Program Evaluation
Health Services 2021-22

LEADERSHIP ▪ ▪ ▪

- *What is your program's mission/purpose? How well did you serve your mission/purpose this year? How do you know?*
- *Do you plan on any changes for next year? If so, how? Why? If not, how was the mission/purpose validated?*
- *What will be your program's theme and/or central message(s) to your staff relative to your mission/purpose next year? How were those determined?*
- *What is your accountability system for supporting your mission/purpose, goals, actions, and processes? In other words, who is responsible for each of your key actions and/or processes that support your mission/purpose?*
- *What are your key teams that support your mission, purpose, goals, actions, and processes? How is our mission determined?*

<u>Mission</u>: The mission of the health services program is to:

- provide safe and effective care for illness and injury while at school
- ensure all students receive appropriate and timely referrals to health care providers
- monitor for and control the spread of communicable disease
- provide education and counseling on trending health and wellness topics
- serve as a medical resource in the development and implementation of policies and procedures within the school setting
- provide screenings as per Board Policy

<u>Goal</u>: The Platte County School District will provide each student with relevant education in a safe and caring environment, attract, retain and develop a high-quality staff and improve internal and external stakeholder communication involvement and partnership. (Community-Students, Community-Staff, Community-Parents, and Members)

<u>Team</u>:, Dr. Jennifer Beutel, Jennie Olson RN-BSN, Lisa Murphy RN-BSN, Kelly Thomas (Lead Nurse) RN-BSN, Ginger Bundridge RN - BSN, Jaclynne Campbell RN- BSN, Heather Guzman, RN-ADN, Brian Laures, RN-BSN, Cristal Iman, CNA, District Health and Wellness (SHAC) Committee Members

CUSTOMER FOCUS **. . .**

- *Who are our customers relative to this program? What are their needs? How were those determined?*
- *What are your focus areas in better serving their needs next year?*

Our customers include students, parents, staff, and community members. Needs are determined by reviewing yearly health information forms submitted by parents, mandates/guidelines for best practice set forth by the Missouri Department of Health and Senior Services (MDHSS), Centers for Disease Control and Prevention (CDC), and The American Academy of Pediatrics (AAP) as well as the laws mandated by the State of Missouri immunization compliance. Our customer needs are also determined by survey results and collaboration with counselors, social workers, and teachers. Identified needs are:

- COVID-19 precautions, contact tracing (for the first semester) and student/staff/family support and education
- Hearing/vision screenings
- General nursing care
- Immunization compliance
- Dental health (Miles of Smiles, MDHSS, oral health screenings)
- Medication administration
    - Daily medication, Intermittent as needed medication
    - Over-the-counter medication
    - Emergency medication
- Chronic health issues
    - Intermittent catheterizations
    - Tube feedings
    - Incontinence care (i.e. brief changes, ileostomy care)
    - Mental health
- Emergency preparedness
- Food insecurity
- Physician-driven care plan development and implementation
    - Food allergy action plan
    - Diabetic action plan
    - Seizure action plan
    - Insect sting action plan
    - Asthma action plan
- Puberty/hygiene education (Proctor and Gamble Programs)

STRATEGIC PLANNING . . .

- *How are our goals developed?*
- *What are our long-term goals?*
- *What are our short-term goals?*
- *What are your objectives to determine progress?*
- *Which CSIP strategies/actions are most related to the goals of this program?*
- *How does your budget align to your strategic plan?*

The goals of the Health Services Team are a result of collaboration within the healthcare team and the School Health Advisory Committee (SHAC) to determine best practice as well as data collection from survey results from parents and students.

Goals:

- Provide health care and health screenings as outlined by the MDHSS, Centers for Disease Control (CDC) and American Association of Pediatrics (AAP).
- Offer resources to students and families to enhance overall health and safety.
- Parent satisfaction with communication and level of care their child receives from the health room.
- Immunization compliance of 100% as mandated by Missouri State Law.
- Collaborate with the healthcare team throughout the school year to ensure continuity of care and provide staff with professional development when applicable.
- Provide students with consistent, age-appropriate puberty education led by members of the Health Services team and other faculty members as appropriate.

Objectives:

- The percentage of students with completed vision and hearing screenings as required by MDHSS will be 100%
- Networking with community resources will be reflected by attendance at School Health Advisory Committee (SHAC) meetings. These meetings have been absorbed into the District Health and Wellness Committee, combining SHAC, District Wellness and members of the Community Advisory.
- The percentage of parents reporting they are satisfied with the communication from the health room regarding their child will be at or above 400 SPI as measured by the parent survey.

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WORKFORCE FOCUS...

