

HEALTH SERVICES ASSISTANT PROGRAM

**Five Year
INSTITUTIONAL REVIEW**

By Jacalyn Eberhart RN/MSN

February 2009

Institutional Effectiveness Review **Instructional**

The purpose of the review is to:

Assess the currency, scope, strengths, weaknesses, and needs of the Health Services Assistant Program.

The process will involve the following steps:

The faculty met with the Area Technical School Director, the Dean and Associate Dean to discuss the Program Review process.

The Program Review document was completed based on data compiled by the Director of the Area Technical School and faculty.

The faculty met again with the Area Technical School Director, the Dean and Associate Dean to discuss the findings presented in the Program Review document.

Additional follow-up meetings will be scheduled as needed to assess the status of Learning Goals and Action Plans.

Time frames/timeline for the review will be

The initial meeting with the Area Technical School Director, Dean and Associate Dean took place during the Fall 2008 semester.

A meeting was held with the Area Technical School Director, Dean and Associate Dean in early January 2009 to assess progress toward completing the Program Review.

The Program Review document was turned into the Dean and Associate Dean by the middle/late portion of February 2009.

The follow-up meeting with the Area Technical School Director, the Dean and or Acting Associate Dean will take place in late February 2009.

Additional follow-up meetings will be scheduled as needed.

Program/Service: Health Services Assistant
Date of Review: 2003-2008- February 2009
Review Participants: Jacalyn Eberhart

Overview

Purpose of the program/service and how it relates to college mission, values, vision:

The health services assistant program is a one year program that has established goals and objectives consistent with those of Jefferson College and the Area Technical School.

- The purpose of the program is to provide specific prescribed educational experiences essential for the development of skills, knowledge, and attitudes necessary for employment in entry level existing and emerging health care occupations.
- The programs mission is student centered providing an accessible high quality experience that meets the diverse needs of the learner. The superior level of teaching promotes intellectual, social and personal growth. With a continued on going assessment of the students and the program there is assurance of a responsive and progressive program. The program is designed for students who wish to enter the health career field at entry level with an emphasis of becoming a certified nursing assistant to work in the health care environment. The course is designed to teach basic fundamental skills in patient care that will qualify the student to assist the licensed practical nurse or registered professional nurse in direct patient care. The instructional emphasis is placed on the fundamentals of basic bedside personal care to patients in a long term care facility.
- The health services program shares a vision that is widely recognized as a comprehensive program that is instructed by highly qualified faculty ensuring the students master knowledge, skill competencies and values in a participative, innovative learning environment that will prepare students to provide safe patient care as certified nursing assistants. The program continues to strive for excellence following the state and federal laws and regulations, policies and practices to ensure that every human being has the right to receive optimum health care delivered by trained personnel.

- Values that the program provides are balanced opportunities for all students to grow in a diverse educational environment that promotes mastery of intellectual and technical skills that will assist with ensuring career success. The program continues to be reassessed through the assistance of the advisory board members working collaborate with program faculty for continued student, personnel and program improvement.
- The value of community service is emphasized through the Health Occupations of America (HOSA) Barbara James Service Award which fosters leadership in the cultural, educational, economic, environmental and social development within the community.
- Content of the course: the students will apply principles of personal hygiene, physical and mental health to self and others. The basic nursing skills and procedures will cover the following areas: basic hygiene techniques, bed making, personal care of the residents, food service, charting, safety and infection control measures, basic preventatives and restorative care and procedures, such as weighing and measuring, communication skills; methods of handling and caring for the mentally confused residents: residents rights; ethical and legal responsibilities; death and dying; mental health and social needs. The program follows the standards set forth by the Missouri Department of Health and Senior Services. The student will administer nursing care to patients based on a plan of care under the direct supervision of their class/clinical instructor. Students must complete a minimum of seventy-five hours of classroom instruction on basic nursing skills, fire safety and disaster training, emergency procedures and Heimlich maneuver, resident safety and rights, abuse and neglect reporting, social and psychological problems of residents and the methods of handling and caring for mentally confused residents such as those with Alzheimer's disease and related disorders. In addition to classroom hours the students must also complete one-hundred hours of on-the-job clinical practice under the direct supervision of a registered nurse or licensed practical nurse approved by the Department of Health and Senior Services. The student will identify the nurse assistant's role as it fits into the organizational structure of the long term care facility. Along with the role of responsibilities the nursing assistant has to deliver safe patient care as set forth by the Missouri Department of Health and Senior

Services. The student must also pass a minimum of three written or oral test throughout the course with an (80) percent or better on each test to be eligible to sit for the final state certification.

