



## Welcome to Program Review

Merritt College - 2019

Student Health Center - Service Area or Special Program

Annual Program Update

### Program Overview

**Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.**

The mission of Health Services in the Peralta Community College District is to further the equality of the educational opportunity and success for all students by providing access to health services which promote the physical, emotional, social, and spiritual well-being of its students. This well-being contributes to the educational aim of our community colleges by promoting student retention and academic success (AP5200). Peralta Student Health Services enhance student success by addressing the physical, psychological, spiritual, and social needs of Peralta students in a holistic and culturally-sensitive manner.

The Merritt College Student Health Services Center (SHS) is located in Building R, Room 106. The SHS is open on Mondays through Thursdays from 9 AM until 5 PM. The Phone Number for the Clinic Receptionist is 510-436-2533. Our website is: <http://www.merritt.edu/wp/health/>. We offered only 16 hours per week of Mental Health Counseling Services in Fall 2018 but we have resumed offering 32 hours per week of Counseling Services again in Spring 2019. We have reduced the workload of the Campus RN by 50% due to changing needs. The greatest need remains: 1.0 FTE Mental Health Counselor to be hired to replace two part time MH Counselors.

### Program Total Faculty and/or Staff

#### Full Time

None

#### Part Time

Medical Health Providers/RN's & NP's: 1) Jon Murphy, FNP (Student Health Services (SHS) Coordinator) (15 hrs./wk in fall 2019 through spring 2021) 510-434-3827 or [jmurphy@peralta.edu](mailto:jmurphy@peralta.edu) 2) Maurice Judge, RN from Roots Med Center-4 hrs/wk 3) Tori Torbin, NP from Roots Med Ctr 4 hrs/wk; 4) Marta Viola, Acupuncturist 510-280-4801 [martaviola@hotmail.com](mailto:martaviola@hotmail.com) 4 hrs/wk; Mental Health Counselors (2 part-timer) 5) Judy Noddin, LMFT, Counselor 510-434-3823; [jnoddin@peralta.edu](mailto:jnoddin@peralta.edu) (16 hrs./wk); 6) Jennifer Maghsoudi Golden, Psy.D. Counselor 510-434-3826 or Email: [jmgolden@peralta.edu](mailto:jmgolden@peralta.edu) (16 hrs./wk) Part time Receptionists: 7) Student Worker at Front Desk: Linda Asante Brenya 510-436-2533; Student Volunteer: Yilda M. Pablo Lorenzo and others --Requesting a 20 hr front desk admin Assistant

**The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.**

1) To Hire a Full Time Mental Health Counselor 1.0 Tenured Track Position.

Status

In-Progress

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Goal

Equity: Reduce the achievement gaps for African-American, multiethnic and male students.

District Goal

Advance Student Access, Equity, and Success

2) To utilize \$360,000 Facilities Funding for relocation and upgrade of Student Health Services

Status

In-Progress

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Goal

Equity: Reduce the achievement gaps for African-American, multiethnic and male students.

District Goal

Build Programs of Distinction

3) To hire a Part time Front Desk Medical Assistant to cover the front desk to be able to:  
answer phone calls  
take messages  
check Vital Signs:  
access our EMR System  
to room clients and  
to make appointments  
generally facilitate work flow

Status

In-Progress

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Goal

Equity: Reduce the achievement gaps for African-American, multiethnic and male students.

District Goal

Develop and Manage Resources to Advance Our Mission

4) To attain a contract with an MD who provides Oversight for Nurses with a more relevant and Comprehensive Set of Standing Orders to eliminate the concerns about liability issues.

Then RN's and NP's can more significantly address the most common Medical / Nursing needs of our students. My 4-pronged proposals/suggestions are below to best meet Peralta student needs for Student health Services.

