IEPR Webpage - NADR Resources

Department Name
Health Services

List all staff involved in the preparation of this workbook.
Michelle Grace

Part I: Department Background

Section 1: Mission

State the department's formal mission:
The Health Center provides a convenient, safe, culturally responsive, and cost effective location whereby students can access quality health care services, information, and referrals, such that health-related concerns can be promptly addressed with the goal of avoiding or limiting student downtime and its potential impact on academic success.

The department mission is formally documented and published (e.g. website, intranet, posted in the office, etc...).

How does the department mission align with CLC's institutional mission, vision, values, and goals?
The Health Center provides culturally responsive, individualized, holistic care, with meticulous attention to follow through, helping each and every stakeholder who presents to our health center get what they need to promote optimal wellness and ensure continued academic success. As such, our stated mission is very much congruent with CLC's overall mission of a "commitment to equity in access and success for students," and vision for a "sustainable, successful, and equitable future for students," as well as institution values, especially those of "integrity" and "compassion." Although our mission is aligned with the institution's in a broad sense, our ability to demonstrate equal distribution of Health Center resources among all three campus locations falls short - there are no RN's/Health Center services on site at the Lakeshore or Southlake locations. Although all students are welcomed and encouraged to visit the Health Center, only those attending classes and working on the main campus have immediate, onsite access to Health Center nurses/services, which seems to conflict with the institution's "culture of inclusion" focused on "removing barriers."

Section 2: Duties and Functions of the Department

List the essential duties, functions, programs, and services performed/offered by your department:
Provides nursing assessment & treatment for minor illnesses & injuries
Provides community referrals for health-related concerns
Provides over-the-counter medications for minor illnesses & injuries
Provides low-cost laboratory services & vaccines
Provides TB testing for College community, as well as Lake County public servants & care providers
Provides emergency response to on-campus injuries & illnesses
Issues medical parking permits
Assists with communication, education and awareness of relevant health issues that impact the CLC community.

Why are these duties, functions, programs, and services important for the college?

According to a 2013 Forbes article by authors Skorton & Altschuler, “Health creates capacity; students whose health status is positive and flourishing have greater ability and readiness to learn and engage fully in all meaningful educational experiences inside and outside the classroom. . . . The learner as a whole person matters in the learning.”

The Health Center’s nurses’ 73 years of combined clinical experience provides an atmosphere where students can feel confident they are receiving the highest standard of nursing care for minor illnesses and injuries, as well as appropriate interventions and referrals when a higher level of care is required. Additionally, the Health Center provides access to needed affordable laboratory and immunization services, which streamlines processes for the approximately 890 students who participate in the College's health career programs throughout the year.

In August 2019, when longtime CLC Health Center medical doctor Dennis Grollo retired, the CLC Health Center established a professional alliance with Rosalind Franklin University (now working under the license of Dr. Katherine Emerine) with the potential of referring underinsured and uninsured students needing follow-up medical care access to Rosalind Franklin's multiple medical specialty services at a free or reduced cost.

Having an awareness of trending & relevant health issues on college campuses, and across the country, helps ensure timely dissemination of same to community stakeholders, which allows for appropriate responses according to best practices.

How do these duties, functions, programs, and services compare to those offered at peer institutions or to industry best practices?

The College of Lake County is one of only three community colleges in the state of Illinois that provides on-site nursing services by college employees. The scope of services provided in CLC's Health Center exceeds that of both of the other colleges (Oakton Community College & Triton College). In addition to the vaccines and routine clinical care that nurses provide to sick and injured students, CLC is the only health center that provides on-site laboratory services for students, staff, faculty, and retirees. Our ability to provide this range of clinical services has proven to be both convenient and beneficial for stakeholders, especially those that are uninsured or underinsured. The CLC Health Center provides these services with very little to no mark up from the actual cost to the College, so as not to unnecessarily add to the financial burden while pursuing a college education. Further, the CLC Health Center makes our low cost TB skin tests available to all Lake County public servants (healthcare professionals, teachers, police and fire department employees).

(The following information was provided by Oakton & Triton's Health Center Managers):

Oakton's health center provides many of the same services provided by CLC's health center. Oakton does not, however, provide laboratory services and limits vaccination services to Hepatitis B. Oakton's flu vaccination services are performed by a contracted outside agency.

