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Instructional Program Review – Annual Update
2021

Date:	04/02/2021
Program and Department:	Nursing-CNA/Acute Care Aide/Health Science Department
CTE Program?	☒ Yes ☐ No
Additional programs included in this review:	Certified Home Health Aide-Certification, CDPH EKG/Monitor Observer Personal Care Assistant Restorative Aide
Date of last comprehensive review:	Six-Year Review, May 2015/2016
Submitted By:	Mary Pat Nelson and Geri Royce
Attachments (* as needed):	☐ 6-year assessment plan – All programs, when applicable ☐ 2-year scheduling plan ☒ Justification for Resource Requests (if needed)

I.   Alignment of the Program with the AHC Mission

AHC Mission: Allan Hancock College provides quality educational opportunities that enhance student learning and the creative, intellectual, cultural, and economic vitality of our diverse community.

a.   Have there been any changes that would require a change to your Program Mission?

> No changes are required to the current Program's Mission.

b.   Explain how your program mission aligns with the college mission.

The college mission and values can be found here:
http://www.hancockcollege.edu/public_affairs/mission.php

> The Program's Mission
> The Certified Nursing Assistant (CNA) Acute Care Aide Program is the foundation of the Nursing Assistant Program. Certification as a Nursing Assistant is required to qualify for employment in a long-term care setting (skilled nursing home) and in the acute care hospital. It is a perquisite to register for the CHHA (Certified Home Health Aide), EKG Monitor Observer, or Restorative Aide classes. All of these courses are included in the Nursing Assistant Program. The CNA/Acute Care Aide Program is also a prerequisite to qualify for application into the LVN program. The CNA curriculum is not covered in any other course. The LVN state-approved curriculum states that CNA is a prerequisite and as such, the LVN program is not required to include curriculum on the CNA basic patient care skills.

Class Offerings During the Pandemic

Several CNA programs throughout California have closed this year as a result of the social distancing mandates brought on by the Covid-19 pandemic. Fortunately, the CNA program at AHC has remained open. Through the combined efforts of the ERT conversion, the CPDH approval (converting mandated clinical hours to lab simulation) and the efforts of our local skilled nursing facility partners, students were able to complete the spring 2020 program in mid-September. Going forward, the fall 2020 class started and completed on time and the spring 2021 class is scheduled to complete in May. Due to the uncertainty for fall 2021, enrollment numbers for the Santa Maria program will remain at fifteen. Once the social distancing limits have been lifted, enrollment should return to pre-pandemic numbers.

-Promoting Student Success and program completion.

The Allan Hancock College CNA program has designed its courses to comply with the CDPH mandates and the federal code of regulations, Title 22. To work in a Licensed Skilled Nursing Facility, a Certified Nurse Aide needs to successfully complete the CDPH (California Department of Public Health) course requirements and pass the National Certified Nurse Aide Competency Exam. Classes are currently being offered under the CDPH State of Emergency plan for synchronous online classes and lab simulation (with clinical placement being utilized when possible).

Students are required to maintain a 74% or better to successfully pass the course. The completion rate for the past year has been very high with a 100% pass rate and 72 certificates awarded. Noteworthy, is the 100% pass rate for the State Exam achieved by the 29 students who completed the program in fall 2020.

-Home Health Aide

The Home Health Aide program has been significantly impacted as clinical training sites have been unavailable. The summer and winter 2020 courses were cancelled. Hopefully, clinical training sites will be open for the next course offering scheduled for summer 2021. In previous years, the HHA program awarded between 40-50 certificates annually.

-Job Placement

In the CNA program, students receive over 100 hours of hands-on clinical training working directly with patients. Along with their training they get to experience the working culture of a facility and decide if it is a place, they would like to seek employment. This semester, 6 out of the 9 students placed at just one of the clinical sites submitted a job application to work there.

