

# Agenda Item #12.C.2



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

**BOARD OF VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS**

2535 Capitol Oaks Drive, Suite 205, Sacramento, CA 95833-2945

Phone (916) 263-7800 Fax (916) 263-7855 Web [www.bvnpt.ca.gov](http://www.bvnpt.ca.gov)



## COVER SHEET

**SUBJECT: Hacienda La Puente Adult Education Psychiatric Technician Program  
– Consideration of Request to Admit Students (Director: Sharon Anderson,  
La Puente, Los Angeles County, Adult School)**

The Hacienda La Puente Adult Education Psychiatric Technician Program is presented for consideration of a request to admit students. Approval of the requested class is recommended.

### Recommendations:

1. Continue the program's provisional approval through August 31, 2017.
2. Approve admission of one (1) class of ten (10) students to begin June 6, 2016 and graduating June 21, 2017.
3. Continue the program's requirement to admit no additional classes without prior approval by the full Board.
4. Continue the program's requirement to provide no less than one (1) instructor for every ten (10) students in clinical experiences.
5. Continue the program's requirement to bring its average annual pass rates to no more than ten (10) percentage points below the State average annual pass rate.
6. Require the director to submit a report in six (6) months, no later than October 1, 2016. The report must include an assessment of the program's support available to administer the program according to its Board-approved Curriculum, Policies and Procedures. It must also include an assessment of the program's resources.
7. Continue the program's requirement to submit a report to the Board in six (6) months, but no later than **October 1, 2016**, and twelve (12) months, but no later than **May 1, 2017**. The report must include a comprehensive analysis of the program, specific actions taken to improve program pass rates, timeline for

implementation, and the effect of employed interventions. The following elements must be addressed in the analysis.

- a. Admission Criteria.
  - b. Screening and Selection Criteria.
  - c. Terminal Objectives.
  - d. Curriculum Objectives.
  - e. Instructional Plan.
  - f. Theory and Clinical Objectives for Each Course.
  - g. Lesson Plans for Each Course.
  - h. Textbooks.
  - i. Attendance Policy.
  - j. Remediation Policy.
  - k. Evaluations of Theory and Clinical Faculty.
  - l. Evaluations of Theory Presentations.
  - m. Evaluations of Clinical Rotations and Their Correlation to Theory Presentations.
  - n. Evaluation of Student Achievement.
  - o. Current Enrollment.
8. Continue the program's requirement to comply with all approval standards in Article 4 of the Psychiatric Technicians Law commencing at Business and Professions Code Section 4530, and Article 5 of the Board's Regulations, commencing at California Code of Regulations, Title 16, Section 2580.
  9. Continue the program's requirement to demonstrate incremental progress in correcting the violations. If the program fails to satisfactorily demonstrate incremental progress, the full Board may revoke the program's approval.
  10. Failure to take any of these corrective actions may cause the full Board to revoke the program's approval.
  11. Continue the program's placement on the **August 2017** Board agenda for reconsideration of provisional approval.



# Agenda Item #12.C.2.



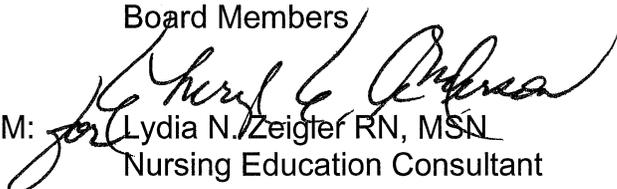
BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

**Board of Vocational Nursing and Psychiatric Technicians**  
2535 Capitol Oaks Drive Suite 205, Sacramento, CA 95833-2945  
Phone 916-263-7800 Fax 916-263-7855 Web www.bvnpt.ca.gov



DATE: August 29, 2016

TO: Board Members

FROM:   
Lydia N. Zeigler RN, MSN  
Nursing Education Consultant

SUBJECT: Hacienda La Puente Adult Education Psychiatric Technician Program –  
Consideration of Request to Admit Students (Director: Sharon Anderson, La Puente,  
Los Angeles County, Adult School)

The Hacienda La Puente Adult Education Psychiatric Technician Program is presented for consideration of a request to admit students. Approval of the requested class is recommended.

The program was placed on provisional approval on August 22, 2015. At that time, the program's average annual pass rate was **66%**.

The program requests approval to admit 12 students into a full-time day class beginning June 6, 2016 and graduating June 21, 2017.

## History of Prior Board Actions

(See Attachment A)

## Enrollment

The full-time program is 48 weeks in length. The program is currently approved to admit 30 students two (2) times each year. The admission pattern for current classes is seen in the enrollment table below.

The following table represents **current and proposed** student enrollment based on current and proposed class starts and completions. The table indicates a **maximum enrollment of 55 students** during the period **March 2010 through August 2016**.

ENROLLMENT DATA				
CLASS DATES		#Students Admitted	#Students Current or Completed	Total Enrolled
Start	Complete			
3/10		30	25	25

ENROLLMENT DATA				
CLASS DATES		#Students Admitted	#Students Current or Completed	Total Enrolled
Start	Complete			
9/10		30	26	$25 + 26 = 51$
	2/11 (3/10 Class)		-25	$51 - 25 = 26$
3/11		30	25	$26 + 25 = 51$
	8/11 (9/10 Class)		-26	$51 - 26 = 25$
9/11		30	28	$25 + 28 = 53$
	2/12 (3/11 Class)		-25	$53 - 25 = 28$
3/12		30	27	$28 + 27 = 55$
	8/12 (9/11 Class)		-28	$55 - 28 = 27$
8/12		30	28	$27 + 28 = 55$
	2/13 (3/12 Class)		-27	$55 - 27 = 28$
2/13		30	25	$28 + 25 = 53$
	8/13 (8/12 Class)		-28	$53 - 28 = 25$
8/13		30	26	$25 + 26 = 51$
	2/14 (2/13 Class)		-25	$51 - 25 = 26$
2/14		30	24	$26 + 24 = 50$
	8/14 (8/13 Class)		-26	$50 - 26 = 24$
8/14	8/15	28	24	$24 + 24 = 48$
	2/15 (2/14 Class)		-24	$48 - 24 = 24$
2/15		10	9	$24 + 9 = 33$
	8/15 (8/14 Class)		-24	$33 - 24 = 9$
8/15	8/16	10	9	$9 + 9 = 18$
	2/16 (2/15 Class)		-9	$18 - 9 = 9$
6/15 <b>Proposed</b>		<b>10</b>		$9 + 10 = 19$
	8/16 (8/15 Class)		-9	$19 - 9 = 10$

## Licensing Examination Statistics

The following statistics furnished by Psychological Services, LLC (PSI), for the period April 2012 through March 2016, specify the pass percentage statistics for graduates of the Hacienda La Puente Adult Education Psychiatric Technician Program on the California Psychiatric Technician Licensure Examination (CAPTLE) and the variances from state average annual pass rates.