Triton's health center provides some of the services provided by the CLC Health Center. Triton does not, however, provide immunizations, laboratory services, or serve as a clearinghouse for their academic health
career programs. The RN at Triton does not document health center patient/student encounters, with the exception of workman’s compensation cases and on-campus emergencies.

Oakton's medical oversight is provided by an orthopedic physician who is onsite at Oakton once per week to perform physical examinations for those students who require them for athletic participation. He charges $10,000 annually. He will also come to Oakton's campus as needed on Tuesday afternoons for athletic exams for an additional hourly charge to provide physicals as well. Oakton's physician does not treat students presenting with illness or accept referrals for ill students.

Triton's medical oversight is provided by a general practitioner MD located offsite within the community who does not charge an annual or monthly fee or take referrals for ill students, but will perform services such as CXR, TB testing, and physical exams for a set fee.

Are there any functions that the department could offer that is does not currently offer? Please explain.

The Health Center does not currently have on-site primary medical care services for routine health exams, or provide billing services for those students wishing to submit claims to their insurance companies, initiatives which would provide an added and often requested level of care for students.

Although our services are available for all students, across all three CLC campuses, Health Services is located at, and most accessible to, those students attending classes at the main campus. Having a dedicated space, staffed by licensed healthcare professionals at all three campuses, would provide these much needed services to many who might not otherwise be able to take advantage of this service due to transportation and/or scheduling issues. Many minor health care concerns can be addressed and treated with a short visit to the nurse, allowing the student to return to class. Those attending classes at the LSC and SLC are not afforded that opportunity, further widening any existing equity gap.

Section 3: Structure

Upload a current department organization chart:

Health Center Organizational Chart.pdf

How does your department structure/organization compare to that of peer institutions or industry best practices?

The departmental structure of Oakton Community College's health center is the one that most closely aligns with that of CLC's. At Oakton's main campus location (Des Plaines), the Health Center is overseen by the Health Services Manager, who is an RN. The Oakton health center manager is supervised by Oakton's Dean of Counseling, Health, & Wellness Services, who is a clinical psychologist. Also at the Des Plaines location is one part-time RN, who works in a dedicated health office with exam room 20 hours/week. Oakton's health center also has a fulltime administrative assistant. At Oakton's second location (Skokie) there is one part-time RN, who works 25 hours/week. Oakton also has two staff PRN (relief) nurses, who fill in during fulltime nurses' absences. The only other community college in Illinois with an "in house" health center is Triton College, who’s health center is funded for staffing by an RN nurse manager and 3 part-time (up to 28 hrs/wk) RN’s, with 2-3 nurses working during health center hours of operation at any one time - of note, currently, only the RN manager is working onsite, with the 3 part-time positions currently unfilled. Triton's nurse manager reports to the VP of Business.

Nursing industry best practices support clinical coverage by PRN (relief) nurses in the absences of permanent department employees, to ensure continuity of care and that departmental/patient needs are being met.
Who are the department's primary stakeholders (e.g. students, faculty, staff, community members, other)?

In terms of direct service provision, the Health Center's primary stakeholders are students, staff, and faculty. We serve Lake County public servant community members requesting TB skin testing. We also work in a collaborative capacity with all CLC community members, responding to requests for consults and professional input on student referrals.

List key internal collaborative relationships:
Key internal collaborative relationships include: All nursing and allied health faculty/staff; CAPS; OSD; Center for International Education; Welcome & One Stop Center; Business Services; CLC Police; Health & Wellness committees; and Drug-Free Task Force.

List key external collaborative relationships:
Key external collaborative relationships include: Rosalind Franklin University Medical Colleges and associated medical providers; Lake County Health Department (LCHD); Illinois Dept. of Public Health (IDPH); Centers for Disease Control (CDC); Advocate Condell Hospital; Northwestern Lake Forest Hospital; Quest Diagnostics; GlaxoSmithKlein; Sanofi Pastuer; Medline; McKesson; Office Plus; and Walgreens; Oakton Community College Health Services

How does your department assess stakeholder satisfaction?
Periodically, the Health Center assesses visitor satisfaction through CLC's annual Operations Survey, as well as the periodic use of short Health Center survey questionnaires. Past surveys indicate we are performing well in the area of customer satisfaction, although we always strive for continuous improvement in our care delivery.

Part II: Resources

Section 1: Human Resources

Staffing Table Template

Upload the Staffing table:

Based on the data provided on the Staffing table, is your department adequately staffed to fulfill the department mission, duties, and functions listed in Part I? Explain.

