



C U Y A M A C A
• C O L L E G E •

Annual Update Report

SIS - Student Health Services

Healthy Campus Framework

Program Goal: Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College supports a Healthy Campus Framework, where six areas of focus in overall health promotion assist in meeting students unique health care needs. Such areas of focus include access to nursing services, access to campus resources, health care advocacy, access to personal counseling services, public health guidance according to our local San Diego Public Health Department, and access to community resources and referrals.

Goal Status: Active

Mapping

2022 - 2028 Strategic Plan: (X)

- **Increase Equitable Access:** Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College supports a Healthy Campus Framework, where six areas of focus in overall health promotion assist in meeting students unique health care needs. Such areas of focus include access to nursing services, access to campus resources, health care advocacy, access to personal counseling services, public health guidance according to our local San Diego Public Health Department, and access to community resources and referrals. (X)
- **Increase Persistence and Eliminate Equity Gaps:** Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College supports a Healthy Campus Framework, where six areas of focus in overall health promotion assist in meeting students unique health care needs. Such areas of focus include access to nursing services, access to campus resources, health care advocacy, access to personal counseling services, public health guidance according to our local San Diego Public Health Department, and access to community resources and referrals. (X)

Summary of Progress or Results
Summary Date: 11/05/2024

Summary of Progress or Results: The Health and Wellness Services Center is in direct alignment with Cuyamaca College's vision of equity, excellence, and social justice, by promoting access to Health and Wellness services through community and or campus resources. With the adoption of a Healthy Campus Framework, students have been able to access both community and campus resources through various modalities to include: accessing nursing care directly through Health and Wellness Services, Vaccine Events, Health Care Enrollment Assistance on Campus, Blood Drive Events through the San Diego Blood Bank, Narcan Tabling Education and in-reach events with various departments to include EOPS/CAL Works, and the Instructional Library Services Department. During the time frame of 07.01.2023 through 06.30.2024, approximately 234 unduplicated student contacts were made within the Health and Wellness Center. In addition, a Reason Code Summary Report, indicated a total of 299 students were assessed directly by nursing staff at the Health and Wellness Service Center. Both in-reach and out-reach services that were made available to students during this time frame indicate a positive impact on the Health and Wellness Center's efforts to promote well-being in various domains of health to include physical and psychological needs.

Modality Reports

1. Student Demographics from the Office of Institutional Effectiveness, Success, and Equity (IESE)
2. Reason Code Summary Report SARS
3. Unduplicated Count of Student Report from SARS
4. Vaccine Data Report Champions for Health
5. Family Health Centers Participant Data Report Monthly Tabling Events
6. San Diego Blood Drive Participant Count Report
7. Schedule Code Summary Report by RN Provider
8. Narcan and Fentanyl Educational Tabling Report
9. Annual Health Fair 2023 Participant Data Report
10. Cuyamaca College Covid 19 Data for SDPH

Please Note the above mentioned modality reports will be attached later in this program review; however, complete analysis of these reports indicates that the Health and Wellness Center made a positive impact in various areas. With the Student Demographics Report from IESE, Health and Wellness made a positive impact to serve Latin students as approximately 47% of the students who accessed care at Health and Wellness Services, identify as Latin, as compared to 35% of our college's student population. In addition, students served with at least one disability was calculated at 21% as compared to the 7% of student population who identify as reporting one disability. Further analysis indicates that Health and Wellness was able to provide services to students who are economically disadvantaged, as approximately 70% of students accessed care at Health Services, as compared to 53% of the student population. Lastly, with the student demographics data, Health and Wellness Center staff helped address previous underrepresentation observed in the 2022-2023 report, for female students, African American, and students who identify with two or more races, to include students who are first generation college students.