-Jobseeker at Allan Hancock College

Students are encouraged to use "Job Seeker" to find employment opportunities by submitting a resume to job postings on the site. The 2019 Career and Technical Education Employment Outcomes Survey reports that over seventy two percent of Allan Hancock College's CTE students go on to secure jobs that are closely related to their program of study. Eighty three percent report working 20-40 hours a week while attending classes and ninety three percent are satisfied/very satisfied with the education and training the received at AHC (California Community Colleges, CTE Employment Outcomes Survey, 2019 College Report).

II.   **Student Success, Program Accessibility and Program Capacity**

*NO data analysis required this year. a. Describe how the program works to promote student success (completions job placement, transfer). Include teaching innovations and use of academic and student support:

a. List any notable accomplishments of the program (student awards, honors, or scholarships can be

For the last six years the CNA program has received a grant from the Rupe Foundation. Each student is awarded a scholarship that includes the course textbook/electronic Mindtap, a uniform and the State Board CNA testing fee. Remaining funds from the scholarship are placed in the student's banner account to use at their own discretion.

The Rupe Foundation also provides student scholarships to those who go on to take the HHA. The Rupe scholarship covers the cost of the course textbook. Approximately, 50% of the current year's CNA students choose to go on. As a point of interest, many students report having used the "discretionary" CNA scholarship funds to help pay for the tuition costs to take the HHA class.

Pursuant to the Governor's Executive Order N-39-20 (Covid-19 state of emergency), the CDPH suspended the specific regulatory requirement for Nurse Assistant training programs, so that a CNA program can provide classroom training through an online format. Programs who notified the CDPH and applied for a waiver can also conduct clinical training in alternative ways such a simulation or laboratory return demonstrations (CDPH, All Facility Letter, AFL-20-40).

The program continues to maintain a strong community partnership with the local skilled nursing facilities. At the start of the pandemic, skilled nursing facilities were closed to all visitors and students until the CDPH issued an All-Facility Letter (CDPH, AFL20-38.3) that encouraged and permitted facilities to allow students to enter for clinical experience. Those facilities that accepted students asked that we reduce the number of students entering the site down from 15 student to 10 (the ratio is usually 15 students and 1 instructor). To further reduce the possible chance of Covid exposure, we were also asked to limit the students' clinical rotation to just one facility. In the past, students were scheduled between two and sometimes three clinical sites. All students wore face masks, googles and face shields. In addition, students and instructors entering a skilled nursing facility had to weekly and sometimes biweekly complete a screening for Covid-19 (Covid screening requirements were subject to the Santa Barbara County Public Health guidelines).

listed here also)

III.   Quality and Innovation in the Program and Curriculum Review

a. Are you on track in your assessment plan for course and program SLOs? If not, please explain why.

> The CNA faculty continues to monitor student progress, student clinical proficiencies and state exam results to ensure program SLOs are met. The State Exam summary results are also reviewed for each content area, Activities of Daily living, Basic Nursing skills, Emotional and Mental Health, Spiritual and cultural Needs, Communication Needs, Client Rights, Legal and Ethical Behaviors and Working as a member of the Health Care Team. Our students achieved a score of 85% or higher for most content areas. For fall 2020 a 72% was achieved for the area of spiritual and cultural needs. This was also the reported success rate for graduates statewide.
>
> The formal Reporting of the Program Learning Outcomes has not been completed this year as we are waiting for the implementation of the new college process.

b. Have you shared your assessments or improvement plans with your department, program or advisory committee? If so, what actions resulted? If not, how do you plan to do so in the future?

> Assessment data is shared with the Health Science Faculty at the monthly department meetings. Routinely, student enrollment, attrition rates, student progress and the state exam pass rates are shared with department members. Internal conditions that are affecting the program this year include the need for additional PPEs (Personal Protective Equipment), lab space, environmental cleaning, lab simulation equipment and office support.

c. Did any of section, course or program improvement plans indicate that your program would benefit from specific resources in order to support student learning and/or faculty development? If so, please explain.