Psychiatric Technician Licensure Examination Data							
Quarterly Statistics				Annual Statistics*			
Quarter	# Candidates	# Passed	% Passed	State Average Pass Rate	Program Average Annual Pass Rate	State Average Annual Pass Rate [CCR § 2585 (I)]	Variance From State Average Annual Pass Rate
Jan - Mar 2013	5	3	60%	88%	73%	82%	-9
Apr - Jun 2013	7	7	100%	88%	<b>74%</b>	85%	<b>-11</b>
Jul - Sep 2013	11	7	64%	84%	<b>70%</b>	86%	<b>-16</b>
Oct - Dec 2013	11	8	73%	84%	<b>74%</b>	86%	<b>-12</b>
Jan - Mar 2014	15	8	53%	86%	<b>68%</b>	86%	<b>-18</b>
Apr - Jun 2014	22	14	64%	74%	<b>63%</b>	83%	<b>-20</b>
Jul - Sep 2014	2	1	50%	77%	<b>62%</b>	82%	<b>-20</b>
Oct - Dec 2014	15	8	53%	77%	<b>57%</b>	80%	<b>-23</b>
Jan - Mar 2015	6	3	50%	84%	<b>58%</b>	79%	<b>-21</b>
Apr - Jun 2015	22	18	82%	64%	<b>67%</b>	78%	<b>-11</b>
July-Sept 2015	20	11	55%	77%	<b>63%</b>	78%	<b>-15</b>
Oct-Dec 2015	10	5	50%	63%	<b>64%</b>	76%	<b>-12</b>
Jan - Mar 2016	<b>No Candidates Tested</b>			68%	65%	70%	-5

\*The Annual Pass Rate changes every quarterly period. It is calculated by dividing the number of candidates who passed during the current and previous quarters by the number of candidates who tested during the same period. If no data is available for the relevant period, the statistic is carried over from the last quarter for which data is available.

California Code of Regulations section 2585(I) states:

“The program shall maintain a yearly average minimum pass rate on the licensure examination that does not fall below 10 percentage points of the state average pass rate for first time candidates of approved psychiatric technician schools for the same period.”

Statistics furnished by PSI substantiate the program’s noncompliance with Section 2585 (I) of the Psychiatric Technician Rules and Regulations for eleven (11) of the previous thirteen (13) consecutive quarters. Further, statistics document that the program’s average annual pass rate was 11 to 23 percentage points **below** the state average annual pass rate for eleven (11) consecutive quarters (Quarter 2 – 2013 through Quarter 4 – 2015).

Based on the most current data available (January through March 2016), the program's average annual pass rate is **65%**. The California average annual pass rate for graduates from approved psychiatric technician programs who took the CAPTLE for the first time is **70%**. The average annual pass rate for the Hacienda La Puente Adult Education Psychiatric Technician Program is five (5) percentage points **below** the state average annual pass rate.

### **Faculty and Facilities**

Section 2588(c) of the Psychiatric Technician Rules and Regulations states:

"For supervision of clinical experience, there shall be a maximum of 15 students for each instructor."

The total number of Board approved faculty is four (4) including the program director. The director has 72% administrative duties and 28% teaching duties. All faculty are approved to teach in the clinical area.

Based on a maximum enrollment of 55 students, four (4) instructors are needed. Therefore, the number of current faculty is **adequate** for the current and proposed enrollment.

Section 2588 (b) of the Psychiatric Technician Rules and Regulations states:

"Schools shall have clinical facilities adequate as to number, type, and variety of patients treated, to provide clinical experience for all students in the areas specified by Section 2587. There must be available for student assignment, an adequate daily census of patients to afford a variety of clinical experiences consistent with competency-based objectives and theory being taught. Clinical objectives which students are expected to master shall be posted in client care areas utilized for clinical experience."

The program has clinical facilities that are **adequate** as to type and variety of patients treated to enable current and proposed students to meet clinical objectives, in accordance with Section 2588 (b) of the Psychiatric Technician Rules and Regulations.

### **Other Considerations**

On May 1, 2014, the Board notified the Hacienda La Puente Adult Education Psychiatric Technician Program of four (4) quarters of noncompliant pass rates on the licensing examination. The director was requested to submit a plan to improve student achievement and program pass rates.

On May 27, 2014, the director provided the required improvement plan. The program indicated the following **plans**:

1. Increase minimum score on the TABE to 11<sup>th</sup> grade average from 10<sup>th</sup> grade average.
2. Add requirements to the Pre-PT class, specifically an assessment of writing skills, reading comprehension, and critical thinking abilities. In addition,

Medical Terminology, math problems and an online Anatomy and Physiology assignment are planned.

3. Beginning August 2014, increase the minimum pass rate for Fundamentals of Nursing from 75% to 80% and add a mid – term and final examination.
4. Implement an online program that allows students to view videos and take quizzes, and for faculty to posttest assignments and study guides.
5. Currently evaluating test questions and final exam; test help will be provided online, and students will be required to repeat the semester if a test is failed a second time.

On August 25, 2014, the Board notified the program of five (5) quarters of noncompliant test scores. On October 2, 2014, the assigned consultant conducted a telephone conference with the program director regarding the action plan and pass rates. The director indicated the program was also increasing the amount of testing and reviews in the program and had brought in past graduates for exam reviews. The director was able to identify areas of poor performance on the licensing examination but had not planned curriculum revisions.

On November 17, 2014, the Board notified the program of six (6) quarters of non-compliant test scores and asked for documentation of implementation of the improvement plan.

