

**Florida Department of Health
Performance Management**

Best Practice Submission Form

Project Name: Florida Department of Health Volunteer School Nurse Program		
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Showcase Exhibit Application

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Contact Name/ Title: Kimberly Williams (Volunteer School Nurse Program Coordinator), Esther Sahadeo (Assistant Nursing Director)

CHD/Office: Orange CHD/ School Health Services

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1. Overview

The Volunteer School Nurse Program is a new initiative, here in Orange County funded by the Florida Department of Health. Orange County currently services 188 public schools and services a total population of 177, 459 student. The program has successfully been providing school health services to Orange County Public School students for one-year and is continuing to recruit, train, and connect dedicated volunteer school nurses with paid nursing staff to assist with providing school health services. The goal of the program is to improve student access to student health services in Orange County Public Schools by supplementing the existing services of the paid school nursing staff with volunteer nurses and other healthcare practitioners. The school health services department here at OCHD utilizes newly established and pre-existing community partnerships with several organizations to educate, promote, and increase recruitment efforts aimed at maintaining a successful volunteer program. Collaborative partnerships currently exist with Shepherd's Hope, Inc, National Association of Hispanic Nurses Association (NAHN) Orlando Chapter, University of Central Florida, School of Nursing, Valencia Community College Nursing Program, and Florida Hospital.

Orange County Health Department Volunteer School Nurses work together with paid nursing staff to provide vital assistance with school health screenings, childhood immunizations, and health education in the classrooms. Specifically, Orange County Health Department Volunteer School Nurses assist with Vision, Heights and Weights (BMI Screenings), Scoliosis, and Hearing screenings. In addition, OCHD Volunteer School Nurses assist with teaching health education classes such as hand washing, dental health education, puberty, personal hygiene, nutrition, STD/HIV, blood-borne pathogens, and the human body. Currently, our program has a total of 26 volunteers ranging from student nurses, medical assistants, LPN's, RN's, ARNP's, and MD's.

2. Planning

Issue your practice/project addresses: The Volunteer School Nurse Program shares the same goals of the Florida Department of School Health Program and the Orange County Health Department School Health Plan with the ultimate goal to enhance learning. The goals are:

- To promote student health.
- To decrease the incidence of obesity among students by providing activities that promotes healthy nutrition and increased physical activity.
- To enhance quality improvement to reduce the prevalence of overweight and underweight students.
- To improve student access to student health services in Orange County Public Schools by supplementing the existing services of the paid school nursing staff with volunteer nurses and other healthcare practitioners.

The Orange County Volunteer School Nurse program focuses on the needs of elementary and middle school age children for vision services and obesity awareness. The program identifies, as the School Health Plan indicates, the students whose BMI is in the highest or lowest fifth percentile. The volunteers who work with the OCHD staff will provide education on healthy lifestyles and involve parents and school staff to improve nutrition and increase physical activity. The outcomes of our program will allow school personnel and Orange County Health Department staff to tailor educational and intervention programs suited for the needs student health challenges that are not met today by either paid or volunteer nursing staff.

Target population/audience: The Volunteer School Nurse Program recruits ARNPs, RNs, LPNs with an active, current Florida Nursing License and successful completion of background screenings. Retired nurses who do not hold an active Florida license may apply for a Retired Nurse Certificate. In addition, the program is also open to other healthcare practitioners and healthcare students interested in volunteering with the Volunteer School Nurse Program.

Marketing the volunteer school nurse program is a vital component of our program and assures a continual increase in the number of volunteers that participate in our program. Initially, our marketing plan was developed and implemented to serve as the foundation of our strategic approach to increasing program awareness within our target population. We started by creating an original webpage and provided a linked on the ORCHD's main website (www.orchd.com) for easy access. The volunteer school nurse program's website provides specific information on the school health services provided by the paid school nursing staff as well as detailed examples of how our volunteer school nurses can provide assistance through our program and training. Next, we developed flyers, brochures, business cards, and bookmarks that are used to market the program at community health fairs, community meetings, local churches and civic groups, outreach events, and at the public school sites. Specifically, we met with local media markets for advertisement through the radio, television, and newspaper.

Data and/or supporting evidence: According to the National Association of School Nurses, Florida averages more students per registered nurse than any other state in the South. With so many students, school nurses have little time to give even the most medically needy students substantial attention or to educate students about important health care issues such as childhood obesity. National health care organizations recommend a ratio of 1 to 750. The ratio for Florida is 1 to 2,895.

School Health Performance Indicators:

Key School Health Performance Indicators						
Indicator	2002-03		2003-04		2004-05	
	Orange	Florida	Orange	Florida	Orange	Florida
Percent of completed vision screening referral outcomes	43.99%	52.26%	63.40%	63.73%	38.61%	40.14%
Percent of completed hearing screening referral outcomes	.06%	40.92%	56.04%	62.81%	12.50%	50.31%
Total number of school health services	882,714		1,415,473		1,126,027	
Number of nursing assessments	141,795		316,461		236,132	

The above four indicators are used to measure state and county-level performance. They are a reflection of the volume of school health services being delivered, the amount of professional nursing services being provided, and the level of success in follow-up. The numbers of school health services went up 60% and nursing assessments went up 123% in 2003-04.

