Annual Report of Program Data (ARPD)
Student Health Center
2018-2019
Annual Review of Program Data (ARPD)

**Program/Area/Unit Name:** Leeward CC Student Health Center

1. **Program/Area/Unit Description:**
   The Student Health Center (SHC), is an extension of University Health Services at Manoa, that provides Leeward CC students, faculty, and staff, health care services that include but are not limited to health education, disease prevention, and treatment for acute episodic illness and family planning services. The SHC works with Admissions & Records to ensure that the State of Hawaii mandated health requirements for entrance to post-secondary school are met. The mission of the SHC is to achieve and maintain a healthy student body and college community. Our last Comprehensive Review and Evaluation (CRE) was done in 2016.

SHC Goals:
1. Increase awareness and promotion of responsible and healthy lifestyles.
   a. Provide general medical visits, Family Planning services, Sexually Transmitted Infection (STI) screening, and other services per the needs of the campus.
   b. Provide disease-preventable immunizations.
   c. Update the college on State Department of Health (DOH) medical advisories and policy changes concerning post-secondary school health requirements.
2. Provide clear information and guidance to understand the health clearance requirements and documentation.
   a. Process health clearances efficiently and increase the awareness and utilization of the Health Clearance Form.
   b. Provide Tuberculosis (TB) screening and all required health clearance immunizations so students can meet requirements and register in a timely manner.
3. Communicate effectively to improve awareness and understanding of the services provided and health related issues.
   a. Participation in New Student Orientation (NSO) and campus activities/events.
   b. Use of posters, digital signage, text messaging, and website.
4. Improve current services and develop future services per the needs of the campus.
   a. Client Evaluation Survey done each semester
   b. Collaborate with Mental Health provider
   c. Explore service needs for the Waianae Moku campus
5. Encourage health insurance participation and provide information for the student health plan.
6. Assist Security with urgent campus medical needs within the scope and availability of medical personnel.

2. Unit Service Area Outcomes (U-SAO) and Assessment

1. Process and maintain students’ health clearance.
   a. Health clearance is processed for all new students and Early College students. Data is submitted to Banner and records are stored in an Electronic Health Record (EHR) and in OnBase per student consent.
2. Promote and provide medical services to students.
   a. Medical visits are provided by a part-time physician and nursing services are provided by a full-time registered nurse.
   b. To aid students in obtaining State required health clearance for post-secondary school, TB clearance and MMR is available at the SHC.
   c. Information about our services is disseminated through our website, NSO, Student Life text messaging, SHC Newsletter and emails.
3. Promote healthy lifestyle and health education to students.
   a. We provide general medical visits, women’s health/family planning services, STI counseling and screening visits, and vaccines for disease preventable illnesses.
   b. We provide information, education, and advice to the campus on DOH medical advisories.

This past year, we continued our focus on improving efficiency in the tracking of health clearance deficiencies and in tracking health clearance for Early College students. Through the use of Star, a monthly report is reviewed and students who are deficient are contacted and educated on steps to achieve compliance. Our Health Clearance Form is regularly updated to reflect any changes of the Hawaii Administrative Rules concerning post-secondary students. It also includes a consent to allow the health clearance information to be shared with other UH system institutions. The SHC will expand services to accommodate the additional immunization requirements (Varicella and Tdap) required for post-secondary school, effective Fall 2020. A UH System health clearance form will also be implemented for Fall 2020.

3a. Quantitative Indicators
<table>
<thead>
<tr>
<th>Indicators</th>
<th>2016-2017</th>
<th>2017-2018</th>
<th>2018-2019</th>
<th>% Change from last SY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DEMAND</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total patient visits</td>
<td>1363</td>
<td>872</td>
<td>529</td>
<td>-40%</td>
</tr>
<tr>
<td># of PPD/MMR administered</td>
<td>413</td>
<td>359</td>
<td>293</td>
<td>-18%</td>
</tr>
<tr>
<td>General medical visits</td>
<td>705</td>
<td>418</td>
<td>158</td>
<td>-62%</td>
</tr>
<tr>
<td>Women’s health/STI screening visits</td>
<td>72</td>
<td>27</td>
<td>19</td>
<td>-30%</td>
</tr>
<tr>
<td># of Campus Calls</td>
<td>1</td>
<td>11</td>
<td>5</td>
<td>-55%</td>
</tr>
<tr>
<td><strong>EFFICIENCY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Health Clearances processed</td>
<td>4044</td>
<td>4135</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deficiencies per Star per semester</td>
<td>0.6/0.8</td>
<td>0.8/0.6</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EFFECTIVENESS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Flu shots given</td>
<td>79</td>
<td>79</td>
<td>59</td>
<td>-25%</td>
</tr>
<tr>
<td># of STI screenings</td>
<td>45</td>
<td>23</td>
<td>15</td>
<td>-35%</td>
</tr>
<tr>
<td>% of Immunization visits (PPD/MMR)</td>
<td>30%</td>
<td>41%</td>
<td>55%</td>
<td>+34%</td>
</tr>
<tr>
<td>% of General medical visits</td>
<td>52%</td>
<td>48%</td>
<td>30%</td>
<td>-38%</td>
</tr>
<tr>
<td>% of Women’s health visits</td>
<td>5%</td>
<td>4%</td>
<td>4%</td>
<td>0</td>
</tr>
<tr>
<td># of Leeward CC students on HMSA Student Plan</td>
<td>23</td>
<td>18</td>
<td>24</td>
<td>+33%</td>
</tr>
</tbody>
</table>

Table compares quantitative indicators based on demand, efficiency, and effectiveness for each SY from 2016 - 2019. Last column shows the percent change from the previous SY.