IV.

a. In reviewing your outcomes and assessments have you identified any and all that indicate a modification should be made to the course outline, the student learning outcomes or the program outcomes? Please state what modifications you will be making.

> This program is currently in course review. The following classes have been submitted through Curricunet for AP & P review.
> -NURS 300-CNA/Acute Care Aide, the course outline is current
> -NURS416-Certified Home Health Aide, lab content has been updated to include the CDPH (California Department of Public Health) program mandates.
> -NURS 420-Restorative Aide, the course outline is currently in review
> -NURS 422-EKG/Monitor Observer, the course outline is current. A request to convert to a synchronous DL/DE course has been submitted.

b. Have all course outlines been reviewed within the last 5 years? If not, please explain the plan to bring course outlines up to date and include timelines for the review and submission to AP&P.

Yes, all course outlines were reviewed spring 2021

1. Decrease student to instructor ratios
   In compliance with social distancing guidelines and health screening mandates the skills lab cohorts were reduced. Students and faculty prefer the lower 1:10 ratios. It fostered more individualized one-on-one instruction, enhanced student skill competencies and students reported feeling more confident before going directly onto the nursing floor. The current 1:10 student ratio will stay in effect until the pandemic mandates can be lifted.
2. Computerized Documentation Program
   All clinical training sites have now converted to an online documentation system further supporting the need for our student to receive additional training in this area. Only recently have such documentation training programs been developed and marketed for purchase to CNA Training programs. Faculty are scheduled to meet with vendors and determine pricing and relevance. The Nursing Lab M108 will also need additional Wi-Fi to support the increased usage of the laptops needed for this training.
3. Dire need for Administrative Assistance
   Conversion to remote services significantly impacted the workflow of this office.
   a. For many of our students (CNA/MA/DA), this is the first and possibly the second semester of college and they constantly need assistance with the application and program submission requirements. Conversion to remote services has limited student access to email, phone calls and mail when most may have been better served working directly with the program technician.
   b. When Faculty met with student in face-to-face lab simulation they worked directly with students to complete the program submission required documentation and transported documents between campuses to meet CDPH requirements. (Immunization Records, CPR cards, CDPH 283b Initial Applications).
   c. The CDPH required physical, immunization records, and criminal backgrounds must be done within the first (3) weeks of the program and before patient contact. It has been suggested that a student not be permitted to start the program without first submitting all required paperwork. If this requirement was in place this semester, over half of the spring class would not have been able to continue.
   d. An on-line CNA application is being developed through the combined efforts of the Health Science Technician and the IT department to assist students in the submission of all required paperwork. For security and agency mandates some of the more confidential items will continue as a paper process. Defined processes for monitoring for possible breaches in the system are still being developed.
   e. The clinical facilities are now requiring confirmation of student documentation and background checks be submitted by the first day of class and before students begin clinical. Note, the application process for the different programs of study in the department takes a considerable amount of the Program Technician's time.
   f. The faculty still need assistance with the day-to-day college processes.

c. For **CTE courses/programs only**, as per §55003, have prerequisites, corequisites and advisories (PCAs) for courses and/or programs been reviewed within the last 2 years?

> The CNA faculty have reviewed the prerequisites for each course and have deemed them appropriate. No revisions required.

V.   Focus and Engagement of the Program

a. Summarize major trends and opportunities as well as challenges that have emerged in the program

> The conversion to ERT provided quite a learning curve for instructors and students alike. Students reported that this modality allowed them to take the class during a time when they also needed to stay home to care for other members of their families. There were a few challenges, as more than one family member usually needed access to the home computer and WIFI at the same time. A number of students used computers from the department so that they could join the class. Instructors have also reported discovering online teaching tools such as simulation labs that warrant being used in the post pandemic future.
> -The CDPH is considering an approval process that would permit theory content to be taught in an online format. No time line is currently available for the completion of such a project.
> -The CNA program also has an acute care clinical rotation that takes place in the hospital. Just this week, the hospital opened its doors to allow the CNA students to train there.

b. List any (internal or external) conditions that have influenced the program in the past year.