TYPES OF CHRONIC HEALTH CONDITIONS BY SCHOOL TYPE

Type of Chronic Health Condition	School Type					TOTALS
	Free-Stand-ing Pre-K Schools	Elementary Schools	Middle Schools	High Schools	Com-bined School Levels	
ADD/ADHD	0	1,269	339	126	72	1,806
Allergies	0	4,254	1,203	597	26	6,080
Asthma	0	3,140	757	506	88	4,491
Bleeding Disorder	0	158	18	3	0	179
Cancer	0	25	7	7	3	42
Cardiac Conditions	0	224	65	54	9	352
Cystic Fibrosis	0	9	1	4	0	14
Diabetes	0	92	84	64	4	244
Epilepsy / Seizures	0	286	67	74	18	445
Kidney Disorders	0	6	4	0	0	10
Psychiatric Conditions	0	59	37	38	17	151
Sickle Cell Disease	0	79	21	16	1	117
Other	0	177	132	12	2	323
TOTAL	0	9,778	3,810	1,501	240	14,254

HEALTH EDUCATION CLASSES

Subject Code	# Health Educa-tion Classes	# Student Participants	# Parent Participants	# Staff Participants
100 Dental Health	4	57		8
200 General Health / Other	23	402		4
300 Injury Prevention / Safety	7	146		12
500 Nutrition	4	332		3
600 Physical Activity	1	1		
805 HIV / STD	33	745		4
806 Pregnancy Prevention	2	125		5
808 Human Sexuality	6	44		3
902 Parenting Skills	6	22		1
TOTALS	91	1,874	0	199

Community partners and/or internal/external stakeholders: The Orange County Health Department has a partnership in place with Shepherd's Hope, an award winning, faith based non-profit organization of volunteers founded in 1996 that provides access to health care for the uninsured by operating eight free evening medical clinics and over 30,000 free medical visits to families over the past six years. The Shepherd's Hope and Orange County Health Department partnership began with the birth of the organization and shared clinic space and patient programs in the western portion in Orange County. Shepherd's Hope, Inc. has committed to referring volunteers who wish to offer nursing services in the daytime hours to the Orange County Health Department Volunteer School Nurse Program.

In addition to our Shepherd's Hope partnership, we have collaborated with a number of other community organizations to increase community awareness and increase recruitment efforts for marketing to targeted volunteers for the program. Below are our local media partners who have disseminated our program information throughout the community. Channel 9 Local News Station, Channel 13 Local News Station, Star 94.5 FM Radio Station, 1140AM Gospel Radio Station, 102 Jamz FM Radio Station, 106.7 FM Radio Station, Orange TV Local TV station for community events, Orlando Regional Medical Center Website Coordinator, and The United Way Volunteer Services/ Volunteer Center.

3. Implementation

Steps taken to implement the project or practice: The program is a grant funded project by the Florida Department of Health. The Volunteer School Nurse Program's grant application was submitted in December 2004 and successfully approved for funding by Tallahassee. The program began in April of 2005. Initially, the program began with planning the volunteer interview outline, training, training materials, and tracking of hour's forms and procedures. The volunteer school nurse program training covers a wide gamet of topics for school health professionals upon entrance into the Orange County Health Department. Volunteer School Nurses are linked with an Orange County Health Department paid School Nurse staff member to plan the initial training, volunteer schedule, and discuss school assignments. Training is offered in the following: HIV/AIDS overview, STD overview, first aid and CPR, blood and body fluid precautions per OSHA regulations, computer training, orientation to the school health program, orientation to school vision, height and weight screenings, observation of hand washing class, observation of personal hygiene class, overview of immunizations, orientation to elementary school health clinic, community resources, and an initial meeting with the school principal and health room staff at the assigned school.

Costs/ Funding Sources: The program is funded by the Florida Department of Health with a total Volunteer School Nurse Program budget of **\$52,000 per year**. The estimated value of volunteer service value since the start of our program in April 2005 until August 2006 was **\$46,268.12**. This program has proven to be a cost effective way to provide enhanced services to the students of Orange County. The funding budget includes salary for the program coordinator, program expenses, program supplies, and level 2 background screening for all volunteer applications submitted.

Plans to Sustain: Due to the success in marketing and recruitment, the volunteer program has been expanded to another year of funding. Marketing and recruitment efforts will continue with a goal to exceed by 50% increase over the previous year. The impact of this program's effort will further enhance access to student health services with a goal to ensure that every child succeeds in school.

4. Evaluation

Outcomes and data: To date the program has recruited a total of 150 volunteers to include nurses and support workers donating a **total of 1, 321.08 hours of service.**

Outcomes and recommendations from the volunteer school nurse program will be included with the Orange County Health Department, School Health Plan for quality improvement initiative to reduce the prevalence of overweight and underweight students and will also be shared with the School Health Advisory Committee. The School Health Advisory Committee has a broad representation from the community including Orange County Public Schools, The Winter Park Health Foundation, The Orange County Health Department, Shepherd's Hope, Inc, Healthy Start Coalition, and local hospital representation. Results will be shared with best practices for duplication by other agencies.

Barriers Encountered: Facilitating the acceptance of new volunteers by the staff at the school sites participating in the project and health department staff was the initial barrier noticed in our program. Our approach to resolving the initial concerns were to facilitate round table discussions in our school health staff meetings, initiate frequent communication and visits with school site staff to keep partners updated with program information and activities, and we also implemented a quarterly staff/volunteer social gatherings aimed at helping develop collaborative friendships and valued team efforts within the program network.