RE our oversight Merritt SHS requested oversight for the following:

a) First Aid Treatment – The Peralta RNs/NPs should have MD approval/oversight/standing order to administer standardized First Aid to his/her students as written by American College Emergency Physicians’ First Aid Manual. (5th Edition 2014) ISBN-10: 1465419500

b) Administering the OTC's (Over the Counter Meds) sent by Peralta Risk management including the list in table below\*\*

c) Use of Clia Waived Screening Instruments or testing kits for the office. Then if these tests are abnormal we refer out to MD for follow-up:

Glucometer for Measuring Blood sugar levels (from finger sticks) on diabetic or suspected clients

Hemoglobin meter for clients with history of or suspected anemia (from finger sticks)

Strep Throat in-house test kits

Pulse Oximetry

UA Test Strips on Urine specimens

d) Standing Orders for most commonly seen conditions of the clients we serve here at Merritt, at Peralta Colleges, and/or CA State wide. Please note the following are the most common conditions we see here at Merritt Student health Services. We need to contract with an MD to provide Nurses and Student health Services Coordinators with standing orders for most of these commonly seen conditions-then we call the MD and/or refer out for follow-up with MD or NP as indicated in standing orders:

URI's (in winter months--including: sore throat, cough, cold signs & symptoms vs Flu s/sx)

Headaches (all year round) (mostly tension and stress vs anxiety related s/sx)

Nausea & Vomiting

Acid indigestion

Anxiety (covered by MH Counselors on sight)

And depression (covered by MH Counselors on sight)

Menstrual Cramps and

irregular periods

STI Consults

Frequent Pregnancy testing

Simple in-house Urinalysis screening

dehydration s/sx

sprained twisted ankles and wrists

knee pain

arthritis conditions

High Blood pressure Routine Maintenance BP checks esp. for those with Dx of HTN

Occasional Low BP or dizziness

Anemia concerns

Diabetes Concern

Screening Physical Exams by NPs

Obesity concerns

Asthma with Nebulized Albuterol if wheezy on lung assessment (including call to MD)

Low Flow Oxygen administration when indicated in emergencies

Occasional Lab Draws per existing Protocols approved for Roots(adding Peralta RNs too) Nurses to be cont' please (thanks)

Flu Shots protocols to continue Thanks

Plan B protocols to apply to all Peralta nurses to be continued (Thanks)

TB Shots protocols to apply to all Peralta nurses to be continued (Thanks)

Lab draws

\*\* OTCs 34 Over the Counter medications are proposed for approval for Jon Murphy, RN NP to administer if indicated for the listed conditions or signs and Symptoms those medications are routinely recommended for:

## OTC Medication Name

## Pills and Tablets:

Aspirin 325 mg  
Orasol gel 0.75gm  
Dayquil 325mg  
Antacid 420mg  
Cepacol  
Loratadine 10mg  
Pseudoephedrine-free 650mg (2 tabs)  
Benadryl 25mg - Allergy/antihistamine for more severe allergic reaction Per Label Recommendations and Precautions  
Chlorphen 4mg  
Simethicone 125mg  
Tylenol 8hr 650mg  
Tums Antacid ultra-strength 1000mg  
Phenylephrine HCL 10mg  
Low dose aspirin 81mg  
Excedrin 250mg  
Aller-fex 180mg

## Lotions, topicals and Ointments:

Triple antibiotic ointment 1.0gm  
Hydrocortisone cream 1% 1.0gm  
Triple antibiotic original ointment  
Antifungal cream 1% Athlete's foot, jock itch, ringworm  
Ocusoft lid scrub plus  
7 day vaginal cream  
Calamine Lotion  
Cetaphil moisturizing lotion  
Solarcaine  
Instant cold pack  
Instant heat pack  
Eye Drops  
Visine  
Eye wash  
Artificial Advance eye drops  
Visine-A multi-action eye allergy  
Systane lubricane  
Nasal Sprays  
Saline nasal spray  
Afrin Nasal Spray

## Liquid Meds:

Guaifenesin USP 200mg  
Nausea Relief  
Pepto-Bismol

Proposed and to be assigned by:

Supervising Physician:

Status

In-Progress

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Goal

Equity: Reduce the achievement gaps for African-American, multiethnic and male students.