On December 10, 2014, the Board received correspondence from the director describing the program's implementation of the improvement plan to date. The following actions were reported:

1. Implementation of the higher minimum on the TABE from 10<sup>th</sup> grade to 11<sup>th</sup> grade average will begin with the class admitted February 2015.
2. The program is considering raising TABE average to 12<sup>th</sup> grade with the next admission after February 2015.
3. More rigorous application process, including the addition of a written statement and essay prior to Pre-PT class, and additional requirements for the Pre-PT, to begin with the class admitted February 2015.
4. Increased minimum passing grade required for Fundamentals of Nursing began in August 2014. A total of six (6) students were required to repeat the course.
5. All instructors are now using Edmodo, an online program that allows students to view videos, take quizzes, complete assignments, and access study guides.
6. Current students are now averaging 86 – 88% on exams.
7. Review course after completion of program has been in place since August 2014; previous graduates are also encouraged to attend.

On February 19, 2015, the Board notified the program of seven (7) quarters of non-compliant test scores.

On May 13, 2015, the Board notified the program of eight (8) quarters of non-compliant test scores and notified the program of placement on the Board's August 2015 agenda for consideration of provisional approval.

On August 22, 2015, the Hacienda La Puente Adult School Psychiatric Technician Program was placed on provisional approval for the two – year period from August 21, 2015 through August 31, 2017, and issued a notice identifying specific areas of noncompliance and requirements for correction as referenced in Section 2581.1 (e) of the California Code of Regulations. Specified corrections included, but were not limited to, the program's requirement to obtain approval of the full Board prior to the admission of additional classes.

On March 15, 2016, the Board received correspondence from the director describing the program's comprehensive analysis of the program, specific actions taken to improve the program's pass rates, timeline for implementation and the effect of employed interventions (see Attachment C). The following actions were reported:

1. Increase the minimum score on TABE to 12<sup>th</sup> grade from 11<sup>th</sup> grade average.
2. Students have three opportunities in one year to score at 12<sup>th</sup> grade level on the TABE instead of repeatedly testing until they reach a passing score. A student is allowed to retake the TABE after a third attempt if they show proof of remediation and pass an adult basic education course.
3. Added requirement of an oral interview to the existing Pre-PT class. Existing criterion consists of interview questions, two letters of recommendation, and select quizzes on homework assignments, reading material, medical terminology, math, and the School Program Handbook.
4. Screening and selection process is the two part admission process of the program.
5. The program identified terminal objectives.
6. The program identified curriculum objectives.
7. Instructional plan was reviewed, and found to be cohesive and well written. Updated to include new textbooks and technology.
8. Enhanced skills lab with \$200,000 in new equipment.
9. The program identified theory and clinical objectives for each course.
10. Updated lesson plans with latest edition of required textbooks.
11. Updated all supplies, and textbooks in Basic Nursing, Drug Guide, Psychiatric Mental Health, Pharmacology, and NCLEX-PN Review. Invested \$200,000 in Skills lab equipment.

12. Instructors use Edmodo, an online interactive program that allows students to take quizzes, remediate, and fosters supplemental learning.
13. More detailed and exacting attendance policy is now followed and enforced. Clearer guidelines tardiness, absences, and no call/show. Limit absences to 2 per semester, 3 or more are now grounds for dismissal from the program.
14. More rigorous remediation policy, including placing limits on number of times students retake failed subject area exams.
15. As of March 22, 2016 the program implemented a Plan for Retention and Remediation of students who are identified as a risk of failure.
16. Increased number and format of evaluations of theory and clinical faculty, from two (2) to three (3) annually. An On-Line Survey for students was also added.
17. Perform evaluation of theory presentations, informally by students, and formally by psychiatric technician staff or an administrative member. Enhanced methodology in theory presentations by incorporating video technology and software.
18. More frequent evaluations of student achievement, including subject matter tests at mid-term. In addition, subject matter final exams are revised to include NCLEX style questions.
19. Continue to administer a comprehensive final exit exam as a diagnostic tool to assess level of cognitive performance.
20. Increased monitoring of student performance by instructors is done monthly, and at end of every course.

The consultant has a concern about the amount of program oversight by the director. From March 18, 2016 to March 29, 2016 the consultant was contacted by the administrator of the Hacienda La Puente Adult Education Psychiatric Technician Program, only. The issue was discussed with the program director and the administrator. The director indicated that the comprehensive analysis had been done by the administrator, with her assistance. Further, she submitted amended faculty/student assignment grids and enrollment data. She clarified information on the comprehensive analysis about the program's attendance and remediation policies, and student clinical evaluations.

On March 29, 2016 the consultant conducted a telephone conference with the program director about the comprehensive analysis, specifically the program's instructional plan, and remediation policy. The consultant inquired about how the updated textbooks are integrated into the curriculum. In addition, the consultant discussed with the director about the revised CAPTLE, including its impact on the program's curriculum and theory/clinical objectives. The program director indicated she had revised the curriculum on the instructional plan, however she did not mention any curriculum revisions in the course content, the course objectives or the student clinical evaluations.

The consultant has concerns about the program's evaluation methodology of student progress. The comprehensive analysis states students were given unlimited opportunities to pass exams and allowed to miss class without any recourse.

The consultant spoke with the director about this issue. The director indicated the program is revising the program's remediation and retention policy/plan. The plan has more rigor and structure, including measures that increase student accountability.

Further, the consultant has concerns about the program's compliance with their admission policy, whether students admitted into the program are fundamentally prepared for the program's academic rigor. On March 29, 2016 it was discovered that the program admitted four (4) students into the program with technical certificates, only, three (3) from the August 25, 2014 cohort, and one (1) from the August 24, 2015 cohort. The director did not give an explanation of these admissions when asked by the consultant to submit evidence of general education requirements, or its equivalency.

