STUDENT HEALTH SERVICES

Summary of Program Review:

A.   Major Findings

1.   Strengths:

> Student Health Services was essential for Napa Valley College to navigate the COVID-19 pandemic.
> Data shows the program supports our BIPOC student population.
> Data is reflective of a Hispanic Serving Institution, students identifying as Latinx/Hispanics were the majority of students served.
> Majority of students served were younger who may not be as familiar with navigating larger health care systems.

2.   Areas for Improvement:

> Missing comprehensive mental health services data.
> Limited access in terms of hours of operation since 2022-23 due to part-time staffing.
> Current office/clinic space limits access: located at the back, periphery of campus in a temporary building unit with college police.

3.

I.   DESCRIPTION OF PROGRAM

A.   Program Purpose

Describe the purpose of the program – as a general statement.

E. Effective Program

Table 3. Demographics of Student Health Center visitors.

Group	2020-21	2021-22	2022-23	3-Year Total (unduplicated)	
Student Health Center visitors	280	436	256	819	100%
Race/Ethnicity					
African American/Black	37	53	25	90	11.0%
Asian	49	76	49	140	17.1%
Latinx/Hispanic	101	163	100	320	39.1%
Multi-Racial	15	30	13	50	6.1%
White	71	105	64	203	24.8%
Unknown/Not reported	7	9	5	16	2.0%
Gender					
Female	148	232	153	457	55.8%
Male	131	201	101	357	

Table

Program Reflection:

This data again reflects the course of the COVID-19 pandemic and Student Health Services changing role in supporting students as they return to campus.

It also reflects decreased hours of operation, suspension of weekly COVID testing requirement for unvaccinated students and staff, and the end of pandemic in 2022-23.

Comprehensive mental health/therapist visit data is not available. Student Health Service's full-time therapist resigned in October 2021, and due to fiscal constraints, the position remains vacant.

NVC contracted with Mentis to provide a part-time therapist for the past 3 years. Starting in July 2023, Mentis provides 1 FTE therapists: .5 Miguel and .5 Lili. Ricardo is an Outreach Specialist. Mentis data is not included in this analysis. Therapists provide services to a combined average of 5 students per day.

Table 6. Summary of TimelyCare appointment types, 7/1/2022 to 7/31/2023 .

Appointments	Appointment Type	
	Scheduled Counseling	TalkNow
Requested appointments	92	42
Completed appointments	64	36
Percent of appointments completed	69.6%	85.7%
Avg length of appointment (minutes)	54	26
Percent of requested appointments by Gender		

Table 7. Comparison of TimelyCare Mental Health Services to NVC Overall, by race/ethnicity.

Race/Ethnicity	All NVC Students AY 2022-23	TimelyCare requested appointments 7/1/2022 to 7/31/2023	Difference TimelyCare requested appointments from all NVC students
African American/Black	4.7%	24.3%	**19.6%**
American Indian or Alaska Native	0.2%	0.0%	-0.2%
Asian	14.1%	16.5%	2.4%
Latinx/Hispanic	45.7%	41.8%	-3.9%
Multi-Racial	4.8%	2.9%	-1.9%
White	25.4%	12.7%	-12.7%
Unknown/Not reported	5.1%	1.9%	-3.2%

Source: NVC Student Health Services. Data is provided via standardized TimelyCare reporting, allowing for limited customization.

Note: Some TimelyCare race/ethnicity categories have been recoded to match Napa Valley College reporting: TimelyCare Native Hawaiian or Other Pacific Islander Native is reported as Asian, and Middle Eastern/North African is reported as White (per US Census). **Bold italics** denote a statistically significant difference between the percent of all NVC students and the percent of TimelyCare visitors.

RPIE Analysis: _Table 7 compares the proportion of TimelyCare users claimed by demographic groups between July 1, 2022 and July 31, 2023 with the proportion each group claimed among the NVC credit-student population in academic year 2022-23. The population shares among TimelyCare Services users claimed by the following groups differed from the NVC student population by more than 3% (±3%):_

Groups with larger shares among TimelyCare Services users:
- o _African American/Black students (19.6% difference)_

The difference is statistically significant.

Groups with lower shares among TimelyCare Services users:
- o _White students (12.7% difference)_
- o _Latinx/Hispanic students (3.9% difference)_
- o _Students with race/ethnicity unknown/not reported (3.2% difference)_

_(These differences are not statistically significant.)_e   n . 4 (1) 3 . 8 (e) 0 8 . (1) 4

III. EVALUATION OF EFFECTIVENESS

Program Reflection:

Student Health Services increases equitable access to health care. The data shows that the program supports our BIPOC student population. This is important because BIPOC experiences disproportionately worse health outcomes. By meeting students where they are at, raising awareness of health needs, and destigmatizing mental health, Student Health Services reduce barriers to better health outcomes.

The data also shows that the program supports young adults who may not be as familiar with navigating larger health care systems. Student Health Services

A. Accomplishments/Achievements Associated with Most Recent Three-Year Program-Level Plan

The COVID-19 pandemic halted many of these initiatives but highlighted the need and value of Student Health Services.

Student Health Services utilizes electronic health records for secure documentation of health information and electronic prescribing.

With the launch of NVC's new website, Student Health Services' webpages have been redesigned to better communicate services and resources.

Tele-counseling services are provided through TimelyCare and Mentis services.

TimelyCare gives students the opportunity to connect with other students through a Peer Community Board.

B. Recent Improvements

The Chancellor's Office partnered with Medical Billing Technologies in July 2023 which allows Student Health Services to reestablish FamilyPACT services.

Student Health Services continues to enroll in the Local Education Agency Billing Option Program for potential future financial support.

Director attends Napa County Mental Health Stakeholder Advisory Committee meetings as NVC representative.

TimelyCare and Mentis MOUs provide mental health services in the absence of a College therapist.

TimelyCare gives students 24/7 access to m (e) ( )10.6eath   ov N.9 (ee -0.001 rw 0.228y)6.3 ( )ʃJEMC /2(n)2.3(l)26

This evaluation of the state of the program is supported by the following parts of this report:

> (Identify key sections of the report that describe the state of the program. Not an exhaustive list, and not a repeat of the report. Just key points.)
>
> Student Health Services is in a state of growth.
> > BIPOC students need and utilize Student Health Services.
> > The full scope of Student Health Services is not reflected in this report because comprehensive mental health visit data is not available.
> > There is an opportunity to improve access.
> > The Director's health knowledge and expertise is necessary to support new Student Housing in Fall 2024.

Complete Columns A – D of the 3-Year Program Planning Template (Excel file accompanying this report) to outline the three-year plan for the program. For the fall 2023 program review cycle, the 3-year program plan will span 2024-2025 through 2026-2027.

COLUMN A	COLUMN B	COLUMN C	COLUMN D
Program/Service	Unit-Level Initiative	Anticipated Year of Modification	

<u>Note</u>: Resources to support program plans are allocated through the annual planning and resource allocation process (not the program review process).

The completed 3-Year Program Planning Template will serve as a draft/starting point for upcoming annual planning and resource allocation cycles.

COLUMN A	COLUMN B	COLUMN C	COLUMN D	COLUMN E	COLUMN F
Program/ Service	Unit-Level Initiative	Anticipated Year of Implementation	Anticipated Outcome of Initiative	Description of Resource Need	Type of Resource Need