The Health Center is not adequately staffed to fulfill equitable application of mission ideals, values, duties, or functions across all three campus locations. There are no onsite Health Center resources at either Lakeshore or Southlake campus. Lakeshore campus students, where 3/8 of the health career programs that CLC offers are based out of, must travel to the Grayslake campus to take advantage of the Health Center's services (that are offered at cost in order to help students defray educational costs) in order to complete their mandatory clinical requirements.

How do your department staffing levels compare to those at peer institutions and industry standards?

Staffing levels at both CLC's & Oakton's main campus locations are comparable, with the exception of Oakton having two staff PRN (relief) nurses to call for regular staff absences. However, whereas Oakton has a permanent part-time nurse for their second campus location in Skokie, CLC has no nurse at either the Lakeshore or Southlake campus.
Triton has budgeted for 3 part-time RN’s, up to 28 hrs/wk

Do you anticipate staff turnover in key positions over the next 5-years?  Yes

List new and replacement staffing needs for the next review cycle (5-years). Rate the urgency of each on a 1 (least urgent) to 5 (most urgent) scale.

The part-time nurse plans to retire within five years. I would rate the urgency of replacing her at a 5. She is the only other licensed professional in the Health Center besides the Director.

Section 2: Technology, Systems, Equipment, and Facilities Resources

Technology, Systems, Equipment Inventory Template

Upload the Technology, Systems, Equipment, and Facilities Inventory table:

Based on the data provided on the Inventory, is your department adequately equipped to fulfill the department mission, duties, and functions listed in Part I? Explain.

In terms of physical care, the Health Center is equipped with resources to handle basic student healthcare needs at the Grayslake location only. Illness and injury related concerns reported by students at the Lakeshore and Southlake locations are handled by law enforcement officers.

How do your department technology, systems, equipment, and facilities levels compare to those at peer institutions and industry standards?

I was unable to find formal documentation as to “industry standards” as they relate to specifics in physical settings & supplies in a community college health center. In 2012, the American College Health Association (ACHA) outlined standards of practice for health promotion in a White Paper. In addition to maintaining clinical (nursing) excellence, ACHA’S health promotion standards may be considered when providing for college health center technology, systems, equipment, & facilities. Does the physical setting & equipment utilized promote: the unique missions & values of the college; support student success as defined by the college; promote engagement & collaboration with interdisciplinary partners; demonstrate cultural competency and inclusivity; support ongoing professional development & service to the field?

OAKTON COMMUNITY COLLEGE HEALTH CENTER RESOURCES (information provided by Oakton's Manager of Health Services)

Technology

3 desktop computers (CLC HC has 3 desktop computers)
6 desktop telephones  

1 55” TV monitor in waiting room that displays campus information and events. It also has the capability for us to stream, College Health TV, a free streaming service that offers a wide variety of health education videos for college students.  

1 55” TV and computer monitor in group room.  

4 panic buttons linked to Campus Police.  

Cornell Nurse Call System in restroom.  

Camera in quiet room with small monitor at the office assistant’s desk.  

Systems/Applications  

We currently have all paper medical records and are researching electronic medical record systems.  

(Continued on next page)
Equipment

1 Multifunction 1200-1 LaserJet M570 printer. *(CLC HC has HP Color Laser Jet CM1312nfi MFP printer)*

1 Dell 1130 Laser Mono Printer. *(CLC HC has HP Laser Jet Pro 400 MFP printer)*

2 Welch Allyn Green Series 777 Integrated Wall Diagnostic System including Wall Aneroid Sphygmomanometer), SureTemp Plus 690 Electronic Thermometer PanOptic Ophthalmoscope with Cobalt-Blue Filter and Corneal Viewing Lens, MacroView Otoscope, KleenSpec Disposable Specula Dispenser, Wall-Mount Panel *(CLC HC has a portable Welch Allyn otoscope; 1 Medline electronic BP cuff; 1 Lifesource obese BP cuff; & 2 Health Smart non-contact infrared thermometers)*

2 Welch Allyn general exam lights on mobile stand *(CLC HC has no exam room lights on portable stands)*

1 Seca physician scale *(CLC HC has 1 Healthweigh electronic scale)*

2 exam tables *(CLC HC has 2 exam tables)*

Microwave *(CLC HC has 1 microwave)*

1 under the counter vaccine refrigerator *(CLC HC has 1 top of the counter mini-fridge)*
1 under the counter refrigerator (**CLC HC has 1 full-size refrigerator**)

