

California State University Fullerton (CSUF)
Centers and Institutes Self-Study/Program Review Report
2016-2017

Center Name:

California State University Fullerton Speech and Hearing Clinic

Administrative Team:

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Assistant Professor and Clinic Director

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Year Established: 1969

Last Review: 2011-2012

Date Submitted: April 30th, 2017

CSUF SPEECH AND HEARING CLINIC REPORT 2016-2017

MISSION AND GOALS:

The CSUF Speech and Hearing Clinic has two primary missions. The first is to educate and train future speech-language and hearing professionals by providing them with the knowledge, skills and clinical experience to become certified and licensed speech language pathologists and audiologists prepared for the complex and changing demands of the 21st century. The other mission is to provide high quality clinical services to individuals with communication disorders and needs within our surrounding community.

Our Clinic's mission aligns best with Goal 1 of the University's Strategic Plan. The clinic employs highly qualified Speech-Language Pathologist that hold both state licensure and the Certificate of Clinical Competency from the American Speech-Language Hearing Association. Our Speech-Language Pathologist provide clinical education and supervision in an effort to train our students in the latest speech assessment and therapy techniques across a variety of disorders (e.g., stroke/aphasia, autism/language, etc.). Using the latest evidenced based practice methods helps facilitate lifelong habits of intellectual inquiry which in turn helps prepare students for successful careers in healthcare.

ACTIVITIES, HIGHLIGHTS, AND ACCOMPLISHMENTS:

- **Clients Served:** The number of clients (therapy, diagnostic and instruction) served across our three in-house clinics (excluding 468, for which no data was available) was as follows during the 2016-2017 fiscal year:
 - a. **Number of clients served per term:**
 - i. Summer 2016: 36 (558A + Titan Tykes)
 - ii. Fall 2016: 44 (458, 558A, 558c)
 - iii. Spring 2017: 49 (458, 558A, 558c)
 - b. **Number of different clients served:** Clients can be seen up to 4 semesters after initially being enrolled in the clinic. As a result, some clients were seen more than once during the current year. The total number of different clients seen across all three clinics during the Summer 2016, Fall 2016, and Spring 2017 fiscal year was 69.
- **Facility maintenance, upgrades, and security:**
 - a. Faculty, staff, and clinical supervisors reviewed and adopted an Electronic Medical Documentation software program to be implemented fall, 2017. This program will improve tracking of paperwork and patient scheduling while preparing student clinicians for real-world electronic documentation requirements.
 - b. HIPPA and CPR training procedures were adopted and are now in-place. All individuals within the clinic are required to complete both trainings prior to

seeing clients. These trainings are designed to protect the privacy and safety of clients seen in the clinic.

- c. Clinical supervisors are required to observe student clinicians providing speech therapy to clients as part of the training process. Additionally, student clinicians video record sessions for review and data tracking purposes. The Clinic Director and Clinic Services Coordinator have been working with IT to establish and purchase an updated, more efficient video recording and sound system in observation rooms. The goal is to have a new system in place by fall, 2017.
 - d. A new student clinician - clock hours and skills tracking program, CALIPSO, was adopted and implemented with the 2016/2017 graduate cohort. This program allows students to enter time spent with clients (e.g., speech therapy), and allows both students and faculty to document student skills obtained (e.g., KASA). This information is required by the American Speech-Language Association to obtain licensure and program accreditation (CAA).
 - e. Two accent walls (blue and orange) were painted in the reception/lobby area.
 - f. Lobby furniture was donated by Univision (sofa, chairs, and tables).
 - g. Smart TV was mounted and displays informative videos on administrative staff, faculty, clinical supervisors, and student assistants.
- **Staffing:**
 - a. In spring of 2016, a new Clinic Services Coordinator Assistant (CSCA) was hired. Training was completed in summer, 2016. The CSCA supports both the Clinic Director and Clinic Services Coordinator with a variety of clinic related tasks.
 - b. Four new Student Clinic Assistants were hired for the academic year.
 - **Equipment:**
 - a. The clinic purchased several new pieces of equipment to assist with clinical training (e.g., iPads) and clinic operations (e.g., two new PCs and three 24" monitors).
 - b. A new, updated copy machine was installed.
 - **Electronic/Computer data entry and management:**
 - a. An electronic tracking system of medical externship sites and contracts has been implemented.
 - b. Clinic expenditures/income are tracked electronically and 2017-2018 budget submitted to CSUF-ASC.
 - **Clinic Inventory:**
 - a. Completed inventory of current speech and language diagnostic tools and established a list of tests to purchase.
 - b. Completed list of therapeutic equipment needs (toys, treatment protocols, etc.) to be purchased as budget allows.