In addition, the consultant has concerns over the program's implementation of their previous Plan of Action to improve pass rates from May 27, 2014. The plan stated an increase in a minimum score on the Test of Adult Basic Education (TABE) from 10<sup>th</sup> grade average to 11 grade average, as an admission requirement would occur. This minimum average on the TABE increased to a minimum 11<sup>th</sup> grade level with the February 2015 cohort. Of note, is the program admitted a cohort in August 2014. The consultant spoke with the director about this issue. The director did not explain the delay. She indicated that to qualify for the program, the school has increased the minimum score on the TABE to 12<sup>th</sup> grade since August 26, 2015. Furthermore, the Plan of Action from May 27, 2014 stated changes would occur to the program's Pre-PT class including assessment of writing skills, reading comprehension, and critical thinking abilities. These changes occurred in February 2015.

Of significance, are the program's continued low pass rates. The program's average annual pass rate for Quarter 1 – 2016 is 65%, an increase from 64% in the previous quarter. It is noted that no program candidates were tested during this quarter. It is further noted that the students that will benefit from the Plan of Action are the cohorts who graduate February and August 2016. Therefore, this data is not reflective of the program's corrective actions. Further, no candidates

### **Recommendations:**

1. Continue the program's provisional approval through August 31, 2017.
2. Approve admission of one (1) class of ten (10) students to begin June 6, 2016 and graduating June 21, 2017.
3. Continue the program's requirement to admit no additional classes without prior approval by the full Board.
4. Continue the program's requirement to provide no less than one (1) instructor for every ten (10) students in clinical experiences.
5. Continue the program's requirement to bring its average annual pass rates to no more than ten (10) percentage points below the State average annual pass rate.

6. Require the director to submit a report in six (6) months, no later than October 1, 2016. The report must include an assessment of the program's support available to administer the program according to its Board-approved Curriculum, Policies and Procedures. It must also include an assessment of the programs resources.
7. Continue the program's requirement to submit a report to the Board in six (6) months, but no later than **October 1, 2016**, and twelve (12) months, but no later than **May 1, 2017**. The report must include a comprehensive analysis of the program, specific actions taken to improve program pass rates, timeline for implementation, and the effect of employed interventions. The following elements must be addressed in the analysis.
  - a. Admission Criteria.
  - b. Screening and Selection Criteria.
  - c. Terminal Objectives.
  - d. Curriculum Objectives.
  - e. Instructional Plan.
  - f. Theory and Clinical Objectives for Each Course.
  - g. Lesson Plans for Each Course.
  - h. Textbooks.
  - i. Attendance Policy.
  - j. Remediation Policy.
  - k. Evaluations of Theory and Clinical Faculty.
  - l. Evaluations of Theory Presentations.
  - m. Evaluations of Clinical Rotations and Their Correlation to Theory Presentations.
  - n. Evaluation of Student Achievement.
  - o. Current Enrollment.
8. Continue the program's requirement to comply with all approval standards in Article 4 of the Psychiatric Technicians Law commencing at Business and Professions Code Section 4530, and Article 5 of the Board's Regulations, commencing at California Code of Regulations, Title 16, Section 2580.
9. Continue the program's requirement to demonstrate incremental progress in correcting the violations. If the program fails to satisfactorily demonstrate incremental progress, the full Board may revoke the program's approval.
10. Failure to take any of these corrective actions may cause the full Board to revoke the program's approval.
11. Continue the program's placement on the **August 2017** Board agenda for reconsideration of provisional approval.

## Rationale:

1. For **eleven (11) consecutive** quarters, the program's average annual pass rates have been greater than 10 percentage points **below** the state average annual pass rate of first-- time candidates from approved psychiatric technician programs. However, the program's annual pass rate increased to 12 percentage points from 15 percentage points **below** the state annual average compared to the previous quarter. It is noted that the most recent quarter indicates progress that progress must be sustained.
2. The program delayed implementing elements of their previous improvement plan from May 2014. However, the program has shown effort to improve the program's passing rates. They have developed and implemented new attendance and remediation policies after consulting with the consultant about their comprehensive analysis. These two policies were not addressed in the program's previous improvement plan. By establishing these policies, this will then help eliminate potential root causes of the program's low pass rates. In addition, the program has revised their admission policy; updated textbooks; and increased frequency of student evaluations. The majority of the plan's elements have been applied to the August 24, 2015 cohort, graduating August 18, 2016. Therefore, consequences of the improvement plan will not be seen until after September 2016.
3. The director is responsible for the Hacienda La Puente Adult Education Psychiatric Technician Program, and their Vocational Nursing Program. Board staff will continue to monitor the support available to administer the program, including the program's ability to provide effective instruction to students. This supports the recommendation to approve the admission of the requested class.

Attachment A: History of Prior Board Actions.

Attachment B: Notice of Change in Approval Status Dated.

Attachment C: Program Correspondence Dated March 15, 2016.

# Agenda Item #12.C.2., Attachment A

## HACIENDA LA PUENTE ADULT EDUCATION PSYCHIATRIC TECHNICIAN PROGRAM

### History of Prior Board Actions

- On February 2, 2001, the Board approved Hacienda La Puente Adult School's request to begin a psychiatric technician program.
- On November 16, 2001, the Board approved initial accreditation of the Hacienda La Puente Adult School Psychiatric Technician Program for the four-year period from November 16, 2001, to November 16, 2005, and issued a certificate accordingly. Additionally, the Board approved the program's request to commence a class of 30 students on March 11, 2002 only.
- On September 6, 2002, the Board approved the program's request to admit a class of 30 students commencing September 9, 2002 only.
- On February 21, 2003, the Board approved the program's request to admit a class of 30 students commencing March 10, 2003 only, to **replace** students graduating March 6, 2003.
- On June 20, 2003, the Board approved the program's request to admit a class of 30 students commencing September 8, 2003 only, to **replace** students graduating August 28, 2003.
- On February 2, 2004, the Executive Officer approved the program's request to admit a class of 30 students commencing March 15, 2004 only, to **replace** students graduating March 4, 2004.
- On August 11, 2004, the Executive Officer approved the program's request to admit a class of 30 students commencing September 13, 2004 only, to **replace** students graduating September 2, 2004. Additionally, the program's request for ongoing admissions was approved to **replace** graduating classes only, with the stipulation that no additional classes are added to the program's current pattern of admissions without prior Board approval. The program's current pattern of admissions includes two (2) full – time classes of 30 students each calendar year in March and September.
- On September 16, 2005, the Executive Officer approved continued full accreditation for the Hacienda La Puente Psychiatric Technician Program for the four – year period from September 16, 2005, to September 15, 2009, and issued a certificate accordingly.
- On July 15, 2009, the program submitted its Program Records Survey for continued accreditation.

