86.4 % male and 85.6 % female) described their health as *good, very good or excellent*.

*Proportion of college students who reported being diagnosed or treated by a professional for any of the following health problems within the last 12 months:*

Allergies: 17.3 % Hepatitis B or C: 0.9 %  
Asthma: 8.5 % High blood pressure: 5.7 %  
Back pain: 15.9 % High cholesterol: 4.9 %  
Broken bone/Fracture/Sprain: 6.9 % HIV infection: 0.7 %  
Bronchitis: 5.2 % Irritable Bowel Syndrome: 2.1 %  
Chlamydia: 1.5 % Migraine headache: 7.8 %

Diabetes: 1.7 % Mononucleosis: 0.8 %  
Ear infection: 5.8 % Pelvic Inflammatory Disease: 0.5 %  
Endometriosis: 0.7 % Repetitive stress injury: 2.0 %  
Genital herpes: 1.1 % Sinus infection: 10.2 %  
Genital warts/HPV: 1.9 % Strep throat: 7.9 %  
Gonorrhea: 0.7 % Tuberculosis: 0.8 %  
Urinary tract infection: 7.8 %

48.9 % of college students ( 42.1 % male, 55.9 % female) reported being diagnosed or treated by a professional with one or more of the above conditions within the last 12 months.

*Proportion of college students who reported the following disabilities or medical conditions:*

Attention Deficit and Hyperactivity Disorder (ADHD) 6.7 %  
Chronic illness (e.g., cancer, diabetes, auto-immune disorders) 2.8 %  
Deaf/Hard of hearing 1.8 %  
Learning disability 6.2 %  
Mobility/Dexterity disability 1.4 %  
Partially sighted/Blind 1.7 %  
Psychiatric condition 3.2 %  
Speech or language disorder 1.6 %  
Other disability 3.3 %  
3% of college students surveyed

*Disease and Injury Prevention* (much of these services are cared for by the Peralta Wellness Center or referred out by Laney nurse or PWC)

College students reported receiving the following vaccinations (shots):

62.3 % reported receiving vaccination against hepatitis B.

25.0 % reported receiving vaccination against Human Papillomavirus/HPV (cervical cancer vaccine).

35.3 % reported receiving vaccination against influenza (flu) in the last 12 months (shot or nasal mist).

47.1 % reported receiving vaccination against measles, mumps, rubella.

26.5 % reported receiving vaccination against meningococcal meningitis.

43.6 % reported receiving vaccination against varicella (chicken pox).

Other disease prevention practices reported by college students:

64.5 % reported having a dental exam and cleaning in the last 12 months.

25.1 % of males reported performing a testicular self exam in the last 30 days.

33.2 % of females reported performing a breast self exam in the last 30 days.

44.0 % of females reported having a routine gynecological exam in the last 12 months.

38.2 % reported using sunscreen regularly with sun exposure.

30.7 % reported ever being tested for Human Immunodeficiency Virus (HIV) infection.

### **C. Academic Impacts:**

Academic performance, defined as: received a lower grade on an exam, or an important project; received a lower grade in the course; received an incomplete or dropped the course; or experienced a significant disruption in thesis, dissertation, research, or practicum work;

(listed alphabetically):