District Goal

Strengthen Accountability, Innovation and Collaboration

### **Describe your current utilization of facilities, including labs and other space**

Current Resources:

The Health Center in the Student Services building (R building) or R-106 suite) has the following dimensions (approximately)

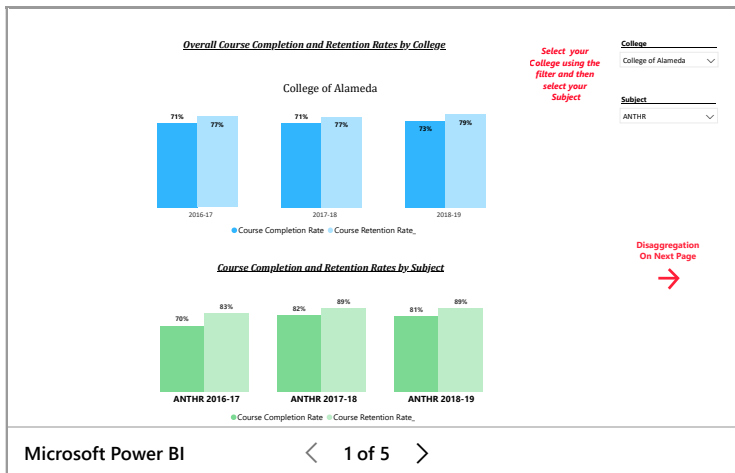
- a) a waiting/reception area (11'x10' or 110 ft<sup>2</sup>)
- b) a first aid alcove (10'x9' or 90 ft<sup>2</sup>)
- c) hallway (4'x18' or 72 ft<sup>2</sup>)
- d) a bathroom (8'x8' or 64 ft<sup>2</sup>)
- e) an office combined with Exam Room (10'x9' or 90 ft<sup>2</sup>), and.
- f) The counselor's office where counseling sessions are scheduled (12'x12' or 144 sq ft)

The total space for the Current Health Services is: 570 square feet

## **Program Update**

### **Semester End Enrollment/Usage Pattern**

Review your Semester End Enrollment by setting the filter to your college and subject



Select your College using the filter and then select your Subject

Disaggregation On Next Page →

**Using the dashboard, review and reflect upon the data for your program. Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points from the dashboard to support your answer.**

Overall Merritt Students continue to improve in both completion and retention rates by college, and by subject (in most subjects (See Tables in pg 1 of 5 above). There is also reported improvements for Student Services contributing to improved completion and retention rates (See Tables on page 4 of 5 above). The Retention and Completion Rates are consistently at least 8% each year from 2016 through 2019 (See 1st Table on Page 1 of 5 above). On Page 2-The data above reflects improvements in retention for both males and females, for all ages, and for all ethnicity. On page page 3 and 4 the tables reflects Merritt College Student Services is also consistently 1-2 percentage points better in completion rates and retention rates than overall completion rates in Service areas. This is consistent with measureable Student Satisfaction levels particularly for the feedback from students served in SHS at over 90% agree or strongly agree that Merritt's SHS helps keep students in school. (Item 5 on Student Satisfaction Surveys conducted in SHS every semester past 4 years).

Thus improvements completion rates and retention rates may partially be attributed to the excellent Student Health Services provided to many students. Merritt Health Services serve over 1,500 students per year for minor injuries to more serious illnesses and for anxiety and depression with the goals of helping students improve performance levels in school, whenever possible. Further qualitative research may need to be conducted to provide more specific data as to how effective SHS's mental health and medical services contributes to keeping students in school.

**Describe the department's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. If your discipline offers a degree or certificate, please describe the department progress on Program Learning Outcomes (PLOs).**

SLO's are up-to-date and reflected in the PR from last year and consistently throughout the past 5 years Jon Murphy has been in this role as Student Health Coordinator for Merritt College.

The mission of the Merritt College Health Center is to meet the physical and mental health needs of Merritt College students to the greatest degree possible within the Health Center staff's legal scope of practice.

N= 2,010 Student seen in the Clinic for fiscal year 2017/2018 Conclusions: 85% of students utilized the services before 3 PM and only 2% utilized the services from 5 PM - 6 30 PM. Thus we would serve 8% more students if we eliminate the late coverage beyond 5 PM. This conclusion is supported by the last 3 years of similar data gathering. 2) Overall averages for the ethnicities served are about the same for both semesters with 27% African Americans, 21% Hispanics %, 13% Asian and 13% Whites, and about 25% Other or not indicated. Roughly 73% of our students who utilize our services continue to be Females and 25% identifying as Males. 83% of the students we serve were 40 years old and younger. 12% indicated they are over forty in. Spring whereas in Fall 28% indicated they were older than 40 years old.