1 Philips HeartStart FRx AED (**CLC HC has 1 Cardiac Science AED**)

**Facilities**

Reception area/waiting room with 10 chairs and 1 bariatric chair (**CLC HC does not have a waiting area in HC - there are 3 standard sized chairs outside the HC door**)

Quiet room with 2 chairs and 1 bariatric recliner (**CLC HC has Quiet Room with 1 low cot**)

Restroom (**CLC HC has a gender-neutral, handicap accessible restroom**)

Nurse manager’s office (**CLC HC manager has office**)

Part time nurse’s office (**CLC HC part-time nurse does not have office**)

2 exam rooms (**CLC HC has 2 exam rooms**)
Storage room  (*CLC HC has 2 storage closets located outside the HC*)

1 group/meeting room  (*CLC HC does not have a group/meeting room*)

*iTRITON COMMUNITY COLLEGE HEATLH CENTER* (information provided by Triton's Manager of Health Services)

**Technology**

2 desktop computers  (*CLC HC has 3 desktop computers*)

6 desktop telephones  (*CLC HC has 4 desktop telephones*)

Triton does not have a t.v. monitoring system  (*CLC HC does not have t.v. monitoring system*)

Triton has 3 panic buttons  (*CLC HC does not have a panic button system*)

Triton does not have a nurse call system in restroom, but is close to nurse's office (*CLC HC's restroom is not equipped w/nurse call system, but is in close proximity to nurse's office*)

Triton does not have cameras/monitoring system in Quiet Room  (*CLC HC does not have any type of cameras/monitoring system in Quiet Room*)

**Systems/Applications**

Triton is in the process of implementing paper medical records  (*CLC HC also has all paper medical records at present time, with no plans to implement electronic medical records system*)

**Equipment**

Triton has 1 multifunction printer  (*CLC HC has HP Color Laser Jet CM1312nfi MFP printer*)

Triton has a portable Welch Allyn otoscope; 2 electronic BP machines (obese cuff), and 2 manual BP sphygmanometers; 2 oral digital thermometers; and 1 tympanic Welch Allyn thermometer  (*CLC HC has a portable Welch Allyn otoscope; 1 Medline electronic BP cuff; 1 Lifesource obese BP cuff; & 2 Health Smart non-contact infrared thermometers*)

Triton has 1 Seca physician scale  (*CLC HC has 1 Healthweigh electronic scale*)

Triton has 1 exam table  (*CLC HC has 2 exam tables*)

Triton has 1 microwave  (*CLC HC has 1 microwave*)

Triton has 1 top of counter mini-fridge  (*CLC HC has 1 top of the counter mini-fridge*)

Triton has 1 full-size refrigerator  (*CLC HC has 1 full-size refrigerator*)

Triton has 1 Cintas AED  (*CLC HC has 1 Cardiac Science AED*)

**Facilities**

Triton has no waiting room  (*CLC HC does not have a waiting area in HC - there are 3 standard sized chairs outside the HC door*)
Triton has 2 Quiet Rooms, equipped with a recliner & low cot, respectively (CLC HC has Quiet Room with 1 low cot)

Triton has 1 gender-neutral bathroom (CLC HC has a gender-neutral handicap accessible restroom)

Triton has office for nurse manager (CLC HC manager has office)

Triton has office for part-time nurse (CLC HC part-time nurse does not have office)

Triton has 1 exam room (CLC HC has 2 exam rooms)

Triton has 1 large storage closet in 2nd Quiet Room (CLC HC has 2 storage closets located outside the HC)

Triton does not have a group meeting room (CLC HC does not have a group/meeting room)

List your department's technology, systems, equipment, and facilities needs for the next review cycle (5-years). Rate the urgency for each on a 1 (least urgent) to 5 (most urgent) scale.

Within our current location, computer technology and equipment will need to be upgraded within the next five years, with an urgency level of 4. Existing printers are between 8-11 years old and will need to be replaced in the near future, with an urgency level of 5. To be considered aligned with current College mission, vision, and values (as outlined in "Background" section), existing facilities (as well as technology & equipment) for Health Services will need to be expanded to be inclusive of the Lakeshore and Southlake campuses, with an urgency level of 5.