Compared to our student population in 2023-2024, the following groups were slightly underrepresented:

Indigenous students, no Native American students used Health Services during this time frame, even though, they comprise 1% of the student population. In addition, Asian students who accessed health services was at 5% as compared to the 6% of students who identify as Asian within our

student population. Other areas of underrepresentation include students who are less than 20 years old. Approximately 17% of students accessed health services that are under age 20 in comparison to 28% of our student population. Lastly, one other area of underrepresentation was for the veteran student, as 3% comprise our student population and only 2% accessed services at Health and Wellness.

With the modality report of reason code summary report from SARS, 299 students directly accessed care via Registered Nursing staff at Health and Wellness Services. The highest code reason was related to Covid 19 Guidance and or care, to include the second highest reason for Illness/Assessment Management. The third highest ranking reason for a visit to Health and Wellness was related to required TB Risk Assessments. Please note each reason code carries a specific set amount of time required for assessment, with the Illness/Assessment Management being ranked the highest at a minimum point of contact of 30 minutes to 45 minutes. In addition, a follow up contact must be made with the student in 24-48 hours, as required by a standardized order set forth by Dr. Flora Danque, M.D.

As mentioned prior the Unduplicated Count of Student Report from SARS, revealed approximately 234 student encounters during the time frame of 7.1.23 through 6.30.24. Such encounters were further delineated in the specific reason for the visit to health services in the Reason Code Summary Report as mentioned above, with Covid-19 Guidance or Care being ranked as the highest.

Data from various events to include Vaccine Data from Champions for Health, Family Health Centers of San Diego Tabling Events, San Diego Blood Drive, Narcan and Fentanyl Educational Tabling, and the Annual Health Fair participant data provides justification to continue to provide these resources on campus for students in accessing health care resources. The highest participation was noted at the Family Health Centers of San Diego Tabling event for assistance in applying for Medical or Covered California. In addition, FHCS, offers direct booking of medical appointments while on campus for existing clients. A second highest participant event was that of the Annual 2023 Health and Wellness Fair Event with representation from the following organizations:

Champions for Health Vaccines
Family Health Centers of San Diego
Black Infant Health
Pathways Community Services
Kick Start
Say San Diego
Personal Counseling Services Cuyamaca College
Nursing Services Cuyamaca College

Health Services Data for Events:

Vaccine Data:
Summer 2023: 2 Participants
Fall 2023: 13 Participants
Spring 2024: 8 Participants

Family Health Center of San Diego Tabling Health Insurance Enrollment Assistance:

Summer 2023: 0 Participants

Fall 2023: 57 Participants

Spring 2024: 42 Participants

Health Fair Fall 2024:

70 Participants

San Diego Blood Drive:

Spring 2023: 7 Donors

Narcan and Fentanyl Testing Strips Educational Event Harm Reduction Coalition of San Diego:

Spring 2024: 10 Participants

De-Stress Event with Personal Counseling and Librarians:

Spring 2024: 14 Participants

With the Cuyamaca College Health and Wellness Covid 19 Data collected for the Department of Public Health San Diego, no positive Covid 19 cases were documented for the summer of 2023, during the fall of 2023, there were a total of 24 reported positive Covid 19 cases, to include 15 positive Covid 19 cases in the spring of 2024. Please note these were self-reported cases reported to Health and Wellness Services by students only.

In addition, Covid-19 At Home Antigen Kit accessibility was very important at Cuyamaca College. Data collection indicates that 230 Covid 19 at Home Antigen Testing Kits were dispensed to students in the summer of 2023, 72 kits dispersed in the fall of 2023, and 34 kits dispersed in the spring of 2024.

Regarding employees, Health Services dispensed 101 at Home Covid 19 Antigen Testing Kits in the summer of 2023, 973 kits, in the fall of 2023, and 445 kits were provided to employees in the spring of 2024. Such robust efforts assisted in San Diego County's mitigation efforts in reducing Covid-19 virus transmission to include education on safe practices in testing early and following protocols to include staying at home, frequent handwashing, wearing a well-fit mask, and notifying your primary care provider in determining your eligibility and access for antiviral medications.

