

Recommendations: Summary and Summary List

Recomm. Number	Related Report Component	Recommendation	Status / Timeline
1.	Content/ Curriculum	Review delivery of CMHW curriculum and revise how practicum experiences are organized so that the two clinical practice (HCSW 1195 and HCSW 1200) courses are combined into one clinical experience.	Underway

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The Health Care Support Work (HCSW)

Review delivery of CMHW curriculum and revise how practicum experiences are





Faculty to engage in a team building facilitation session aimed at creating a positive, transparent and healthy working environment with a commitment to collaborative monitoring of the environmental climate on a regular time frame.				Employee turnover, program growth, new hires, COVID-19, and the delivery of HCA-PP programming have resulted in significant change and associated stress in recent years for faculty in these programs. Meaningful efforts to address current interpersonal dynamics in a positive way is recommended.
Include all faculty in curriculum planning v set up teams to work on				

YES				

Remove offering of the HCSW credential. The government sponsored program in which employers will hire individuals as **HealthCare SupportWorkersto** provide non-clinical care whilst completing entry-level training will create confusion for public, stakeholders and potential applicants if the College continues to offer a credential of the same name.

There are additional advantages to removing the HCSW credential. These include :

- ¾ Improving the clarity of internal data
- ¾ Providing greater flexibility when making CMHW program changes
- ¾ Providing greater understanding for potential students who are viewing the program websites
- ¾ Creating opportunities to package a revised CMHW program for contract delivery which may increase program revenue.

Review and potentially revise policies and practices regarding students use of cell phones in the practicum courses, including the practice of posting pictures on social media. Build on preliminary efforts to Indigenize course content and program curriculum in both HCA and CMHW, and explore opportu89. 426.7 Td(t)9.00.	PAC members indicated that students use of cell phones is sometimes inappropriate, such as using their phones while in clinical and posting clinically-related pictures on social media.

Consider more online delivery to provide greater program flexibility for students	COVID-19 has mandated that most of the program be delivered using alternate delivery modes. Faculty are receptive to alternate delivery with careful consideration as to which courses and content can be most effectively and appropriately delivered online, recognizing that some course content is sensitive and some students may require support while learning
Continue to monitor expenses and consider program efficiencies	These programs are expensive to run, particularly the HCA program, but there may be opportunities to be more efficient
Encourage more faculty engagement in the budgeting process	Faculty creativity may lead to some new ideas around program efficiency.

The many strengths of the Health Care Support Work program at Douglas College have underpinned its success to date and position it well for the future. The most notable of these strengths include its positive reputation among employers, dedicated faculty, well supported clinical placements, and excellent on-campus instructional spaces and facilities. The main challenges facing the program result from the unique configuration of HCA, CMHW, and HCSW credentials and the disruption caused in recent years by rapid and unanticipated program change. Yet despite the challenges, the continued success of the the HCA and CMHW programs at Douglas College seems likely given their proven track record and strong foundations, evident institutional support, and the receptiveness of faculty to evolve with the changing landscape of postsecondary health education in BC.

This External Review was completed by:

Brad Martin, Dean Faculty of Education, Health and Human Development, Capilano University
 Debbie Sargent, DAS Consulting, Retired Dean of Health Sciences, Vancouver Community College
 July 2021

VPA's RECOMMENDATIONS

In particular, HCSW should focus on the following:

The VPA requests that the Faculty Dean take all necessary steps to suspend the HCSW credential as soon as possible, with a view to having it discontinued.

The VPA directs the Faculty Dean to appoint a curriculum review and renewal (CRR) committee comprised of more than 5 members.