- On September 3, 2009, the Executive Officer approved continued full accreditation for the Hacienda La Puente Adult Education Psychiatric Technician Program for a four-year period from September 16, 2009, through September 15, 2013 and the Board issued a certificate accordingly.
- **On April 13, 2011, the Board approved a new program director.**
- On May 1, 2014, the program was notified of four quarters of low pass rates on the licensing examination.
- On May 27, 2014, the Board received correspondence from the program regarding an improvement plan for licensing examination pass rates.
- On August 25, 2014, the program was notified of five quarters of low pass rates on the licensing examination.
- On November 17, 2014, the program was notified of six quarters of low pass rates on the licensing examination. The program was required to provide documentation of implementation of the improvement plan.
- On December 10, 2014, the Board received the program's report on implementation of the improvement plan.
- On February 19, 2015, the Board notified the program of seven (7) quarters of non-compliant test scores.
- On May 13, 2015, the Board notified the program of eight (8) quarters of non-compliant test scores and notified the program of placement on the Board's August 2015 agenda for consideration of provisional approval.
- On June 9, 2015, the program forwarded the requested documentation in preparation for the August 2015 Board meeting.
- On August 5, 2015 program was approved to admit one (1) class of twelve (12) students to begin August 24, 2015, graduating August 18, 2016, only.
- On August 22, 2015, the Hacienda La Puente Adult School Psychiatric Technician Program is placed on provisional approval for the two – year period from August 21, 2015 through August 20, 2017, and issue a notice to the program to identify specific areas of noncompliance and requirements for correction as referenced in Section 2581.1 (e) of the California Code of Regulations.
- On March 15, 2016 the Board received the program's comprehensive analysis of the program and the names of all enrolled students, dates of admission, placement in the curriculum, and expected date of graduation.

## Agenda Item #12.C.2., Attachment B



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

Board of Vocational Nursing and Psychiatric Technicians  
2535 Capitol Oaks Drive Suite 205, Sacramento, CA 95833-2945  
Phone 916-263-7800 Fax 916-263-7855 Web www.bvnpt.ca.gov



### CERTIFIED MAIL

August 26, 2015

Sharon Anderson, M.S., R.N.  
Director, Psychiatric Technician Program  
Hacienda La Puente Adult Education  
14101 E Nelson Ave.  
La Puente, CA 91746

***Subject: Notice of Change in Approval Status***

Dear Ms. Anderson:

Pursuant to the action of the Board of Vocational Nursing and Psychiatric Technicians (Board) on August 21, 2015, the Hacienda La Puente Adult Education Psychiatric Technician Program has been placed on provisional approval for the two-year period from August 21, 2015 through August 31, 2017.

The purpose of this letter is to explain the areas of non-compliance identified and the corrections required of your program to avoid losing approval completely.

Once you have reviewed this letter, please sign and return the enclosed "Acknowledgement of Change in Approval Status" form by **Friday, September 15, 2015.**

#### **AREAS OF NON-COMPLIANCE (VIOLATIONS(S))**

In accordance with Section 2581.1(c) of title 16 of the California Code of Regulations,

"The Board may place any program on provisional approval when that program does not meet all requirements as set forth in this Chapter and in Section 2581..."

Section 2585(l) of title 16 of the California Code of Regulations states:

"The program shall maintain a yearly average minimum pass rate on the licensure examination that does not fall below 10 percentage points of the state average pass rate for first time candidates of approved psychiatric technician schools for the same period."

**Hacienda La Puente Adult Education**  
**Psychiatric Technician Program**  
 Notice of Change in Approval Status  
 August 26, 2015  
 Page 2 of 4

The program pass rates for the Hacienda La Puente Adult Education Psychiatric Technician Program for the past 13 quarters are set forth in the following table:

<b>Psychiatric Technician Licensure Examination Data</b>			
<b>Quarter</b>	<b>State Average Annual Pass Rate [GCR § 2585 (l)]</b>	<b>Program Average Annual Pass Rate</b>	<b>Variance From State Average Annual Pass Rate</b>
Apr - Jun 2012	79%	80%	+1
Jul - Sep 2012	82%	79%	-3
Oct - Dec 2012	81%	71%	-10
Jan - Mar 2013	82%	73%	-9
Apr - Jun 2013	85%	<b>74%</b>	<b>-11</b>
Jul - Sep 2013	86%	<b>70%</b>	<b>-16</b>
Oct - Dec 2013	86%	<b>74%</b>	<b>-12</b>
Jan - Mar 2014	86%	<b>68%</b>	<b>-18</b>
Apr - Jun 2014	83%	<b>63%</b>	<b>-20</b>
Jul - Sep 2014	82%	<b>62%</b>	<b>-20</b>
Oct - Dec 2014	80%	<b>57%</b>	<b>-23</b>
Jan - Mar 2015	79%	<b>57%</b>	<b>-25</b>
Apr - Jun 2015	78%	<b>66%</b>	<b>-12</b>

**REQUIRED CORRECTION(S)**

1. The Hacienda La Puente Adult Education Psychiatric Technician Program shall admit no additional classes without prior approval by the full Board.
2. The program shall provide no less than one (1) instructor for every ten (10) students in clinical experiences.
3. The program shall submit, under penalty of perjury, the names of all enrolled students, date of admission, placement in the curriculum, and expected date of graduation by **September 15, 2015**.
4. The program shall bring its average annual pass rate to no more than ten (10) percentage points below the State average annual pass rate.