In summary, the Healthy Campus Framework established in 2022/2023, to include six areas of focus to include: Nursing Services, Personal Counseling Services, Campus Resources, Public Health Guidance, Health Care Advocacy, and Community Resources and Referrals has proven to promote the overall well-being of our students physically, emotionally, and socially. These six areas of focus further contribute and are linked to students meeting their academic goals. When a student feels well, thinks well, and has the necessary support, they are likely to reach their academic goals.

Summary of Progress or Results**Reporting Period:** 2023 - 2024**Status:** In Progress - will carry forward into next year**Action steps for this academic year.:**

With the aforementioned data analysis, Cuyamaca College Health and Wellness Services remains committed to enhancing the educational process by providing our campus with healthcare resources in guiding students towards better health care practices and choices available in the greater San Diego community. Furthermore, as we are establishing new practices coming out of the pandemic, students have expressed the need to have additional healthcare resources that encourage mental health awareness, use of digital tools for learning about healthcare and creating a conversational platform to build for student connections. The pandemic undoubtedly increased stress for many students, and will have ripple effects for perhaps some time to come, hence, we must have an open dialogue with our students on how to build back the feeling of community and overall health and well-being. Additional action steps for Health and Wellness Services at Cuyamaca College will be as follows:

Action steps will include:

1. Continuing robust partnerships with various Health Care Organizations locally to include Family Health Centers of San Diego, expanding access to San Ysidro Health, Neighborhood Healthcare, San Diego Blood Bank, Say San Diego, Harm Reduction Coalition of San Diego, San Diego Public Health Department.
2. Seasonal Influenza vaccines will be made available to students through McKesson Medical and or the local Public Health Department of San Diego on campus.
3. Continuing to support in-reach efforts for various departments with Cuyamaca College, on services that are available for all students within the Health and Wellness Service Center for either medical or psychological needs.
4. Using a digitalized platform for students to access in learning about various Medical or Mental Health conditions, and how to access care.

Summary Date: 11/05/2024

Summary of Progress or Results

Summary of Progress or Results: In direct alignment with Cuyamaca College's vision of equity, excellence, and social justice by promoting access to Health and Wellness Services, through community and or campus resources, the 2023-2024 demographics report provided both positive impacts with areas to focus on for 2024-2025:

The Health & Wellness Center's efforts to serve Latiné students made a positive impact: Approximately 47% of the students who received these services identify as Latiné, compared to 35% of our college's student population. Similarly, efforts to serve students with at least one disability made a positive impact: Approximately 21% of the students who received these services have at least one disability, compared to 7% of our student population. Health and Wellness Services did well providing services to students who are economically disadvantaged: Approximately 70% of the students who received these services are economically disadvantaged, compared to 53% of our student population. Lastly, Health and Wellness Services also helped address previous underrepresentation that we observed in the 2022-2023 report for female students, African-American and Black students, students who identify with two or more races, and students who are first-generation college students.

Compared to our student population in 2023-2024, the following groups are slightly underrepresented in the Health Services data:

- Indigenous students (no Native American students used Health Services in this time frame, even though they comprise 1% of our student population); this trend is consistent with the previous year (2022-2023)
- Asian students (Asian students comprise 5% of students who used Health Services, compared to 6% of our student population)
- Students who are less than 20 years old (students <20 years old comprise 17% of students who used Health Services, compared to 28% of our student population)
- Students who are veterans (veterans comprise 2% of students who used Health Services, compared to 3% of our student population)

Reporting Period: 2023 - 2024

Status: In Progress - will carry forward into next year

Action steps for this academic year.:

Action Steps:

1. Coordinate with the Veterans Center staff in providing education and resources on what services and resources are available at Health and Wellness related to both nursing and personal counseling needs.
2. Additional efforts in reaching out to various student groups on campus to include the use of peer ambassadors for health and wellness promotion in de-stigmatizing mental health access needs, and to further support socio-emotional wellbeing.
3. Resiliency Training in teaching student skills such as healthy problem solving, conflict and time management, and self care initiatives in promoting the Healthy Campus Framework.