- Students provide their own transportation to local nursing home facilities to perform direct patient care under the direct supervision of faculty. The students experience the required hands on training necessary to meet skill competencies as required to qualify to sit for the state certification to become a nursing assistant.
- All students are required to successfully pass a criminal background record check by the appropriate state agencies.
- All students will be certified in cardio pulmonary certification and AED, (automatic external defibrillator.)

Students who successfully become certified nursing assistants have a seamless transition to the employment field. This program is an excellent jump-start for gaining work experience and knowledge to have an edge on qualifying to enter the nursing program. Employees from area nursing facilities contact the program instructors requesting to meet with students usually a month prior to certification.

The Health Services Assistant Program supports the mission of Jefferson College to train students to meet the employment needs of the community. The program is focused on student outcomes and student success, meeting the needs of both the student and the community. Every week the local newspaper has job openings posted asking for nursing assistants to apply. A search on line lists current opening for nursing assistants at Jefferson Regional Medical Center, formerly Jefferson Memorial Hospital, St. Anthony's Medical Center and St. Johns Mercy Medical Center. The program is widely recognized as a premier secondary program in the state of Missouri. Our students consistently achieve mastery of the competencies and are well trained to be a positive influence in a diverse workforce. The demand for highly qualified, certified nursing assistants remains strong with in Jefferson County as well as nationwide. The problem facing all health care facilities is: there aren't nearly enough of nursing assistants to fill the shortage. The shortage means eight to 16 hours of overtime per paycheck and exhausting shift, while the patients are not getting the individual time they deserve.

Institutional Effectiveness Review

Present Status

Learning/Service and Action from 2003 Institutional Effectiveness Review:

<i>Learning/Service Goal</i>	<i>Assessment Measurement/ Action</i>	<i>Person(s) to Implement</i>	<i>Timeframe</i>	<i>Resource Implications</i>	<i>Use of results</i>
Goal 1 Lab equipment	Determine needs, purchase	Jacalyn Eberhart & B.J. Stockton	As needed	Faculty	Enhance learning environment
Goal 2 Understand basic curriculum in the class/lab and clinical environment	Review course content and current state requirements	Health Services faculty and clinical instructors	Continuous	Faculty	Adjust Course content
Goal 3 Advertise program	Program interest/enrollment data	Health Services Faculty and recruitment group	Continuous	Department Budget	Plan classroom strategy
Goal 4 Increase the use of technology in the classroom	Install smartboard	Technical support department Allan Wamsley	Fall 2005-Spring 2006	Enhancement grant	Use as classroom delivery to enhance learning

Innovative Changes (in last 5 years):

- The health services lab has been upgraded using state of the art equipment and the very latest in technologies. This includes mannequins, mechanical lift for transferring total care patients, electronic and digital thermometers and new floor standing blood pressure equipment. New wheel chairs with anti-tipper devices were added for the students to have knowledge and practice with the latest equipment when caring for an amputee patient.
- The health services lab and classroom offers a library filled with research materials that are available to the students.

- The Director of the Nursing Program, and or designee comes to the classroom to meet with students and speak about application in to the nursing program. The nursing retention coach, Eileen Acheson comes to speak to the students presenting the requirements including the required test scores and deadline dates to apply for the nursing program at Jefferson College.
- 2005-present each year I have encouraged students become involved in the HOSA, Health Occupations students of America student organization, especially the competitions. This has been a very effective teaching tool along with building student leadership skills and opportunities to meet other health occupations students. The class will continue to attend the annual HOSA leadership conference as budgets permit.
- There is a continued collaboration with both the Applied Mathematics instructor and Applied Communications instructors to adopt changes to their curriculum to better prepare health students for entry into college as well as entry level health care jobs. The addition of a new Math book titled, *Math Basics for the Health Care Professional*, the third edition by Michele Benjamin has advanced dosage calculation to increase math knowledge skills to better prepare students for the medical field. This improved communication has resulted in a more effective cross-training of the student. The Applied Communications instructors have infused Medical Terminology to increase vocabulary and medical terminology. The Applied classrooms have an adequate number of computer terminals for each student to have individual access to the QUIA web site for online, self paced, interactive student lesson plans for medical terms and abbreviations.

Faculty/Staff

Faculty/Staff Qualifications and Professional Development:

Jacalyn Eberhart started working the health care field over 35 years ago as a nursing assistant. She became a Licensed Practical nurse in 1974. Jacalyn earned an Associate