3b. Analysis of Program/Area/Unit

DEMAND: Overall demand for services has been less since moving to a temporary location on the edge of campus during Spring 2018. The SHC is less visible and less convenient for students at this location. Total patient visits were down by 40% and general medical visits,
were down 62%. Though there has been a downward trend for women’s health services and STI screenings at the SHC since the passage of the Affordable Care Act in 2012 (that provides family planning services through medical insurance), uninsured students continue to utilize our services. Of the 529 total patient visits, 53% were students that were uninsured or with non-billable insurance. There was an 18% decrease in demand for TB clearance and MMR administration, as many students are more aware of the requirements through our educational efforts and submit complete health records. In Spring 2017, a DOH change regarding TB clearance was implemented and impacted our data. The total patient visit numbers reflect only those patient visits documented in the EHR. Other visits to the SHC not included in this reported number are visits to review and drop off health clearance documents, estimated at 15-20 per day. Also not included were about 150 visits for medical advice, blood pressure checks and OTC supplies. SHC personnel assists campus security with urgent medical needs and also provides medical services for Commencement and some community events on campus. We anticipate an increase in overall demand for services after our move to a new, expanded and updated facility in a more visible and central location on campus.

EFFICIENCY: Processing of health clearance and determination of deficiencies are done daily. The number processed is directly related to the number of students who are admitted, particularly new students and those in Early College. Processing of health clearance for Early College is handled differently and is tracked in several databases. Through the use of a Star report we can better track and follow-up on students who are deficient with health clearance. The percentage of deficiencies remains < 1%.

EFFECTIVENESS: The percentage of all SHC visits for TB screening and immunization increased 33%. By providing TB assessment/testing and MMR immunization on campus, health clearance compliance and timeliness of health clearance processing is improved. Other indicators, flu shots, STI screenings, general medical visits were down as indicated by decreased demand. More students participated in the Student Health Plan this past year.

SUMMARY: Overall demand for services was down this past year since we are located at a less visible and less central location on campus. However, the SHC continues to provide convenient, affordable health care and health promotion for the campus in addition to receiving, processing and electronically storing health clearance records. Storing the records in our electronic health record system and in OnBase aids in a smoother transition when students transfer to other UH System institutions. The SHC also provides guidance to the College on DOH medical advisories to limit potential exposure and to give advice to students, Administration, Faculty & Staff on preventative measures. Through our services, the SHC aids in retention by assisting students in maintaining and improving their health.
Students are encouraged to have health insurance and information is provided regarding the Student Health Plan.

3c. Action Plan

In the coming year, the SHC will work to maintain and improve medical services in proportion to the number of students enrolled. Our new renovated, expanded space in the AD building will allow us to better serve students and to collaborate with the Mental Health provider. This arrangement will enhance more cohesive health services to the campus. We also hope to provide more service to the Waianae Moku campus possibly through a telemedicine system or on-site coverage. We will continue to promote the SHC services through NSO, participation in campus events, and posters. We anticipate an increase in the number of visits to the SHC once we are relocated to a more visible and central location. The Bi-annual Client Survey to assess satisfaction of current services and demand for other services will be reimplemented after the move.

We will continue to work with A&R to ensure a smooth transition to the new additional post-secondary school immunization requirements, effective Fall 2020 and promote the use of the UH System health clearance form. We will educate students on the requirements via direct communication, website, health clearance form, and NSO. We will continue to work with local high schools to understand and comply with the health clearance requirements for Early College students. Through these efforts we expect to see less health clearance deficiencies.

We will continue to provide guidance and health education to the overall college community, by encouraging disease-preventable immunizations, healthy lifestyles, and STI prevention and through participation in various campus events.

4. Resource Implications

To implement the Action Plan, the Student Health Center Fee ($15 applied to first credit/semester/student) must be increased and the MOU between Leeward CC and University Health Services at Manoa must be maintained. Current MOU expires on June 30, 2021. The SHC fee has not changed since 2009 despite the rising cost of healthcare and personnel expenses. The cost of healthcare in the United States continues to trend upward, at an annual rate of 5.5-7% in the past 5 years. Total health care costs have risen to approximately 18% of the US GDP (in 2017). Raising the fee is necessary to maintain and improve current services of the SHC which may include collaboration with Mental Health provider and expansion of services to the Waianae Moku campus. Without additional funding sources, it will be difficult to maintain medical services at the current level.