Internal Conditions

-The county mandates required the class of 30 to be reduced to smaller groups of eight to ten when meeting face-to-face for skills and clinical instruction.

-Health screening, mask requirements, physical distancing, equipment clean-up and increased usage of lab supplies/PPEs as a result of the social distancing mandates.

-Limited student and faculty access to the program technician and department office services. Students and faculty have been contacting the department office through remote access via mail, email and phone.

-Implementing an online application process. Converting to this new process places more responsibility on this office with no additional support.

-Face-to-face and ERT remote instruction. Faculty adjustment to remote instruction and educational technology. Students having access to reliable internet, caring for family. Students also served as "essential" workers.

External Conditions

-The requirements from the college, state, and clinical facilities all differ and required weekly and sometimes daily updates to keep current.

-The need for monitoring students and faculty exposure and reporting to the respective agencies and college processes.

-Limited access to the clinical hospital rotations until just a few days ago. The efforts made by our community partners is appreciated as they continued to seek ways for our students to participate in the clinical experience at their facilities.

Data for Program with Vocational TOP Codes (CTE):

http://www.hancockcollege.edu/institutional_effectiveness/reports.php

Please review the data and comment on any trends.

c. Current industry employment and wage data (please cite sources)

Trends

Regionally, CNAs continue to be in demand, primarily in the LTC (long-term care) setting. Many of our local skilled nursing facilities are choosing not to offer an in-house CNA training program because of the cost. According to the California Department of Public Health (CDPH), this is a trend throughout the state. To meet the needs of our community, members of the nursing advisory committee have suggested increasing enrollment into the CNA, CHHA and RA programs.

There is a supply gap for CNA positions as the annual job openings and labor market demand for CNAs in our area is reported as 636, with 28 being supplied by the college. The Home Health Aide demand is 339, with only 15 being supplied by the college system (Center of Excellence 11/2020, South Central Coast Region). Of the 27 occupations analyzed for the health sector, there is a labor market demand of 5,863 annual job openings and a program supply of 2,952 awards, which creates a sector supply gap of 2,911 awards. An additional 48,133 new jobs are expected in the next five years in this area.

d. Industry employment and wage trends

Nursing Assistants have been in the top 50 jobs since April of 2020 (Center of Excellence 11/2020, South Central Coast Region). For the South-Central Coast, the wage for a HHA is between $11.96-20.96 and the Nursing Assistant wage is between $13.40-18.36 (Center of Excellence 11/2020, South Central Coast Region, Health Care Jobs and Wages). It is important to consider middle-skill occupations that have entry-level wages below the California Family Needs Calculator as wages generally increase with additional experience and training.

The AHC has designed a ladder approach for its nursing programs with a student first taking the CNA class and then going onto the LVN and RN programs. SOC Code: 29-1141, has the entry-level wage for an RN as $38.68 and the median as $47.51, which meets the California Family Needs Calculator or the South-Central Coast.

The AHC office of Institutional Effectiveness collects also collects data related to the number of AHC CNA students that go on to enroll into the ACH LVN program.

2015-25 of the 34 LVN students
2016-20 of the 34 LVN students
2017-21 of the 31 LVN students
2018-20 of the 32 LVN students
2019-25 of the 36 LVN students
2020-No applicants taken this year

e. TOP code employment CORE indicator report

The following includes Top Code employment data from the State of California Employment Development Projections by Industry and Occupation for Santa Maria/ Santa Barbara County, 2014-2024.