Degree in Science becoming a registered nurse in 1991 from Eastern Iowa Community College in Clinton Iowa. In 1993 she earned a Bachelors' of Science in Nursing from the University of Dubuque in Dubuque Iowa. In 2005 Jacalyn earned a Master's of Science in Nursing Education from the University of Missouri St. Louis. Ms Eberhart holds a 99 year teaching certificate in Vocational Education. Jacalyn holds a registered nurse license in both the state of Missouri and Iowa. Jacalyn is certified by the State of Missouri as a Certified Nursing Instructor and Examination to teach the Certified Nursing Assistant curriculum. She continues to attend conferences and independent study courses to keep abreast of the latest requirements to teach and practice both in the classroom and at the patient's bedside. In 2007 Jacalyn received an award for outstanding educator in Health Sciences during the annual Missouri ACTE Conference. Jacalyn has received a certificate of appreciation from the Missouri Department of Elementary and Secondary Education Division of Career Education for participating in the career Education mentoring Program. Ms. Eberhart has assisted the nursing program as an adjunct clinical instructor as needed due to the current shortage of experienced masters prepared clinical instructors. Prior to employment at Jefferson College Ms. Eberhart has worked at the St.Louis Veterans Affairs Medical Center, she was the Director of Nursing at the Keaton Residential Facility in Festus Missouri. She also has experience in working with college students, promoting health and wellness when she worked at the University of Dubuque in the campus nurses office evaluating the medical needs of students. Ms. Eberhart has experience in caring for a diverse population of patients and students covering an age span from childhood through geriatrics. Ms. Eberhart serves on the library committee and the ATS admissions committee.

Jacalyn is a member of the following professional organizations:

- Missouri Eldercare Coalition,
- Sigma Theta Tau International Honor Society of Nursing.
- Missouri League of Nurses
- American League of Nurses

Faculty/Staff Data:

Faculty Indicators for the Health Services Assistant Program, Instructional Program Review, 2003-2008 are compiled in a data base provided by the Director of the Area Technical School at Jefferson College. See the attached document.

In the past five year review period; every student taking the State Certified Nursing Assistant Examination has passed. The program continues to strive for excellence. The program has in place a process where representatives from the Jefferson College Campus come to the classroom to speak with students and hand out applications for the bi-level nursing program here on this campus. The Health Services program is a streamlined feeder to assist with placement into programs here on this campus. If a health services student is only a junior, the student is highly encouraged to enroll in the Early Childhood Program as a high school senior. Taking the additional course work as a senior will better prepare the student to understand the toddler development life span. In May of 2008 the data indicated that 86 percent of the students in the health services class (2007-2008) had registered for pre-nursing classes at Jefferson College.

Students/Constituents

Students:

Constituent Satisfaction and Feedback:

The successes of the students in the Health Services Program are measured with follow up survey evaluations. The following bar graph indicates the student enrollment from 2003 through 2008. The number of students applying for enrollment has repeatedly exceeded the number of students allowed to enroll in the class according to the policy set forth by the Missouri Department of Health and Senior Services. The students are generally very well satisfied with the Health Services program instruction. The students generally favor the hands on instruction at the clinical sites at the local nursing home facilities. The responses generated by students on the faculty evaluations during the years of 2003 – 2008 reflect a high level of satisfaction with the program. Students liked getting their certification, as well as getting a head start in life with a job. All student evaluations are available, on file for review if needed, in the office. Several student comments are listed below. Attached are comments from the students' surveys.

"She always knows the material."

"She emphasizes safety all the time."

"She is very intelligent and can handle any situation."

“She teaches and explains things thoroughly.”

“She wants u s to do well, she always stresses our grades.”

“She makes sure the way she explains things are clear.”

“She takes time to explain the procedures until everyone understands.”

Student/Constituent Success:

To date, the health services program has a one hundred percent pass ratio of students passing the state certification examination.

2007 – 2008

Daniel Ferrell: Tech prep student from Festus High School, and first time noninee of the Breaking Traditions, an award from the Missouri Center for Career Education.

Five students competed at the State HOSA Conference, two students qualified to attend Nationals in Dallas Texas. Valerie Wilbert competed in the Home Health Aide event placing first at State. Anna Maupin competed in the Digital Medical Photography category and placed third at the State competition. Anna Maupin also received the Barbara James Service Award for volunteering over 100 hours of service at the Jefferson Memorial Hospital gift shop. Mrs. Eberhart accompanied the students to the National Conference.

2006 – 2007

Rebecca Brucato: Tech Prep Student of Jefferson County. Rebecca received a first place rating at the State HOSA competition for Digital Medical Photography and placed tenth at the National HOSA Conference held in Orlando Florida. Rebecca was the first Health Services student to receive the Barbara James Service Award. Rebecca currently works at Festus Manor Nursing home and recently became certified as a Medication Assistant. Rebecca is also a full time student at Jefferson College enrolled in pre-nursing courses. April Jennings and Kristen Riebold from Hillsboro High School placed first in the State HOSA competition, qualifying to attend the National conference in Orlando Florida. The two students created and presented an educational lesson plan to first grade students on

how to brush and floss your teeth to promote health and prevent dental carries. Mrs. Eberhart accompanied the students to the National conference.