The two subsequent years of data have slight variance in results in demographics aligned with the college demographics (see annual SHS reports over past 3 years). Consistently, over the past 4 years the Satisfaction Surveys reflect very high levels of satisfaction in all areas.

#### **Describe the outcomes and accomplishments from previous year's funded resource allocation request.**

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment
Mental Health Counselors - 2 part time	Fund #2071 and #1000 with Obj Codes #1456-Mental Health Budget and Student Health Fee Budget	\$ 62,162	Provided 32 hrs per week of MH Services
Mental Health Counselor Stipends for Class Presentations	Fund 1000 Obj Code 1456	0	Not Approved
College Nurse 0.1 Contract Increase \$13,012 -incl benefits	Fund 0000 Obj Code 1206	\$13,012	General Funds approved for summer coverage of Student Health Services
Student Worker-\$15,000 Recommended to be Provided from Health Fee Budget	Fund 1000 Obj Code 2353	0	Work-study from FAFSA
Office Supplies \$3,100	Fund 1000 Obj Code 4304	0	Requested since July for 2018/2019 but not provided as of January 23 2020 Health Fee Budget
Events & Program 480	Fund 1000 Obj Code 5106	325	Health Fee Budget
Conference/Seminar Reg-1500	Fund 1000 Obj Code 5105	0	Professional Development Budget Need-Not Approved (unable to completely pay for prior year's conference year's expenses despite approval)/partially paid by Professional Development
Travel Non-Local-\$2000 for Campus RN	Fund 1000 Obj Code 5202	0	Professional Development Budget Need

Travel Non-Local-1500 for Campus Nurse Annual Conference	Fund 1000 Obj Code 5202	0	Mental Health Budget Need
PC,SERV, Other Comput,Peripher-\$2000	Fund 2071 Obj Code 6407	0	Not approved
Laptop Computers-for Counselors	Fund 2071 Obj Code 6406	0	Not Approved

**In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.**

**Improvement Actions**                      Improvement Action

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
(1) Full Time Mental Health Counselor	Fund 1 Proposed for 1.0 FTE Counselor Mental Health Budget	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Personnel	Part-time Faculty		
% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
56	Fund #2071 and #1000 with Obj Codes #1456-Mental Health Budget and Student Health Fee Budget *Proposal for 1.0 FTE, but filled w. 2 Part time until approved	20000	11081
Total Costs			
31081			

**Improvement Action**



Action Item	Description	To be completed By	Responsible Person
2) Mental Health Counselor	Proposal for 1.0 FTE, but filled w. 2 Part time until approved	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Personnel	Part-time Faculty		
% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
56	Fund #2071 and #1000 with Obj Codes #1456-Mental Health Budget and Student Health Fee Budget *Proposal for 1.0 FTE, but filled w. 2 Part time until approved	20000	11081
Total Costs			
31081			

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
3) Mental Health Counselor -	stipends for part time mental health counselor to present in classes and flex day for the entire year.	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Personnel	Part-time Faculty		
% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
	Fund 1000 Obj Code 1456 part time mental health counselor to present in classes and flex day for the entire year.	1000	0
Total Costs			
1000			

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
4) College Nurse .1 Contract Increa	Extra 0.1 added for Campus RN to cover Summer	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Personnel	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
Full-time Faculty	Fund 0000 Obj Code 1206 11-Month Contract to be requested for Campus RN To Cover Summer	10000	3012
% Time			
10			
Total Costs			
13012			

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
5) Student Worker	Need funding for consistent Front Desk Student Worker	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Personnel	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
Student Worker	Fund 1000 Obj Code 2353 20 per week	15000	
% Time			
60			
Total Costs			
15000			

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
6) Office - Supplies	3300 for annual Office Supplies needed	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Supplies	Noninstructional Supplies and Materials	Estimated Cost
Description/Justification		3300
Replacement of Used Supplies		
From Student Health Fee Budget		
Fund 1000 Obj Code 4304		

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
7) Events & Program		3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Supplies	Noninstructional Supplies and Materials	Estimated Cost
Description/Justification		500
Fund 1000 Obj Code 5106		
For Food for Community Partners and Supplies		

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
8) Conference/Seminar Reg	Professional Development to maintain Licensure for Campus RN	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Professional Development	Individual/personal PD needed	Estimated Cost
Description/Justification		2000
Needed 15 CEU's for maintaining Licensure for RN		
2000 for Annual Conference		

