

CHAPTER 5

DEPARTMENT: HEALTH AND SAFETY

UNIT: PUBLIC SAFETY

Needed to correct current inadequacies:

Initiative #1: Obtain Adequate Physical Space

Description: Current space is crowded and inadequate. Current space does not provide minimally adequate working situations for staff, does not allow for privacy when servicing students and the public, and provides minimal security for staff from angry people.

Strategic Plan: Adequate space for PS will help enhance the college climate by providing a pleasant environment for staff and students using the services of Public Safety.

Outcome:

Formal request for additional space submitted
New space obtained

Initiative #2: Increase officer training budget;

Description: Currently there are no funds budgeted for officer training. All new officers need to be DPSST certified, certified on all items on their duty belt, and obtain ongoing training in CPR, First Aid, Use of Force, College policies, and human relations.

Strategic Plan: Well-trained officers decrease college liability and promote fiscal stability and an enhanced college climate.

Outcome: Training budget established, number of trainings occurring. All officers appropriately certified.

Initiative #3: Improve student perception of Public Safety as a positive factor in the learning environment.

Description: The goal is to have the majority of students perceived Public Safety as a positive factor in maintaining a safe and productive learning environment.

Strategic Plan: This would enhance the college climate and improve student retention and satisfaction.

Outcomes:

- Establish citation-hearing committee

- Establish officer liaisons with selected student organizations

Initiative #4: Improve safety for officers

Description: Increasingly the law enforcement troubles of the world are coming onto our campuses. Officer safety must always be a high priority.

Strategic Plan: Having a safe working environment promotes financial stability by avoiding un-needed SAIF and other claims.

Outcomes:

Cellular phone use explored and decided yes or no.

Improved night dispatch coverage obtained

Campus hours posted and advertised and enforced

Explore having other staff on campus at night and weekends.

Initiative #5: Replace one current patrol vehicles

Description: The two current patrol vehicles have gone well past their expected life span. One is using multiple quarts of oil, the upholstery has worn holes, and it is no longer reliable.

Strategic Plan: Campus climate will be enhanced by the additional safety provided by a reliable vehicle. It is fiscally sound to replace at least one vehicle now before it incurs additional maintenance/repair costs and/or officer effectiveness is decreased by lack of the vehicle.

Outcome: New patrol vehicle obtained.

Initiative #6: Improve officer coverage at the DTC.

Description: Current coverage at the DTC is Monday – Thursday from 11:30 - 23:00 hours. This provides no coverage during the busy morning hours, Fridays or on weekends. The Mall Guide program is used to provide additional coverage but is not as effective as having an officer located in the building.

Strategic Plan: Creating an environment where staff and students feel safe enhances the college climate and promotes retention.

Outcome: An additional 15 hours of regular officer coverage for the DTC built into the staffing budget.

Ongoing/existing goals:

Initiative 7: Achieve full Clery Act Compliance:

Description: The Clery Act mandates college compliance. The college complies with the basics of the law, but some additional work needs to be done to make that compliance obvious to a reviewer.

Strategic Plan: Compliance with the Clery Act is part of the college organizational infrastructure.

Outcome:

Mandatory crime report highlighted on WEB page

Required statement regarding availability of crime report provided to student and job applicants – per requirements.

Initiative #8: Improve emergency medical capabilities:

Description: The campus currently has one AED (automatic electronic defibrillator) and it is located in Student Health. Student Health staff take the AED to on campus emergencies. Each patrol vehicle needs an AED and each officer needs to be certified in use.

Strategic Plan: The time has arrived where the potential liability for not providing effective defibrillation is real. This initiative would help the college achieve financial stability and enhance the college climate by providing a safer working and learning environment.

Outcome: Two AED's, purchased, emergency protocols written and signed off by Student Health Physician, and officers trained. Hopefully, it will never be used.

UNIT: STUDENT HEALTH

Initiative #1 Obtain space, which will provide minimally adequate workstations for staff, two additional exam rooms, and a waiting/reception area that, promotes privacy.

Current workstations in Student Health are grossly inadequate and do not meet physical needs for accomplishing the work required. Staff need to have adequate workstations.

Current limited number of exam rooms limits clinic efficiency and the number of patients who can be comfortably seen in a given time period. Two additional exam rooms would increase provider efficiency.

Current reception/waiting area is too small and handicapped in design by the need to have an emergency exit through it. Maintaining confidentiality is difficult when people are discussing their needs with front counter staff and the ability of everyone in the waiting area to hear conversations on the phone with other patients does not promote confidential treatment.

An improved and expanded clinic could be located several different places on campus. If the clinic extends services to staff, the need for more space will require that the clinic be relocated on the main campus as sufficient space is not available in the current location. If the clinic will not be serving staff then it might be possible to expand by using some of the area across the hall from Student Health.

This initiative would benefit approximately 5,000 students who use Student Health each year. Students will benefit through having a more confidential and welcoming area in which to receive health care. They will also benefit by having a smoother clinic flow and greater access to practitioners.

Equally important is the fact that staff need an adequate work environment. It does not promote a positive environment for anyone when people are literally working over and around each other and have to move their chair so someone else can get to their workstation. I am not aware of any other front office situation on campus that provides such inadequate workspace.

There are no departmental funds for an extensive remodel/expansion. Without a preliminary plan it is not possible to estimate costs.

Lane is committed to providing services to students in a manner that creates positive learning situations. The current cramped clinic does not promote utilization of the clinic nor create a private learning environment in which to obtain health care.

Current sub-standard staff workstations do not enhance the college climate nor create a positive work environment. Cramped workspaces create stress, which does not help the unit obtain its goals.

Initiative #2: Obtain a computerized appointment/scheduling system which will meet the needs of the clinic to both provide services and to generate appropriate statistics on utilization.

The current scheduling program is dying and is not supported by the manufacture. A computerized scheduling program is needed to insure collection of utilization data for statistical reporting, efficiently scheduling practitioners, and keeping contact information on patients. The newer programs would also come with the capacity to expand into computerized chart notes and billing, which will increase the quality and readability of chart notes and open the door for possible billing of some services.

All students using student health would benefit from a more efficient scheduling program which will save time at the front desk and when making appointments. Students will also be better able to evaluate what they are getting for their student fee when more complete utilization statistics are available.

This project will cost approximately \$15,000 for the program and the addition of five new computers at a total cost of \$5,000. Total cost is \$20,000.

This initiative will help foster accessibility and will assist in achieving unit efficiencies of operation.

Initiative #3: Improve emergency response time on campus by purchasing a golf cart style vehicle.

Each year Student Health responds to approximately 150-200 emergency situations on campus. Depending upon the nature of the emergency, response staff are walking/running carrying the O2 and Cardiac Defibrillator and emergency kit. As campus has enlarged, response time has slowed. Minutes can be life saving in some emergencies, and are very important in all situations. To have maximum success cardiac defibrillation needs to be applied within five minutes of the event. Allowing for time needed for the initial phone call and for medical assessment and equipment set up, staff need to arrive within three minutes of getting the call.

A golf cart style vehicle would allow response staff to drive to the emergency, not have to physically carry equipment across campus and thus provide a more timely response – especially to areas like Welding and Child Care. In some situations, every minute saved increases the survival rate.

The cart would also allow medical staff to transport injured people back to Student Health when indicated. Currently they are pushed through campus in a wheelchair. The cart would provide a quicker and more comfortable journey to the clinic for continued care.

Cost would be approximately \$5,000 for a good condition, used vehicle.