- **Clinic Scheduling**
 - a. Establishment of specialty clinics were discussed in the Clinic Services Committee (CSC). A new clinic focusing on improving speech production in individuals with Parkinson's disease (Lee Silverman Voice Treatment) will be piloted fall, 2017.
 - b. Titan Tykes, a summer day camp focusing on speech and language improvement/therapy in children, was implemented successfully in summer, 2016. The camp will be implemented again this summer, 2017. In the upcoming academic year, the CSC will meet to discuss the possibility of implementing the camp one day per week during the academic year.
 - c. A new in-house day and time schedule for all three clinics (458, 559A, 558c) will be implemented in the upcoming year. Child clinic will now be on Monday and Wednesday afternoons while adult clinic will be held Tuesdays and Thursdays from 10:00am-3:00pm.

ORGANIZATIONAL STRUCTURE AND GOVERNANCE:

- **Clinical Services Committee:** The CSC continues to meet on a monthly basis as needed to discuss clinic educational, scheduling, and operational needs. The CSC includes the Clinic Director, Clinic Services Coordinator, Graduate Program Advisor, and Graduate Program Director.

RESOURCES AND SUSTAINABILITY:

- **Clinic Financial Report (FY '16-'17):** The bulk of clinic expenditures were spent on office supplies, the purchase of student clinician training materials and supplies including texts and tests, equipment to assist with student training and daily clinic operations (e.g., copier costs, and student assistant pay), ASC administrative fees and the maintenance of current clinic equipment (e.g., copier). The primary source of income was client payments.
 - a. Starting balance (7-1-16): \$46,555.98
 - b. Income/Deposits: \$15,040.00
 - c. Expenditures: \$7,644.00
 - d. Current balance (as of 4-30-17): \$56,760.41
- **Clinic Donations**
 - a. Univision Television donated reception area furniture including a sofa, chair, eight arm chairs, a coffee table, and two end tables.
 - b. The clinic currently has a balance of \$9,425.55 with the CSUF School of Communication's Philanthropic Foundation. This money comes primarily from NSSLHA fundraising.
- **Grants/Misc Educational Support Funding:** With assistance of the Department of Human Communication Studies, the clinic was able to purchase two new PC's and three 24" monitors.

PLANNING AND STRATEGIC OUTLOOK:

- **Technology**
 - Introduce “Fusion”, which is an Electronic Documentation System (EMD), this fall. The Fusion software will manage appointments and clinical documentation electronically. By implementing EMD, the clinic will be more in-line with current industry practices.
 - Continue working with IT to establish a new video recording and observation room monitoring system. The goal is to have all therapy rooms updated by end of academic year 2018.
 - Update clinic website.

- **Specialty Clinics**
 - The Speech Clinic will be piloting a new specialty clinic for individuals with Parkinson’s disease, “LSVT”, as mentioned earlier in this report.
 - CSC will discuss and consider piloting Titan Tykes one day a week on Fridays.
 - CSC will discuss and consider piloting a communication group for adults with Aphasia.
 - CSC will meet with a Trans Gender Voice Specialist and consider piloting a Trans-Gender Voice Clinic.

- **Supplies**
 - Continuing to inventory and update student clinical training materials and needs with a primary goal of bringing the clinic up to date in its clinical training holdings and implementation of evidence based practice and a secondary goal of bringing new technologies into the clinical training process
 - Update promotional materials

- **Funding**
 - Identifying with support from the College of Communications Development office, departmental and other university resources, possible future grant and donor opportunities to support primary goals of the clinic and the CD clinical training program.
 - Continue meeting with NSSLHA as needed to brainstorm fundraising ideas.
 - Review previous clinic expenditures and funding needs in conjunction with the CD area and clinical services committee to establish an annual target clinic budget for 2017-2018, and beyond.

- **Other**
 - Increase focus on “Clinic Policies and Procedures” and “University and Department Policies and Procedures” to prepare for CAA site visit in academic year 2018-2019.