The top 55 Fastest Growing Occupations
  The Personal Care Aide is listed as #37
Occupations with the Most Job Openings
  Nursing Aide is listed as #48
Occupational Projections
  Home Health Aide is projected to see an 18% increase
  Nursing Aide is projected to see a 15.2% increase

f. Advisory committee recommendations

> Advisory Committee
> The program conducted an annual advisory meeting with the last meeting taking place on Zoom. Conducting the meeting using this technology allowed more members to join and attendance was doubled from that of previous years.
> Committee members continue to support the need for the Personal Care Attendant (PCA) class, as more families are choosing to care for their loved ones at home. The PCA course is scheduled for review by the AP&P committee spring 2021. Advisory members also suggest that a course be offered for Memory Care and Restorative Aide, as these are areas where additional training is needed in the skilled nursing facilities.
> Employers would also like to see the new graduates come in with a better understanding of what is required as an employed CNA in regards to work load, time management, computerized documentation and legal issues.

VI.   Continuous Improvement of the Program

a.   Status of Final Plan of Action – Post Validation
     Summarize the progress made on the recommendations from your last comprehensive program review plan of action

PLAN OF ACTION	ACTION TAKEN/RESULT & STATUS
1.Monitor State Board Examination Performances as they correlate with SLOs	Ongoing, results remain high
2.Explore options to decrease the student to instructor ratios in the clinical areas	Ongoing
3.Budget argumentation request to repair, replace and update lab equipment with biannual maintenance of patient beds (8 beds total)	Ongoing
4.Implement online application process that allows students to upload documents	New
5.Identify for purchase an electronic documentation program relevant to the CNA	Ongoing, a program is currently under review
6.Workplace Safety, plant serves to install new classroom door lock, M129	Ongoing
7.Maintain partnerships with local health care facilities, skilled nursing homes and local hospitals.	Contracts are renewed every 5 years with AHC. A CDPH 276E Clinical Site Agreement is submitted to the state every 2 years with program renewal
8.Equipment replacement and upgrades Double ear piece teach stethoscope, B/P cuffs, Linen Bins, PPEs	Ongoing

b.   List any new resources that the program received in the past year and the results

Source	Specific Resource	Est. Amount $	Impact on program or course outcomes

Rupe Foundation	Student Scholarships	$40,000	Students receive the course textbook and online resources, a uniform and the state board testing fee of $100
Endowment from AHC Foundation	Student scholarships and Instructor stipends	$25,000	$5000 for instructor stipends Scholarships for every LVN/RN student to assist with licensing exam costs.

c. List any new or modified recommendations below, including rationale for these in the table.

Program Improvement Plan (Program ,Priority Number, year)	Anticipated Outcome (Goal)	Program Goal Status (Indicate if this goal is ongoing from a previous Annual Or Comprehensive Program Review or new this year).	Alignment to Strategic Directions and planning goals (see " Alignment to Strategic Directions" Attached	Activities	Justification (Evidence of need)	Resource Request (From table Below)	Anticipated Completion Date or On-going
Offer Personal Care Aide	Noncredit Offering	Ongoing	E1	Ready to submit to AP&P	Justification are attachment in Curricunet	NA	2022
Improve Student Admission Experience	Fall 2021	New	A1	Working with IT	Need to comply with state mandates	May be a $20 cost per student	2021

d. Summary of request for resources. Please list the type of request (facility, technology, staffing, equipment, other) and rank their priority.

Resource Requests (Program, RRX year)	Item	Program Goal	Type	One-time cost	On-going cost (per fiscal year)	Anticipated Completion Date or On-going
1st	Administrative Secretary	3	Staff		12 months $20/hr=$41,600 + benefits (16%) $48,256	Ongoing
2nd	Electronic Documentation	5	Technology	Market Value		Fall 2022
3rd	Online application program	4	Technology	$20 per student		Ongoing

| 4th | Equipment | 8 | -Double Ear piece (6) Teaching Stethoscopes -Manual B/P Cuffs (10) Linen Bins | $140=840 $40=400 | | |