2005– 2006

Six students competed in the HOSA State Conference; three students received first place ratings qualifying to attend the National conference held in Anaheim California. Samuel Benne in Medical math, Alisha Knight in Medical Photography and Michelle Gale in Extemporaneous Writing. Mrs. Eberhart volunteered to accompany the students to the National Competition.

Four students competed in the Health Knowledge Skills Bowl at the Skills USA Competition held in Cape Girardeau. The students were accompanied by Mrs. Eberhart and Mr. Barton, skills advisors.

2004 – 2005

Four students competed at the District level in Nursing Assisting and Basic Nursing at the Skills USA competition. Three students competed in the Knowledge Bowl competition in Jefferson City in April 2005. Mrs. Eberhart volunteered to serve as a chaperone for the trip and as a judge in the Quiz Bowl category.

2003 – 2004

Health students competed among other classmates in a local competition in the class lab to gain knowledge and experience for participation in future competitions.

Curriculum/Services

Curriculum/Services (Scope, Currency, Changes):

The curriculum of the Health Services Program addresses the basics of core technology and the new changes that take place in the Health Care Industry. The local advisory board members assist in providing support for the programs core curriculum. The faculty collaborates with other health educators to suggestions on change, revision and implementation as required by the Missouri Department of Health and Senior Services. The faculty evaluates the textbooks and materials used within the program regularly and changes are made according to the relevancy of each. The advisory committee reviews

the core curriculum on an annual basis. Suggestions are considered and the necessary changes are made as needed in order to remain current with the needs of the Health Care industry.

Curriculum/Services Issues (Support, Technology, Equipment)

The college provides the Health Services Program with technical support for the equipment used within the classroom (i.e. smartboards and computers.) Computer lab support and office computer support are also available. The local advisory board supports the program by hiring our students and providing sponsoring the students to assist with expenses to attend student conferences.

Student recruitment support is done through the Area Technical School. Annually, there are an excess of applicants, nearly double for the 30 student positions.

Community: (The degree to which the program contributes to the community and responds to the community needs.)

Through the years, the Health Services Program works to provide high quality certified nursing assistants to assist with the huge shortage of health care workers in Jefferson County. Students have been involved in volunteering at local nursing homes along with providing fruit and cookie baskets during the holiday seasons. The students have participated in Jefferson College Career Days. Most of the students are hired by local area nursing home employers prior to the end of the second semester. Mrs. Eberhart has assisted both current and former students in various ways (e.g., by writing letters of recommendation, providing contacts for current job openings and feeding names of companies who will assist with paying college tuition. Currently three students have been hired and are working at local nursing homes, prior to becoming certified.

Cost

A detailed budget summary of the Health Services Program is attached. The summary was provided by the Area Technical School Administrator.

Summary (SWOT)

Strengths	Weaknesses
<p>Excellent positive graduation rates and placement.</p> <p>Excellent reputation within the local community.</p> <p>Excellent reputation within Jefferson County.</p> <p>Excellent supportive advisory committee</p> <p>ATS program retention.</p> <p>Many years of teaching and “real world” experience.</p> <p>Maintain to create professional partnerships for students to seek mentors and explore health careers.</p>	<p>Students needing transportation to clinical sites.</p> <p>Lack of instructors/nurses as health educators</p> <p>Cannot receive college credits for the course</p>
Opportunities	Threats
<p>Program expansion: to add a second year of health career options, exploration.</p> <p>Continued need for certified nursing assistants in this area and nationwide.</p>	<p>Health Services programs at other schools.</p> <p>Budget cuts and other influences to sending schools could at any point reduce the pool of potential students.</p>

Future

Proposed Learning and Service Goals and Action Plan

<i>Proposed Learning/Service Goal</i>	<i>Proposed Assessment Measurement/Action</i>	<i>Person(s) to Implement</i>	<i>Timeframe</i>	<i>Resource Implications</i>
Goal 1 Up grade curriculum as industry needs	Revise curriculum, seek input from advisory committee regarding industry needs	Jacalyn Eberhart	On going	No additional cost
Goal 2 Upgrade equipment as needed	Purchase of new lab equipment	Jacalyn Eberhart	On going	Cost of equipment. Source: enhancement grants, Perkins funds
Goal 3 Continue participation in all career days, public speaking events, and community involvement activities.	Maintain list of participation	Jacalyn Eberhart	On-going	minimal
Goal 4 Continue to require all students to become certified in Cardiopulmonary resuscitation and AED	Continue to maintain list of students' names and provide the list to facilities prior to starting clinical.	Jacalyn and clinical instructor	On-going	Budget resources and or grants.

DISCIPLINE STATUS

☒ Satisfactory
☐ Requires Immediate Attention
☐ Unsatisfactory

Dean

Date