Anecdotal evidence in the form of repeated requests over the years (from Lakeshore campus in particular) for resources & services provided to students attending Grayslake campus (i.e. nursing assessments, OTC medications, flu shots, laboratory testing & vaccinations required for the 3 health career programs based at LSC) demonstrates need. At present, police officers are responding to urgent medical incidents at Lakeshore & Southlake campuses, & in most instances are limited to calling 911. Additionally, providing services exclusively at Grayslake campus is incongruent with CLC's mission & values surrounding student access, success, equity & inclusion.

Comments from the Spring 2019 Operations survey reflect stakeholder desire to have a presence & augment existing healthcare resources at the College:

"This is a critical Center for our students. It is well run and of the highest quality. This is a Center that needs more resources and needs to be more valued by the College."

"I am glad the College offers quality health center services. I don’t always need care, but when I do, I’m glad the center is there to assist!"

I will work with IDPR to help ensure there are more questions specific to availability of campus Health Center services/resources included in the next Operations Survey.

Although HC visits decreased considerably during the 2.5 years the HC was housed in the E Building, visit
numbers have quickly bounced back up & are continuing to climb now that we have returned to our current location, with a 25% increase in Health Center visits by stakeholders for the same 10-month time period when the Health Center was located in the E Building (Feb 2018-Nov 2018 vs Feb 2019-Nov 2019). Had the Health Center been able to maintain normal operations during the July 2019 physician contract negotiations, the percentage would have been higher, as July is one of our busiest months.

With only one full-time and one part-time nurse and no backup (flex) nurse, clinician absences due to illness, vacation, etc. can leave the HC without adequate coverage to meet stakeholder needs.

Section 3: Financial Resources

Describe your department’s major funding sources (i.e. revenues; e.g. student fees, grant funding, fundraising, etc...).

General fund

Attach a copy of your department’s most recent budget document outlining major expenditure categories:

FY2020 HC Budget at 091719.pdf

What cost-saving steps has your department taken over the past 5-years?

The Health Center has repurposed existing office furniture and equipment in an effort to cut costs for the College. In order to replace decades old exam beds, as well as a secure file cabinet for medical records, leftover grant monies from the smoke-free campus initiative were utilized. All non-essential travel was cut from the budget for a few years.

What is your department’s contingency plan for reduced revenues? How will you decide which areas to make cuts in your budget, if necessary, in the future?

In years past, with an already very tight budget, and reduced to funding only essential operating costs and materials, the only line item we were able to cut was travel. This was difficult for the Health Center clinicians, as we are mandated by the state of Illinois to have a certain number of continuing education units to maintain our nursing licenses, which are provided by the sponsoring institutions of the professional conferences and seminars we travel to attend. For this reason, we had to request funds to cover the cost of professional conferences/seminars from Student Activities in order to remain compliant with state professional regulations.

Part III: Quality

Section 1: Policies, Procedures, and Processes

IEPR Website - Process Mapping Resources

List key departmental policies, procedures, and processes:

See process maps below.

Upload process maps (optional):

FLOWCHART NURSE RESPONSE CAMPUS E...
What percent of your department's key policies, processes, and procedures have been formally documented and shared (e.g. manuals, process maps, etc..)?

80%-89%

Upload a copy of your department's cycle/plan for reviewing and updating key processes (e.g. which process are updated when and by whom):

Describe any professional standards/organizations or legal/accreditation responsibilities that guide the department's policies and processes:

The RN's that work in CLC’s Health Center are licensed to practice nursing in the state of Illinois. Duties are performed according to best nursing practices and fall within the scope of practice outlined in the Illinois State Nurse Practice Act. The Health Center solicits information on best practices from the Centers for Disease Control (CDC), Illinois Dept. of Public Health (IDPH), the Lake County Health Dept. (LCHD), and the American College Health Association (ACHA).

Section 2: Measurement, Analysis, and Assessment

What are the department's key performance indicators?

The Health Center’s key performance indicators are the extent to which our patients are satisfied with the care received in the Health Center as well as their ability to accomplish necessary objectives for clinical participation. This is assessed through CLC's annual Operations Survey, as well as periodic satisfaction surveys offered in the Health Center.
The Health Center tracks & submits monthly reports to Dean of Student Life with data reflecting both number of visits & reasons for visits to the Health Center.