Summary of Progress or Results

Such action steps will further reach underrepresented population groups on campus to include opening dialogue on the importance of access not only to nursing but mental health counseling services available on campus or through a referral to an outside health care organization.

Best Practices as a Standard of Care

Program Goal: Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College, will collaborate with local health care organizations to include regulatory bodies such as the California Department of Public Health, and the San Diego Public Health Department in setting best practices as a standard of care. Such practices include knowledge of principles, methods, and procedures of nursing as applied in public health practice, with a focus of promoting overall health and wellness in multiple facets to include health and emotional well being.

Goal Status: Active

Mapping

2022 - 2028 Strategic Plan: (X)

- **Increase Equitable Access:** Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College, will collaborate with local health care organizations to include regulatory bodies such as the California Department of Public Health, and the San Diego Public Health Department in setting best practices as a standard of care. Such practices include knowledge of principles, methods, and procedures of nursing as applied in public health practice, with a focus of promoting overall health and wellness in multiple facets to include health and emotional well being. (X)
- **Increase Persistence and Eliminate Equity Gaps:** Cuyamaca College Health and Wellness Services; a supportive health center for students at Cuyamaca College, will collaborate with local health care organizations to include regulatory bodies such as the California Department of Public Health, and the San Diego Public Health Department in setting best practices as a standard of care. Such practices include knowledge of principles, methods, and procedures of nursing as applied in public health practice, with a focus of promoting overall health and wellness in multiple facets to include health and emotional well being. (X)

Summary of Progress or Results

Summary Date: 11/05/2024

Summary of Progress or Results: Nursing best practice guidelines are evidence-based processes and recommendations for improving patient care. The five standards of professional nursing practice are Care, Ethics, Education, Evidence-based Practice and Research and Communication.

A safety culture must be at the forefront in any health care environment. Cuyamaca College Health and Wellness follows regulatory agencies recommendations to include the California BRN, CDPH, and the local Public Health Department of San Diego.

Reporting Period: 2023 - 2024

Status: In Progress - will carry forward into next year

Action steps for this academic year.:

Action steps include wellness promotion through various student health standardized order sets and practices related to nursing services. Such order sets involve simple over the counter medication administration, and minor illness assessment and treatment as reviewed by a medical physician. In

Summary of Progress or Results

addition, Health and Wellness will follow guidelines as set by local public health regulatory agencies, to include following standards of care for Respiratory Virus care and other communicable diseases. Regulatory agencies include the California Board of Registered Nursing, California Department of Public Health, local San Diego Public Health, Clinical and Public Health Laboratory Licensing Agencies, and laws set forth by Assembly and or Senate Bills to include District Policies and Procedures. The five standards of professional nursing practice to include care, ethics, education, evidenced-based practice, and research and communication are essential standards in providing safe, quality, and relevant care.

Service Area Overview and Update

Lead Author

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Collaborator(s)

Leticia Covarrubias, BSN, RN, Rogelia Becerra, LMFT,

Initial Collaboration Date with Service Area Team

11/05/2024

Dean/Manager(s)

Dr. Lauren Vaknin

Initial Collaboration Date with Dean/Manager

11/05/2024

Please summarize the significant changes and achievements that have occurred in your service area since the last program review.

With the adoption of a Healthy Campus Framework, students have been able to access both community and campus resources through various modalities to include: accessing nursing care directly through Health and Wellness Services, Vaccine Events, Health Care Enrollment Assistance on Campus, Blood Drive Events through the San Diego Blood Bank, Narcan Tabling Education and in-reach events with various departments to include EOPS/CAL Works, and the Library Services Department. Our demographic data report from the Office of the IESE, indicates that Health Services has been able to reach our Latino student population, to include those students who identify as having one or more disabilities. Moreover, Health Services was able to assist the economically disadvantaged student population to include other demographic categories including females, African American students, and students that are first generation college students.