5. The program shall submit a report to the Board in nine (9) months, but no later than **May 1, 2016**, and twenty – one (21) months, but no later than **May 1, 2017**. The report shall include a comprehensive analysis of the program, specific actions taken to improve program pass rates, timeline for implementation, and the effect of employed interventions. The following elements shall be addressed in the analysis.
  - a. Admission Criteria.
  - b. Screening and Selection Criteria.
  - c. Terminal Objectives.
  - d. Curriculum Objectives.
  - e. Instructional Plan.
  - f. Theory and Clinical Objectives for Each Course.
  - g. Lesson Plans for Each Course.
  - h. Textbooks.
  - i. Attendance Policy.
  - j. Remediation Policy.
  - k. Evaluations of Theory and Clinical Faculty.
  - l. Evaluations of Theory Presentations.
  - m. Evaluations of Clinical Rotations and Their Correlation to Theory Presentations.
  - n. Evaluation of Student Achievement.
  - o. Current Enrollment.
6. The program shall comply with all approval standards in Article 4 of the Psychiatric Technicians Law commencing at Business and Professions Code Section 4530, and Article 5 of the Board's Regulations, commencing at California Code of Regulations, Title 16, Section 2580.
7. The program shall demonstrate incremental progress in correcting the violations. If the program fails to satisfactorily demonstrate incremental progress, the full Board may revoke the program's approval.
8. Failure to take any of these corrective actions may cause the full Board to revoke the program's approval.

#### **FUTURE BOARD ACTION**

Your program will be placed on the **August 2017** Board Meeting agenda, at which point the Board may revoke or extend the program's approval. If you have additional information that you wish considered beyond the required corrections listed on pages 2 and 3, you must submit this documentation by the fifteenth day of the second month prior to the Board Meeting.

**Hacienda La Puente Adult Education**  
**Psychiatric Technician Program**  
Notice of Change in Approval Status  
August 26, 2015  
Page 4 of 4

**OTHER IMPORTANT INFORMATION**

Please be advised that, pursuant to the Board's regulations, the program will not be authorized to admit new classes beyond the established pattern of admissions previously approved by the Board. The established pattern of admissions approved by the Board is as follows: **Approval by the full Board is required prior to the admission of additional students.**

In the event your program is required to submit any report(s) as a corrective action pursuant to this notice, such reports are required in addition to any other reports required pursuant to section 2582 of the Board's regulations.

The program may not advertise that it has full approval, and should take steps to correct any ongoing advertisements or publications in that regard.

A copy of title 16, California Code of Regulations, section 2581.1, regarding provisional approval is attached for your reference. A complete copy of the Board's laws and regulations can be found on the Board's web site at [www.bvnpt.ca.gov](http://www.bvnpt.ca.gov).

Should you have questions, please do not hesitate to contact the Board.

Sincerely,

  
**JOHN BROOKS**  
Acting Executive Officer

Enclosures

cc: Board Members

JB: dgj



## TITLE 16 CALIFORNIA CODE OF REGULATIONS

### 2581.1. Provisional Approval.

- (a) Provisional approval means a program has not met all requirements as set forth in this Chapter and in Chapter 10, Division 2 of the Business and Professions Code.
- (b) Provisional approval shall be granted for a period determined by the Board.
- (c) The Board may place any program on provisional approval when that program does not meet all requirements as set forth in this Chapter and in Section 2581. If the program has not met all requirements at the end of the initial provisional approval period, provisional approval may be extended if the program demonstrates to the satisfaction of the Board a good faith effort to correct all deficiencies.
- (d) Any program holding provisional approval may not admit "new" classes beyond the established pattern of admissions previously approved by the Board. The admission pattern is defined by the number of students per class and the frequency of admissions for the six class admissions that immediately precede the Board action to consider provisional approval.
- (e) A program placed on provisional approval shall receive written notification from the Board. The notification to the program shall include specific areas of noncompliance and requirements for correction. A program's failure to correct delineated areas of noncompliance is cause for revocation of provisional approval.
- (f) A material misrepresentation of fact by a psychiatric technician program in any information submitted to the Board is cause for revocation of provisional approval.
- (g) A program whose provisional approval has been revoked shall be removed from the Board's list of approved programs. The status of students as potential applicants for licensure will be determined by the Board.
- (h) A program that is removed from the Board's list of approved programs subsequent to Board action based on the program's non-compliance with applicable regulations shall not reapply to establish a psychiatric technician program for a minimum period of one calendar year.

**Note:** Authority cited: Section 4504, Business and Professions Code. Reference: Sections 4511, 4515 and 4532, Business and Professions Code.



August 26, 2015

**TO:** Education Division

**FROM:** Hacienda La Puente Adult Education Psychiatric Technician Program

**SUBJECT:** *Acknowledgement of Receipt of Notice of Change in Approval Status*

I, hereby, acknowledge receipt of the following document with attachments.

- *Hacienda La Puente Adult Education Psychiatric Technician Program.  
Notice of Change in Approval Status*

Please sign and fax the Acknowledgement of Receipt of *Notice of Required Corrections* to the Board at (916) 263-7866 by Friday, September 15, 2015.

\_\_\_\_\_  
(Signature, Director)

\_\_\_\_\_  
(Date)

**Name of Program:** \_\_\_\_\_

**Please complete this form and fax to the Board at  
(916) 263-7866 by Friday, September 15, 2015.**



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

**Board of Vocational Nursing and Psychiatric Technicians**

2535 Capitol Oaks Drive Suite 205, Sacramento, CA 95833-2945

Phone 916-263-7800

Fax 916-263-7855

Web

[www.bvnpt.ca.gov](http://www.bvnpt.ca.gov)



## **CERTIFICATE OF PROVISIONAL APPROVAL**

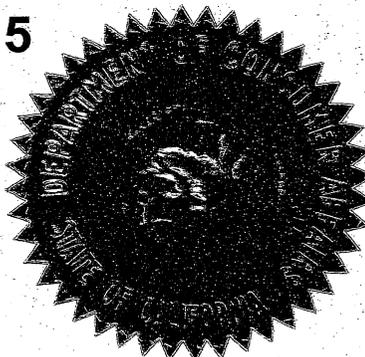
**For**

### *Hacienda La Puente Adult Education Psychiatric Technician Program*

This document reflects that the Board of Vocational Nursing and Psychiatric Technicians (Board) has provisionally approved the above-named program pursuant to Article 4 of the Psychiatric Technicians Law and Article 5 of the Psychiatric Technician Rules and Regulations. A copy of documents related to the provisional approval may be obtained by contacting the Board at the address above. A candidate's completion of an approved psychiatric technician program is partial fulfillment of requirements for the psychiatric technician licensure examination.