Alcohol use: 4.5 % Gambling: 1.7 %

Allergies: 3.6 % Homesickness: 3.1 %

Anxiety: 14.0 % Injury: 3.6 %

Assault (physical): 1.3 % Internet use/computer games: 11.2 %

Assault (sexual): 1.5 % Learning disability: 4.9 %

Attention Deficit/Hyperactivity Disorder: 5.3 % Participation in extracurricular

Cold/Flu/Sore throat: 14.6 % activities: 4.8 %

Concern for a troubled friend Pregnancy (yours or partner's): 2.2 %

or family member: 9.9 % Relationship difficulties: 10.9 %

Chronic health problem or serious illness: 3.2 % Roommate difficulties: 3.1 %

Chronic pain: 3.6 % Sexually transmitted disease/

Death of a friend or family member: 6.9 % infection (STD/I): 1.3 %

Depression: 12.2 % Sinus infection/Ear infection/

Discrimination: 2.3 % Bronchitis/Strep throat: 4.4 %

Drug use: 3.8 % Sleep difficulties: 17.0 %

Eating disorder/problem: 2.5 % Stress: 25.3 %

Finances: 10.2 % Work: 18.3 %

Other: 3.7 %

#### *D. Violence, Abusive Relationships and Personal Safety*

*Within the last 12 months, college students reported experiencing:*

*Percent (%) Male Female Total:*

A physical fight 19.7 9.1 14.0

A physical assault (not sexual assault) 8.2 6.2 7.2

A verbal threat 31.5 21.0 25.7

Sexual touching without their consent 4.6 6.1 5.5

Sexual penetration attempt without their consent 1.5 2.9 2.4

Sexual penetration without their consent 1.2 2.1 1.9

Stalking 4.9 10.8 8.4

An emotionally abusive intimate relationship 9.4 15.0 12.7 (there is some empirical data as well as survey data at laney that is consistent with this finding).

A physically abusive intimate relationship 3.6 4.6 4.2

A sexually abusive intimate relationship 1.4 2.6 2.2

#### 2. Service Area Outcomes- to be measured for next Program Review:

- *Arrive to emergency situations 90 % (or >) of the time within 15 minutes of the call reception.*
- *Call Sheriff's office 95% (or >) of the time if nurse is off campus.*
- *Will provide first aid to 90% (or >) of the clients coming into the health clinic for minor injuries.*

- *Will provide blood pressure screening to 90% (or >) of the clients that come in for BP checks*
- *Will provide health screening and appropriate referral to 90% (or >) of clients needing this service.*
- *90% (or >) of students will be able to access appropriate health services as a result of checking the Laney Health Center website and/or coming into the Health Center.*

*Although during this last cycle these SAO were not measured, an estimate that these SAO were met.*

## **5. PROGRAM EFFECTIVENESS:**

A. Interdepartmental collaboration: The Laney nurse attends Student Services Council and Asian Health Services meetings monthly to discuss program updates/concerns. Also, Ms. Thadani had three incidents with students having allergic reactions to nuts, medication and pineapple. In 2007, the three college nurses adopted a First Aid book written by the American College of Emergency Physicians as the Peralta health Services policy and procedure manual. In this book, Epi pen is considered the treatment for anaphylactic reactions, however, the doctor who ordered the Epi pen for Peralta nurse has now retired and so a new doctor needs to be found to write the order for Epi Pens. Ms. Thadani is working on this.

In order for a program to be highly effective, efficient and run smoothly there has to be team work and support from the District. There has been a lack of support from the district.

## **6. Resources:**

A. current staffing-discussed earlier in P.R.

B. Current use of facilities and equipment- health services is temporarily located on the 4<sup>th</sup> floor of the Student Center due to tower renovations. We have one office and do not have a designated exam room, however, the space across the hall is the Peralta Wellness Center and exam rooms are available Tuesday and Thursday all day.

C. Adequacy of facilities- right now they are not adequate, however, once we move back to the Tower, it will be fine.

D. Key facilities and staffing needs for the next three years-one full-time receptionist/health educator, one part time nurse.

E. Any reduction in resources and its impact: NA

F. Plan to sustain quality of services through reduced resources:NA

G. What does this Department recommend to maintain quality of programs and services?

**7. Action Plan (future needs, goals for next three years):**

- establish a clear Epi Pen protocol
- re-establish MD support for TB program (former doctor retired)
- request the District to do an assessment of current health services to evaluate whether outsourcing is the best option for students in providing highest quality health care that is cost effective.
- work with Laney administration to find an interim site for the Peralta Wellness Center.