- *How do we determine what our staff needs?*
- *What are we doing to support our staff to achieve our goals?*

Staff needs are determined by bi-weekly Google meet meetings where we collaborate with one another in regards to best practice and continuity of care throughout the district. In supporting our staff, we will present any questions or concerns to the Executive Director of Pupil Services and/or the Classified Committee.

To support our staff goals, we utilize our higher education partners to aid in school-wide screenings, educate the next generation of nurses, and recruit newly graduated nurses to our team.

PROCESS...

- *What processes did you develop or improve this past year? How were those developed or improved?*
- *What processes will you need to develop or improve next year to support the achievement of your goals? How were those identified? How will those be developed or improved? What process/improvement actions did we focus on last year to improve this program?*
- *What processes/improvement actions will we focus on this year to improve our processes?*

Current Process Improvement Actions:
- Collaborate through Google on forms and templates
- Continue to build substitute bank
- Continue to streamline enrollment process with online health forms
- Continue to work with front office staff to not allow newly enrolled students to start school without up-to-date immunization records and health forms completed
- Added two new audiometers to replace non-working machines
- Continue to look at RN salary for a possible range increase to aid with retention and hiring

Past Process Improvement Actions:

- Added Float Nurse and change leadership and communication structure (all moved from top list)
- Added RN for Great Beginnings
- Add Stop the Bleed kits
- Add a temporary support for contact tracing throughout the district
- Added a second spot vision screener for the south end of the district
- Look at RN salary for a possible range increase to aid with retention and hiring
- Fit tested all nursing staff for N95 masks
- Staff retention

MEASUREMENT/ANALYSIS/KNOWLEDGE

- *How did you measure the progress of your Strategic Planning Goals?*
- *How did you measure progress in Leadership, Customer Focus, Workforce Focus, Process/Operations for this year?*
- *What knowledge did you gain for this year related to your continuous improvement?*
- *How did you analyze your data and knowledge? How do you plan on using the data and knowledge gained?*

Measures to determine progress/success include:
- SWOT
- Perception Data
- VIsit Data

RESULTS ▪ ▪ ▪

- *What are the results of your progress towards your Strategic Planning Goals?*
- *What are the results in the areas of Leadership, Customer Focus, Workforce Focus, Process/Operations for this year?*
- *What are the results from any SWOT Analysis or other Quality Tools you used from this past year?*
- *What are the results of our SWOT analysis for this year?*
- *How are we doing? How have we done over time? How have we done compared to others (if applicable)?*

SWOT ANALYSIS	
Strengths	**Weaknesses**
- Collaborate with community entities in order to provide and promote additional services to our students, families and faculty - Emergency medications stocked in health rooms accompanied by physician orders - All RNs completed Active Shooter Training - AEDs in all buildings accompanied by Bleeding Control Stations - Efficient utilization of our District Medical Director when needed - Screenings, immunizations and general nursing care provided in compliance with MDHSS, CDC and AAP - Staff meetings and continuing education opportunities on PLC, district in-service days, and bi-weekly Google Meets - Float nurse added to facilitate additional staffing where needed - Flexible staff members willing to fill in various positions as needed - Completed CPR training for nursing staff	- Consistent, stable staffing continues to be a struggle - Limited number of non-health room staff who are certified in CPR/AED - Staff retention - No salary differential between educational levels of nursing (i.e. ADN, BSN, etc.) - No incentive to add certifications for our degrees - Only one bleeding control kit per AED which could be quite a distance from the nurse and an inadequate supply in the event of an active shooter - Salary not comparable with area school districts - Disparities between north and south campus - District spread over two counties and two health departments can cause conflict - Need to update our Parent Handbook to more clearly define possible treatment in the health room - Increase parent awareness of health room visit information provided on Parent Portal
Opportunities	**Threats**

- Bleeding control kits for each classroom
- Collaboration with SHAC andHealth and Wellness Committee members to better respond to the needs of our students, staff and community
- Provide Drug Impairment Training for Educational Professionals (DITEP) training for essential staff
- Define consistency with policies relating to health services throughout the district
- Use our float nurse to assist with health information and vaccine input in SIS as needed as well as required yearly screenings
- Changing health forms and handbook to outline common treatment guidelines available in the health room.
- Transferred Harvesters Backsnack funds and nursing time to the Treasure Chest for grocery pick-up to feed the whole family in need

- Parents who do not provide accurate or updated health information and immunization records in a timely manner
- Inconsistency of food allergy policy throughout the district
- Parents and staff who do not adhere to illness policies
- Food in classroom setting - recommend to go treatless due to rise in allergy students and risk of anaphylaxis
- Online enrollment system still has errors for health information
- Mental health issues are a large part of the visits to the high school - counselors and SW not always available to assist. A more soothing/relaxing space would be helpful