**Effective: August 21, 2015**

Todd D'Braunstein, P.T.  
President



**Expires: August 31, 2017**

John Brooks  
Acting Executive Officer

**PSYCHIATRIC TECHNICIAN PROGRAM**

**COMPREHENSIVE ANALYSIS**

**2016**



**HACIENDA LA PUENTE ADULT EDUCATION  
HEALTH CAREERS DEPARTMENT**

14101 East Nelson Avenue  
La Puente, CA 91746  
(626) 934-2816/7



**SUBJECT:**

**Hacienda La Puente Adult Education Psychiatric Technician Program-Consideration of Request to admit students in June of 2016.**

As a public institution the community looks to Hacienda La Puente Adult School for educational opportunities. We help our community by enhancing their educational experience and by having programs available to them that are affordable yet yield positive job placement outcomes. Our school helps change people's lives through education and our Psychiatric Technician program is an example of one of our training programs. Regrettably in previous years this program faced some barriers which lowered the quality of instruction, and affected the program's overall passing rate. Students need guidance, administration must positively support the learners and the health careers staff in meeting their overall objectives.

Fortunately this was all in the past; the Psychiatric Technician program at Hacienda La Puente has been revitalized. We now have new administration, motivated instructors and new sources of funding. We have made several changes that will help us ensure the success of our students. We can proudly say that this program is now poised to be one of the best in the country.

We have addressed all of the required criteria and would formally like to request to be placed on the agenda of the BVNPT meeting in May, 2016.

**a. Admission Criteria**

*First admissions criteria:*

Students must take the TABE Level A entrance exam. The TABE level A consist of five sections. Reading, Math Computation, Applied Mathematics, Vocabulary and Language in a timed environment. The exam is comprised of high school equivalent questions.

**Before:**

- Potential students were given The Test of Adult Basic Education (TABE) students scoring a level of **11<sup>th</sup>** grade were accepted into the program.
- If potential student did not score the required level he/she would be allowed to retest as many times as they wanted until they earned the score needed.

**Now:**

- Potential students will be accepted only if they score at a **12<sup>th</sup>** grade level.
- Students only get 3 opportunities during the year to score at a 12<sup>th</sup> grade level. If after the third opportunity they cannot score in the 12<sup>th</sup> grade range they are not allowed to retake the exam until they show proof that they have remediated and passed a basic adult education course.

### *Second admissions criteria:*

The second qualification for program entrance is the Pre-PT. The Pre-PT is a one-day, four hour class. During this class, students must turn in required paperwork (see below) and take additional exams. This class is set up in a group using round tables for group/instructor interactions.

- Required paperwork
  - Interview questions
  - Recommendation letters from two sources
  - Official high school transcripts
- Additional Testing
  - Quizzes are given to the students on the homework assignments they were given prior to the Pre-Pt and post TABE testing.
  - Self-concept reading material
  - Medical terminology
  - Math
  - Program handbook

In addition to these criteria, we now have an additional interview which helps us determine how articulate each of our potential students are.

### **b. Screening and Selection Criteria**

Our screening criteria is as follows:

Students must pass the entrance exam and the “Pre-PT” process.

### **c. Terminal Objectives**

Upon completion of the Psychiatric Technician program, the candidate will meet the following objectives in the process of planning and giving care to people with intellectual and developmental disabilities and/or mental illness.

1. Be responsible to the director of service who may be a physician, surgeon, psychiatrist, psychologist, rehabilitation therapist, social worker, registered nurse, or other professional personnel.
2. Act as an advocate for patients and protect patients’ rights.
3. Function within the scope of practice, fulfill legal responsibilities and demonstrate ethical behavior as a Psychiatric Technician.
4. Assist with using the nursing process to meet the physiological and psychosocial needs of individuals and provide competent, safe care and education to individuals.

5. Observe report and document pertinent information or changes in patients' condition accurately and within an appropriate time frame.
6. Communicate effectively with patients, visitors, peers members of the health care team and community.
7. Demonstrate awareness of the role of the Psychiatric Technician as a member of the health care team and persistently use the chain of command within the facility system.
8. Apply principles of problem solving and critical thinking to all situations.
9. Seek guidance in any situation in which he/she is unsure.
10. Display cultural sensitivity, caring and professionalism toward clients, families and staff.
11. Use the basic principles techniques of leadership and or supervision.
12. Continue to participate in activities which will increase and or update knowledge of Psychiatric Technician role and skills.

This policy is the same now as it was before the difference being that now all policies are enforced to their fullest capacity. The policies are reviewed with the students, allowing ample opportunity to discuss. Students sign a form acknowledging their adherence to school and program policies.

### **Curriculum**

Our programs curriculum objectives are listed for all of the following subjects:

1. Fundamentals of Nursing
2. Medical Surgical Nursing 1
3. Medical Surgical Nursing 2
4. Pharmacology 1
5. Nutrition
6. Growth and Development
7. Care of the Developmentally Disabled Patient Part 1
8. Pharmacology 2
9. Care of the Developmentally Disabled Patient Part 2
10. Gerontology
11. Leadership and Supervision
12. Pharmacology 3
13. Care of the Patient with Mental Disorder Part 1
14. Care of the Patient with a Mental Disorder Part 2

***Please see attached document.***

#### **e. Instructional Plan**

Our instructional plan was reviewed by our internal LVN/PT committee and it was determined that it was well written and cohesive. We updated it to reflect the use of new text book editions and new use of technology. We have also invested approximately \$200,000.00 in Skills Lab equipment in order to enhance instruction.

*Please see attached document.*

#### **f. Theory and Clinical Objectives for Each Course**

All of our Theory and Clinical Objectives correlate with BVNPT mandates.

*We did not and scan these as it would have been too large of a file. However, these objectives are available at the school site for your review or can be mailed to you at your request.*

#### **g. Lesson Plans for Each Course**

Our lesson plans have been updated to include the latest edition of all of the required text books. They also reflect a tendency to be more technological up to date as our students are now required to do several assignments on Edmodo and research on software applications, and YouTube.

*We did not and scan these as it would have been too large of a file. However, these items are available at the school site for your review or can be mailed to you at your request.*

#### **h. Textbooks**

All of our textbooks and supplies have been updated.