**What methods and tools are used by the department to assess its performance (e.g. surveys, data sets, systems, etc...)**

Departmental and institutional operations surveys

**Describe how department leaders use the results of your department assessments for decision-making. How has the department used the assessment results to make improvements?**

Any assessment results indicating the need for change or improvement in the Health Center are acted upon/implemented immediately, or as soon as is practicable. As our department is small, information concerning any changes and their impact on employees and daily operations is able to be disseminated to employees and all other concerned stakeholders promptly. In those instances where change cannot be immediate due to logistical or other reasons, stakeholders are kept informed of ongoing improvement efforts. One such example is when the Health Center was temporarily relocated to the E Building during campus remodeling and several stakeholders complained about privacy concerns due to the set-up of the Health Center in the E Building (exam areas were separated by temporary half-wall partitions with minimal capacity for sound absorption to maintain privacy during patient encounters). During the time we spent in E Building, as well as during our transition back to the main building, stakeholders were kept apprised of any potential impact on Health Center provision of services and given information on possible alternative sites for getting the needed services to satisfy clinical requirements.

**Describe any quality improvements or modifications made since the last review period.**

Since the Health Center's last departmental review, we have moved out, spent 2.5 years in E Building, and then moved back in to the main building (February 2019), to a more modern and fresher looking Health Center, with newly installed cabinetry and countertops. We have also replaced worn and dated exam room furniture, as well as replaced or acquired many pieces of diagnostic equipment.

**Co-Curricular Areas Only:**

**List the department's student learning outcomes:**

**Part IV: Strategic Planning**

**List the goals from your last review and explain whether each goal was achieved and why/why not:**

**ACTION PLAN (2010 NADR)**

*For Fiscal Year 2011*

1. Complete the
transition from manual scheduling to electronic scheduling by the end of fall semester 2010

• External
  (administration) & internal (department staff) stakeholders aware of transition – training ongoing

Unable to complete goal due to budget cuts

2. Initiate
electronic documentation upon successful mastery of electronic scheduling

• External
  stakeholders (administration) aware of movement towards keeping electronic records in health center – health center will require approval for financing/implementation of computer data base for electronic documentation component

Unable to complete goal due to budget cuts

3. Convert
existing paper records to electronic format by the end of fall semester 2010

• External
  (administration) and internal (department staff) stakeholders aware – health center will require approval for financing of temporary employee to complete project

Unable to accomplish goal due to budget cuts

4. Convert the
department protocol & procedure manual to electronic format by the end of 2010-2011 academic year

• Internal
  stakeholders (department staff) aware and actively engaged in conversion
5. Ensure staff competency on electronic scheduling/charting/protocol & procedure maintenance

N/A

6. Establish a regular presence/provide health center services to Lakeshore & Southlake campuses

- External stakeholders (administration & health center staff) currently working towards submitting a formal proposal and providing space/equipment for same

Unable to accomplish goal due to staffing cuts; subsequent budget requests for additional staff not approved

For The Next 2-5 Years

1. Collaborate with administration to determine feasibility of expanding existing physical space allocation at the Grayslake campus to include dedicated, fully accessible waiting area for visitors, dedicated laboratory area, and more storage capacity

- External stakeholders (Grayslake paramedics) have expressed frustration at difficulty of maneuverability through the Health Center when responding to emergencies in the Health Center

- Internal stakeholders (students-especially those students with physical disabilities) have expressed frustration at lack of space in current health center which makes maneuverability difficult
· Internal
  stakeholders (Health Center Director) concerned about privacy issues

Although Health Center square footage remains the same, space updated with new cabinetry/countertops. Entrance to Health Center reconfigured to allow for emergency medical services to have better access to patient exam rooms. No formal dedicated waiting area for students.

2. Expand health center services to Lakeshore & Southlake campuses to include dedicated office space and staff nurse at each site

· External
  stakeholders (administration) supportive of need to have health services available at all three campuses

· Internal
  stakeholders (students) have expressed desire to have health services available to them on site at Lakeshore & Southlake campuses

· Health Center
  will require approval of administration for financing of expansion of health services to LSC & SLC

Unable to accomplish goal due to staffing cuts; subsequent budget requests for dedicated space at both Lakeshore & Southlake campuses/additional staff not approved

Based on the current review, what are the department's strengths?
The Health Center’s primary strength lies in the staff’s ability to provide a personalized and holistic experience for all patients for whom we provide services. Health Center staff work with students, as well as other CLC stakeholders, to gain a thorough understanding of student needs and pursue all resources necessary to help ensure optimal outcomes for those we serve.