Other significant changes include the use of Lingualinx a Medical Interpretation Service for all students that require language interpretation while accessing nursing care. This service ensures proper communication with caution to details to include comfort for the student in understanding medical/nursing services in their respective language. Additional changes include educational tabling on the availability of Intranasal Narcan, Fentanyl Testing Strips as required by both Senate Bill 367 and Assembly Bill 461 both by Nursing Services and outside Harm Reduction Coalition Organizations.

Other significant achievements include the communication platform established with Dr. Flora Danque, M.D. for all standardized order sets or treatments provided by nursing in communicating via the Medcat Electronic Health Care Record via the SBAR format, which includes Situation, Background, Assessment and Recommendations. Overall, a culture of patient safety has been established and will continue to be maintained in providing quality care for all students that visit the Health and Wellness Student Services Center.

Attach Related Documents - Service Area Overview and Update

[cuyamaca-health-wellness-2023-2024-access-report-20241023-final \(1\).pdf](#);

[Health Services Program Review Data General Events 2023 2024.docx](#);

[Healthy Campus Framework Cuyamaca College Health and Wellness Services.docx](#);

[Program Review Data Covid 19 year 2023 2024.docx](#);

[Program Review Health Services 20232024.pdf](#);

[Reason Code Summary Report by RN Name.PDF](#);

[Cuyamaca College Diagnosis Analysis.pdf](#);

[Cuyamaca Health and Wellness Center Survey Instrument 20240311 \(2\).pdf](#)

Student Learning Outcome/Service Area Outcome Assessment and Student Success

Student Access, Learning, and Achievement

Student Services areas collect data in many different ways. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations. Which data was used for your service area?

Various modality reports were accessed to include:

1. Student Demographics from the Office of Institutional Effectiveness, Success, and Equity
2. Reason Code Summary Report SARS
3. Unduplicated Count of Student Report from SARS
4. Vaccine Data Report Champions for Health
5. Family Health Centers Participant Data Report Monthly Tabling Events
6. San Diego Blood Drive Participant Count Report
7. Schedule Code Summary Report by RN Provider
8. Narcan and Fentanyl Educational Tabling Report
9. Annual Health Fair 2023 Participant Data Report
10. Cuyamaca College Covid 19 Data for SDPH
11. Cuyamaca College Diagnosis Analysis Report Medicat EHR

Please discuss any equity gaps in access or success the data revealed.

Please Note the above mentioned modality reports will be attached later in this program review; however, complete analysis of these reports indicates that the Health and Wellness Center made a positive impact in various areas. With the Student Demographics Report from IESE, Health and Wellness made a positive impact to serve Latin students as approximately 47% of the students who accessed care at Health and Wellness Services, identify as Latin, as compared to 35% of our college's student population. In addition, students served with at least one disability was calculated at 21% as compared to the 7% of student population who identify as reporting one disability. Further analysis indicates that Health and Wellness was able to provide services to students who are economically disadvantaged, as approximately 70% of students accessed care at Health Services, as compared to 53% of the student population. Lastly, with the student demographics data, Health and Wellness Center staff helped address previous underrepresentation observed in the 2022-2023 report, for female students, African American, and students who identify with two or more races, to include students who are first generation college students.

Compared to our student population in 2023-2024, the following groups were slightly underrepresented: Indigenous students, no Native American students used Health Services during this time frame, even though, they comprise 1% of the student population. In addition, Asian students who accessed health services was at 5% as compared to the 6% of students who identify as Asian within our student population. Other areas of underrepresentation include students who are less than 20 years old. Approximately 17% of students accessed health services that are under age 20 in comparison to 28% of our student population. Lastly, one other area of underrepresentation was for the veteran student, as 3% comprise our student population and only 2% accessed services at Health and Wellness.