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
9) Travel Non-Local	Needed 15 CEU's for maintaining Licensure for Counselor; 1500 for Annual Conference Fund 1000 Obj Code 5202	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Professional Development	Individual/personal PD needed		
Description/Justification	Professional for maintaining Licensure/currency for Counselor 1500 for Annual Conference	Estimated Cost	1500

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
10) Travel Non-Local	Professional for maintaining Licensure/currency for Counselor; 1500 for Annual Conference	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Professional Development	Individual/personal PD needed		
Description/Justification	Professional for maintaining Licensure/currency for Counselor 1500 for Annual Conference; Fund 1000 Obj Code 5202	Estimated Cost	1500

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
11) Lap Top Computers for MH Counselors	Mental Health Counselors each need lap top	3/27/2020	VPSS & District providing Student Health Fee Budget Lo...

**Resource Request**

Technology and Equipment	New		
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Total Cost: \$463974  
 Total Resource Request: 13

**Program Update**

Personnel					
Type	% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Costs
Part-time Faculty	56	Fund #2071 and #1000 with Obj Codes #1456-Mental Health Budget and Student Health Fee Budget *Proposal for 1.0 FTE, but filled w. 2 Part time until approved	20000	11081	31081
Part-time Faculty	56	Fund #2071 and #1000 with Obj Codes #1456-Mental Health Budget and Student Health Fee Budget *Proposal for 1.0 FTE, but filled w. 2 Part time until approved	20000	11081	31081
Part-time Faculty		Fund 1000 Obj Code 1456 part time mental health counselor to present in classes and flex day for the entire year.	1000		1000
Full-time Faculty	10	Fund 0000 Obj Code 1206 11-Month Contract to be requested for Campus RN To Cover Summer	10000	3012	13012
Student Worker	60	Fund 1000 Obj Code 2353 20 per week	15000		15000
<b>Sub-Total: \$91174</b>					

**Professional Development**

Type	Description/Justification	Estimated Cost
Individual/personal PD needed	Needed 15 CEU's for maintaining Licensure for RN 2000 for Annual Conference	2000
Individual/personal PD needed	Professional for maintaining Licensure/currency for Counselor 1500 for Annual Conference	1500
Individual/personal PD needed	Professional for maintaining Licensure/currency for Counselor 1500 for Annual Conference; Fund 1000 Obj Code 5202	1500
<b>Sub-Total: \$5000</b>		

**Technology and Equipment**

Type	Description/Justification	Estimated Cost
New	Mental Health Counselors each need lap top to chart notes in EMR; Fund 2071 Obj Code 6406	2000
Replacement	Fund 2071 Obj Code 6407 MH Desk top Computer needs replacement- used by visiting Community Partners too	2000
<b>Sub-Total: \$4000</b>		

**Supplies**

Type	Description/Justification	Estimated Cost
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Noninstructional Supplies and Materials	Replacement of Used Supplies From Student Health Fee Budget Fund 1000 Obj Code 4304	3300
Noninstructional Supplies and Materials	Fund 1000 Obj Code 5106 For Food for Community Partners and Supplies	500

**Sub-Total: \$3800**

Facilities		
Type	Description/Justification	Estimated Cost
Other	Floor Plan for new Student Health Services Proposed with Justification Plan -- Proposed by Campus RN to VPSS Cedillo in 2016/2017--to utilize \$360,000 Facilities Fund (which can only be used for SHS new Facility for Merritt College). Re-proposed to President Burns in 2017/2018 and again in 2018/2019 to President Burns and VPSS Hernandez. Proposed Space was for going into the S Building undeveloped shells). Not yet approved. Funds are still intact, reportedly by former VPSS, Christine Hernandez in Spring 2019. Proposal still on file in President's and VPSS' Offices.	360000
<b>Sub-Total: \$360000</b>		

Library  
No Resources found for this category

Other  
No Resources found for this category

## Sign and Submit

**Please provide the list of members who participated in completing this program review.**

Jon Murphy, Student Health Coordinator for Merritt College

**Please enter the name of the person submitting this program review.**

Jon Murphy, Student Health Coordinator for Merritt College