

# 1. Assessment Plan - Three Column



## PIE - Student Services: Student Health Services Unit

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Marti Whitford

**Email/Extension:** 5964

**Summary of Notable Achievements:** Student Health Services (SHS) continued to deliver medical and mental health services remotely to students throughout the 2020-21 academic year, and played a pivotal role in Mt. SAC's response to the COVID-19 pandemic. SHS provided students appointments by telephone and virtually using a HIPAA-compliant format through Zoom. Front desk staff provided support by responding to calls to schedule appointments and answer questions during all business hours Monday through Friday. Medical and mental health staff communicated with students, faculty and staff via campus-wide emails; a pilot program with Signal Vine text messaging system; and the college's social media platforms (including Facebook and Instagram). Multiple new medical services were provided to meet the unique needs brought about by the COVID-19 pandemic, including COVID-19 vaccine clinics (in partnership with East Valley Community Health), testing and contact tracing. The SHS director and staff attended numerous public health briefings and webinars in order to provide accurate and up-to-date information to the Mt. SAC community. Medical and mental health needs were additionally supported during the academic year with live and recorded workshops, podcasts and videos focused on various medical and mental health topics. The SHS website was overhauled to include expanded content with medical and mental health resources, with the content categorized in a more user-friendly way. Details and data on specific activities are included below.

Student Health Services continued providing services via Zoom and with telehealth phone appointments throughout the pandemic year. The following number of visits represent those received from May 1, 2020 through May 1, 2021:

Mental health visits - 816

Occupational therapy visits - 204

Medical visits - 229

Nurses visits - 1,154

Vaccine Clinics - 214

Students reached with mental health workshops and events:

Spring 2020 - 2,866

Fall 2020 - 1,926

Spring 2021 - 980

Dr. Ann Walker, Medical Director provided two campus-wide presentations to staff and faculty. One was a Townhall presentation with over 338 participants. Additionally, Dr. Walker, JoAnne Bermejo RN and Marti Whitford, Director of SHS presented at the annual Flex Day for MtSAC staff. These presentations were key in demystifying the issues related to COVID and returning to campus safely. Topics included those related vaccination, safety practices, COVID data, effects of COVID on the body.

COVID related trainings and operations took place throughout the entire year. These included campus-wide collaborations with Administration, Campus Safety, and Risk Management to name a few. SHS was involved throughout the entire pandemic year even before the campus closure. These are just some of the trainings and operations SHS was actively involved in:

1. Completion of the mandatory training and application to become a California vaccine provider, leading to the provision of three vaccine clinics through May 27, 2021 at Mt. SAC
2. Participation in the Return to Campus Committee, assisting in writing Mt. SAC's return to campus procedures and guidelines
3. Participation in the COVID-19 Compliance Taskforce Committee and Subgroup; COVID-19 Vaccine Committee Subgroup; OSHA Compliance Committee
4. Assisted in the development of the Safety Smartsheet and screening questionnaire for staff and students to complete before coming onto campus
5. Student Health Services RNs rotated their shifts to provide coverage 7 days a week to monitor the Smartsheet questionnaire and manage COVID-19 illness and exposures
6. RNs managed and contact traced all the student COVID-19 illness and exposures, placing students and classes on quarantine and/or isolation following the LACDPH IHE guidelines
7. Daily completion of the LACDPH liaison COVID-19 exposures and illness Excel spreadsheet
8. Provided the President's Office the weekly COVID-19 student data for the Mt. SAC dashboard
9. Incorporated a HIPAA compliance ZOOM for medical and mental health appointments
10. Managed the Mt. SAC AED program
11. Return to Work trainings via POD (COVID-19 Compliance)

Mental Health Program Achievements:

Mental health staff participated in Professional Organizational Development's division Employee Health and Wellness Series, with the following topics:

Holiday Blues & Maintaining Hope – Live via Zoom – Session 1 & 2

Reimagining Your Recharge (Magic Mountie Podcast Episode 99)

Caregiver Support – Live via Zoom

Coping with Depression – (Video)

Managing Emotions & Anxiety – Live via Zoom

Students were provided weekly and bi-weekly student mental health support groups; weekly "Vibe Check" for Aspire students; International Students talking circle; LGBTQ+ weekly support group; Grief processing group for students session 1 & 2; When Athletes Can't Play: Coping during the pandemic;

In addition, a mental health library was developed that includes videos focusing on topics that impact students' mental health:

Coping with Anxiety; Coping with Depression; and Coping with Disordered Eating/Eating Disorders

Podcasts:

Reimagining Your Recharge; Defining and Working with Grief; and An Introductory Conversation About Mental Health and Loneliness

**Program Planning for Retention and Success:** Staff met weekly to discuss changes and updates on the COVID-19 pandemic. These weekly sessions were critical in order to implement ongoing operational changes that dealt with daily pressing needs. Staff input was essential in every step of the process as it involved unforeseen circumstances and drastic changes to the manner in which the clinics provided services.

**External and Internal Conditions Analysis:** External Conditions:

On March 19 2020, Mt. SAC campus was closed due the Corona Virus Pandemic. This closure left students without access to medical and mental healthcare. In order to continue providing services, SHS brought the Telehealth program into existence. This virtual adaptation enabled students to receive medical and mental health services via Zoom.

Many of the Allied Health student programs or essential worker programs were immediately placed on hold. Students in these programs were close to completion of their program curriculums, ready to graduate and join the work force.

The Return to Campus Committee was formed to work with the Los Angeles County Department of Public Health to develop procedures to meet all the Institutes of Higher Education guidelines to gain permission to return these Essential Workers back to their classrooms and clinical rotations. During this time, an accessible safety Smartsheet was developed to screen all staff and students prior to them going onto campus.

**Internal Conditions:**

Starting March 20, 2020, all Student Health Services staff were working from home. The staff were re-trained on how to complete their job functions from their home computer. The staff were trained on the use of Zoom communications for patient visits, communication through POD and video educational programs. Mitel IP phones were installed to allow the staff to answer the phone through the campus extension.

Student Health Services took over monitoring of Coronavirus exposures and infections, by trainings on the Los Angeles County Department of Public Health Coronavirus exposure guidelines and contact training algorithms. Student Health worked daily with the LACDPH liaison nurses and physicians to document daily campus COVID-19 exposures and infections. The RNs attended biweekly telebriefings with Dr. Barbara Ferrer to learn all the recent LACDPH updates and how to incorporate the Institutes of Higher Education (IHE) Guidelines.

In January 2021, the Director, Student Health became the medical officer of the California Immunization Program, to start the process of SHS having access to the COVID-19 vaccines for the campus community.

In February 2021, SHS returned to campus following IHE guidelines and personal protective equipment (PPE) guidelines to offer medical care to the student population.

In March 2021, SHS collaborated with East Valley Community Health Center to begin the first of many collaborative COVID-19 immunization clinics.

May 12, 2021 Student Health returned to campus to provide medical services to students and staff.

**Critical Decisions Made by Unit:** Using a telehealth program during the pandemic was essential for providing medical and mental health services to student and staff. Patient confidentiality was an essential component to this telehealth program. Through the assistance of the California Community College Chancellor's Office, a HIPAA compliant Zoom program was incorporated to conduct confidential mental health and medical appointments.

**Contributors to the Report:** Marti Whitford

Irene Martinez  
JoAnne Bermejo  
Diana Chou  
Jose Pena  
Seth Meyers  
Amanda Gonzalez

**No data found for the selected criteria.**