What action will the department or discipline take to address these equity gaps? If equity gaps have been reduced or eliminated, please share what the program did to achieve this. If equity gaps still exist, consider the specific steps your department will take to address equity gaps.

Action Steps:

1. Coordinate with the Veterans Center staff in providing education and resources on what services and resources are available at Health and Wellness related to both nursing and personal counseling needs.
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2. Additional efforts in reaching out to various student groups on campus to include the use of peer ambassadors for health and wellness promotion in de-stigmatizing mental health access needs, and to further support socio-emotional wellbeing.
3. Resiliency Training in teaching student skills such as healthy problem solving, conflict and time management, and self care initiatives in promoting the Healthy Campus Framework.
Such action steps will further reach underrepresented population groups on campus to include opening

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dialogue on the importance of access not only to nursing but mental health counseling services available on campus or through a referral to an outside health care organization.

What has this data revealed about the progress of the program review goals you set?

Establishing a Healthy Campus Framework with six areas of focus has been instrumental in meeting unique health care needs of our campus population. Such a comprehensive framework allows accessibility for various student needs, whether it be direct nursing care, personal counseling services, or referrals to outside organizations. Strong community partnerships is central as Health and Wellness Services at Cuyamaca College is supportive in nature, and students do require case management at times as it relates to either medical or psychological needs. Access to public health guidance and mental health resources have been vital in providing post pandemic services. Additional goals added to this program review include that of Best Practices as a Standard of care as it relates to evidenced based nursing practices. Focus must be established on five standards of professional nursing practice to include care, ethics, education, evidenced-based practice, and research and communication. Such standards are necessary in providing safe, quality, and relevant care to our students.

Related Documents - Student Access, Learning, and Achievement

[cuyamaca-health-wellness-2023-2024-access-report-20241023-final \(1\).pdf](#);
[Health Services Program Review Data General Events 2023 2024.docx](#);
[Healthy Campus Framework Cuyamaca College Health and Wellness Services.docx](#);
[Program Review Data Covid 19 year 2023 2024.docx](#);
[Program Review Health Services 20232024.pdf](#);
[Reason Code Summary Report by RN Name.PDF](#)

Service Area Assessment

Did your program complete and submit SLO/SAO assessment in the last year?

Yes

Please share any outcomes assessment projects your service area has completed in the last year and how the service area used the results for improvement.

One area of outcomes assessment projects is that of the Student Health and Wellness Survey Instrument. This Survey Instrument, is provided either in person or via an email after the student accesses care and or services at Health and Wellness. In person, the student is asked to scan a QR code and complete the eleven brief questions regarding services, if they would prefer, a follow up email is sent to the student if time management in filling out the survey is a concern. This instrument was created with the assistance of the IESE office in capturing both quantitative and qualitative data on areas we are doing well and areas that need further attention to include other areas of interest for our students. Areas of improvement included:

1. Promote services through different platforms, as many students did not know where or how to access Health Services.
2. The ability to have choices for meeting with Personal Counseling services to include in person or via zoom was greatly appreciated for convenience.
3. More knowledge for students but did not include the areas of knowledge.

The survey has since been modified on 8.1.24 to capture specific questions related to whether the individual accessing care is staff, or a student. In addition, the purpose of the visit was further delineated, to include what educational topics related to health and wellness would you like to see provided with choices to include heart health, mental health, women's health, men's health, or other.

Related Documents - Service Area Assessment

[Cuyamaca Health and Wellness Center Survey Instrument 20240311 \(2\).pdf](#)

Program Goals

Program Goals Status

I have updated the progress on my previous goals.

Program Goals Mapping

Mapping for all active Program Goals complete.

Annual Update Submission

Program Review response is complete and ready for review.

Yes - Response is complete and ready for review