Based on the current review, what areas for improvement has the department identified?
1. Additional, permanent Health Center staff to provide consistent, on-site nursing services in a dedicated and appropriately stocked office space at all three campus locations, would demonstrate more inclusive and equitable provision of student health services. Further, the addition of a per diem nurse would help ensure the existing Health Center location is adequately staffed during posted operating hours when regular nurses are off due to illness and/or vacation periods.
2. Electronic Medical Records (EMR) would provide more secure method of storing student health records and easier accessibility/updating of those records by the appropriate personnel.
What structure and personnel changes will your department need to make in order to achieve its goals for the next 5 years?

The Health Center would require at least one more full-time nursing staff to provide part-time services at the Lakeshore & Southlake campuses, and one per diem nurse to call upon for scheduled and unscheduled absences of permanent full and part-time nurses.

What financial support will your department need in order to achieve its goals for the next 5 years?

2 - Part-time (25 hrs/wk) RN's to work at both Lakeshore & Southlake campuses: $80,000/yr (based on average of CLC part-time nurse salary & benchmarking study w/peer college, Oakton CC)

Flex RN to work as needed at any of the three campuses: $30.00-32.00/hr (based on benchmarking w/peer college, Oakton CC)

Additionally, funding health services at each of the other two campus locations will require budget line items for medical supplies/OTC medications, & vaccines, the amount of which will be determined by need at each of the campuses.

What additional resources (e.g. technology, equipment, space, systems) will your department need in order to achieve its goals for the next 5 years?

Lakeshore & Southlake campuses will (each) require a dedicated space with appropriate resources (i.e. exam bed/lab chair, office furniture/cabinetry/casings, private exam room, running water, toilet, etc.) to run a fully functioning health center.

What factors (internal and external) could impact your department’s ability to meet its goals for the next 5 years?

If the College does not fund for necessary staffing & supply needs, we will be unable to adequately & equitably provide health services for the Lakeshore or Southlake campuses.

Summary

Please detail all major findings resulting from the current review.

The College of Lake County is unique in that it is only one of three community colleges in the state of Illinois to provide the convenience of in-house nursing services for students. Further, CLC Health Center’s scope of services is more comprehensive than both of the other two colleges benchmarked for the review, Oakton & Triton. The combination of convenience & breadth of services offered makes CLC’s Health Center a very popular option for the many students seeking clinical services for participation in one of CLC’s eight health career programs. Additionally, the Health Center’s on-site location also helps ensure a timely response by nursing professionals who can be quickly dispatched to assess & triage in the event of a medical emergency. Unfortunately, although the Health Center’s services are offered to all CLC students, students must travel to the Grayslake campus to access services offered, as neither the Lakeshore or Southlake campuses have nursing professionals on site. Our peer college,
Limiting access to health services by requiring Lakeshore & Southlake students to commute to the Grayslake location erects barriers, limits access, passively excludes those students who may struggle with transportation issues, and is thus not in keeping with service provision that falls within the Lancer Success Framework.

Our peer college, Oakton offers health services at both of their campus locations, fulltime at their Des Plaines location, and part-time at their Skokie location. As such, students seeking services that may require a simple nursing assessment, referral, and/or intervention to allay concerns or save time are spared the cost of a co-pay and/or valuable time off from work or studies.

Currently, the Lakeshore & Southlake police officers respond to many student health incidents & concerns on those campuses, and as non-medical professionals are primarily limited to activating 911 to have paramedics dispatched to evaluate all medical events/concerns. For students not requiring a response of this magnitude, many of whom do not have adequate health coverage, this may be an unnecessary & costly intervention.

Having a nursing professional at each of the three campus locations would help ensure the CLC student success pillars of access & success, and equity & inclusion (as they relate to access to healthcare) are applied equally to all CLC students.

Please detail action steps to be completed in the future based on this review with a timeline and/or anticipated dates.

Will submit budget request for additional (25 hr) part-time nursing professionals for both LSC & SLC in February 2020. If approved, will immediately begin collaboration with appropriate stakeholders to determine more detailed student needs and best hours of operation to accommodate same.

Part V: Division Dean or VP Response

The division dean or VP should complete this section after reviewing the responses provided in Parts 1-4 and discussing the NADR with department leadership.

Please select ONE of the following three options:

Provide a narrative explaining the basis for each exception in the space below:

Provide a narrative explaining the reason(s) you do not concur with this review:

Signature