Survey Data:

Parent Survey: I am satisfied with the level of communication from the health room regarding my child.					
Building	**2017-18 SPI (respondents)**	**2018-19 SPI (respondents)**	**2019-20 SPI (respondents)**	**2020-21 SPI (respondents)**	**2021-22 SPI (respondents)**
Pathfinder	440.37 (107)	419.05 (147)	430.07 (143)	430.30 (66)	424.00 (100)
Compass	456.67 (118)	453.96 (139)	453.17 (126)	451.52 (66)	434.04 (94)
Siegrist	453.57 (168)	402.84 (176)	415.00 (140)	430.67 (75)	396.46 (113)
Barry	457.45 (46)	443.84 (73)	437.33 (75)	437.21 (43)	431.75 (63)
PCMS	426.09 (89)	418.37 (98)	438.32 (107)	418.18 (66)	400.00 (89)
PCHS	410.91 (53)	412.79 (412.79)	414.68 (109)	405.88 (68)	389.80 (98)

Parent Survey: I am satisfied with the level of care my child has received from the health room.

Building	2017-18 SPI (respondents)	2018-19 SPI (respondents)	2019-20 SPI (respondents)	2020-21 SPI (respondents)	2021-22 SPI (respondents)
Pathfinder	430.84 (109)	443.42 (152)	438.96 (154)	434.21 (65)	434.91 (106)
Compass	443.22 (120)	460.14 (138)	459.09 (132)	462.69 (67)	441.05 (95)
Siegrist	442.86 (168)	432.97 (182)	441.89 (148)	436.84 (76)	428.95 (114)
Barry	460.87 (47)	450.68 (73)	431.58 (76)	432.56 (43)	437.31 (67)
PCMS	426.97 (92)	417.48 (103)	451.85 (108)	437.31 (67)	415.56 (90)
PCHS	400.00 (55)	416.28 (86)	422.52 (111)	419.40 (67)	403.85 (104)

Secondary Student Survey: I feel cared for by my school nurse when I visit the health room.

Building	2017-18 SPI (respondents)	2018-19 SPI (respondents)	2019-20 SPI (respondents)	2020-21 SPI (respondents)	2021-22 SPI (respondents)
Barry	404.67 (214)	391.62 (191)	400.41 (244)	393.69 (206)	414.54 (227)
PCMS	422.16 (537)	429.36 (528)	429.65 (452)	430.00 (300)	438.78 (294)
PCHS	408.80 (591)	415.04 (625)	430.38 (553)	417.61 (159)	427.13 (328)

Elementary Student Survey: I feel cared for by my school nurse when I visit the health room.

Building	2017-18 SPI (respondents)	2018-19 SPI (respondents)	2019-20 SPI (respondents)	2020-21 SPI (respondents)	2021-22 SPI (respondents)
Pathfinder	451.27 (197)	427.22 (180)	415.18 (191)	434.65 (280)	383.04 (171)
Compass	454.79 (261)	445.91 (281)	464.91 (265)	465.71 (420)	461.45 (262)
Siegrist	447.28 (239)	444.87 (263)	430.93 (194)	430.61 (330)	407.18 (195)
Barry	441.18 (85)	414.55 (110)	413.48 (89)	436.80 (106)	428.57 (63)

Health Room Visit Detail:

	2019-2020	2020-2021	2021-2022
Temperatures taken	4466	2652	4784
Comfort and emotional support given	840	1398	3409
Communication with parents	4931	3820	5666
Health instruction given to students	1832	2093	4961
Assisted with nosebleeds	474	345	507
Provided clothing to students	516	454	636
Provided diaper changes	237	255	175
Performed or assisted with catheterizations	626	224	376
Cleaned cuts / abrasions / hands	1463	1293	1525
Snacks / drinks given to students	1924	1746	2925
Medication doses given	7549	4121	6440
Assessments provided	5917	4319	7151
Cough drops / mints given to students	1780	1266	2115
Diabetes care performed	1912	474	1722
Ice packs given	2887	1958	3596
Assisted with toileting / incontinent students	224	308	394
Provided feminine products	326	237	471
Applied bandaids / dressings	1333	821	1286

Health room visit numbers by grade level:

	2019-2020	2020-2021	2021-2022
Pre-K	191	145	859
K	2758	1867	3171
1st	3975	2091	3226
2nd	3592	1800	2856
3rd	2478	1985	2748
4th	3895	1705	2798
5th	2665	2085	2053
6th	3330	1222	3373
7th	2450	2099	2137
8th	2543	1242	3956
9th	1870	780	1472
10th	817	817	1339
11th	1036	382	1462
12th	1378	484	884
Total	32978	18704	32334