We are asking students to purchase the latest editions of the following books:

- Rosdahl-Textbook of Basic Nursing
- Rosdahl-Textbook of Basic Nursing-Study Guide
- Wilson Nurses Drug Guide
- Townsend – Psychiatric Mental Health /Nursing
- Woodrow- Essentials of Pharmacology for Health Occupations
- Woodrow Study Guide
- Silverstri- Suanders Comprehensive Review for NCLEX-PN exam

*We are also using EDMODO (educational interactive software that allow student-teacher interaction where PowerPoints, quizzes, objectives can be posted) and several online options for remediation and supplemental study, for example the Mt. San Antonio College Psychiatric Technician review.*

*Students are encouraged to download the RN NCLEX and PN NCLEX computer app as another study resource. Students are encouraged to study in our new resource/study hall in which they have access to computers and other study material.*

### **i. Attendance Policy**

Regular attendance has always been stressed at Hacienda La Puente Adult School. Attendance policies are more strictly enforced.

The policies are as follows:

*Reporting Theory/Clinical tardiness or absence:*

- The student must notify the Health Careers **instructor** (before it was not specified who the students should call, office, admin or instructor.) if arrival at any theory class will be delayed from the beginning of the class, or if the student will be absent. This call must be placed at least 30 minutes prior to the start time of class or the no show no call policy will take effect.
- A no show no call will be placed on disciplinary contract, two “no show no call” will result in dismissal from the program. (Before students were rarely dismissed for excessive no call no show)

Excessive absences are defined as absences that result in the inability of a student to meet theory or clinical objectives and BVNPT requirement hours. Therefore excessive absences are now grounds for dismissal—before students were just placed on disciplinary contracts.

*Tardies:*

#### **Before:**

Several warnings were given to students by the instructor but no real consequences were ever followed through.

#### **Now:**

Students are allowed 3 tardies per semester.

- The first tardy will result in a verbal warning.
- Second tardy will result in referral to administration office
- Third tardy is grounds for dismissal

Also there is now positive reinforcement-anyone with perfect attendance gets their names sent to an opportunity drawing —two names are picked, those names are given to administration for acknowledgment a free lunch.

### **j. Remediation Policy**

Students who fail to meet theory objectives and have obtained a subject grade of less than 75% shall have an opportunity to convert that grade to 75% in up to two subjects while remaining the programs. Students who wish to remediate a theory subject grade of less than 75% shall meet with the instructor of the failed class and make a written plan for remediation to include a time line will be implemented.

**Before:**

Failing students were given an excessive amount of opportunities to remediate, and retake the same exam.

**Now:**

If after remediation a student still does not meet the 75% or greater requirement and continues to fail a third subject they will be dismissed from the program. Students that have been dismissed for academic reasons will be allowed to return to the program the following semester and **must start the semester from the beginning.**

We noticed that several of our students were taking the BVNPT NCLEX exam 2 to 3 months after they had graduated. One of the main changes to our program is that we now invite our graduated students to come back to use our **new Health Careers Resource/ Study Hall, free of charge** allowing them to review and prepare for their Board exam. Instructors are also made available to tutor students.

**k. Evaluations of Theory and Clinical Faculty****Before:**

2 Evaluations a year were performed by health careers administrator.

**Now:**

Several evaluations are taking place:

- We use a software named Netchmia Talent Ed. – <http://talentedk12.com/products/talented-perform/>
- We have student surveys on our website. That also help us evaluate instruction. <http://www.hlpschools.org/teacheval>
- 3 formal evaluations by Program administrator per year with several program meetings in between.

**l. Evaluations of Theory Presentations**

We evaluate the theory presentations in two different methods. Informally via student surveys and formally by having either a PT staff or administrative members visit the classroom while theoretical content is being presented.

Each evaluation has several steps:

- A pre-evaluation meeting
- Instructors submit lesson plans and ensure that the educational standards are met according to California Teaching standards and at the same time conforming to Board approved PT curriculum
- Lessons are observed-recommendations are posted.
- Post observation conference is scheduled and recommendations are reviewed.

We have also added more use of technology to our presentations—PowerPoint Presentations, YouTube Videos, Edmodo and Kahoots. Special training was given to instructors in the use of software.

#### **m. Evaluations of Clinical Rotations and their correlation to Theory Presentations**

##### **Before:**

Pre and post conferences were not as detailed.

##### **Now:**

- Correlation between theory and clinical experiences are reviewed to ensure correlation.
- Objectives are reviewed for the clinical day.
- Reminders of bedside manner are also reviewed
- Case studies are presented and discussed.
- Guest speaker from the clinical site are invited to share their personal experiences.

#### **n. Evaluation of Student Achievement**

##### **Before:**

- Quizzes-multiple choice
- Homework
- Final exam.

##### **Now:**

1. All instructors give periodic examinations using a variety of formats
  - a. Quizzes-
    - i. have also been revamped to reflect more scenario and critical thinking skills
    - ii. they are given weekly via Edmodo
  - b. **a mid-term** –newly added
  - c. Students also need to pass a supervised 240 question Mt. San Antonio College Review exam with 85 %.
  - d. Final exam.-revamped using Mosby or Saunders PN NCLEX review books and RN NCLEX review (psychiatric nursing module).
  - e. Final exit exam containing Medical/Surgical, Developmentally Disabled and Mental Disorders content.

2. All instructors give assignments to be completed by students with the aim of increasing student knowledge of curriculum objectives. Instructors will evaluate designated assignments for evidence of learning. There will be oral presentations, chapter recall questions and critical thinking questions.
3. Student attain the following skills at a passing grade of 75% or better in order to complete the program. Regular attendance, participation in group discussions and in class assignments. Professionalism when working on assignments in class.
4. At the end of every course but at least every month instructors will examine grades to determine if a student is maintaining a 75% average in current classes.
5. Students/Instructor will carry clinical objectives to clinical site for reference and instructors document student completion of clinical objectives weekly.

**o. Current Enrollment**

**Before:**

We had big classes of 30 students.

**Now:**

Classes are smaller- 10 students, February 2015.

*Please see attachment for current enrollment information.*