

SCHOOL POLICIES/COURSE SYLLABUS

PARKVIEW SCHOOL OF PHLEBOTOMY

DESCRIPTION AND HISTORY

(11/16)

Parkview Medical Center is a private, non-profit organization operated under a license from the State of Colorado. Parkview was founded in 1923. We currently have 350 acute care beds and 30 beds for the treatment of drug and alcohol abuse. Parkview Medical Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The hospital is located at:

400 West 16th Street

Pueblo, CO 81003

The laboratory is located on the ground floor in the west wing of the main hospital building.



FACULTY

(11/16, 11/19)

Medical Director of Laboratory	Paul McCarthy, M.D.
Administrative Director of Laboratory	Jenney Mead, MBA, MLS(ASCP) ^{CM}
Program Director	Hallee Waye, MS, MLS(ASCP) ^{CM}
Lab Supervisor – Clinical Support	TBD
Phlebotomy Educator	Jaimie Wells, PBT (ASCP) ^{CM}
Point of Care/LIS Coordinator	Barbara Phillips, BS, MT(ASCP)

DIRECTORY OF IMPORTANT PHONE NUMBERS

584-4429	Jennifer Mead	585-2528	Hallee Waye
584-4261	Nick Jimenez	595-8494	Jaimie Wells
584-4440	Drawing Room	584-4845	Outpatient Laboratory

PROGRAM STRUCTURE

(11/16, 11/19)

There is a mandatory pre-orientation day that is held prior to the start of the program which allows accepted applicants to complete all necessary paperwork per acceptance requirements. The program is 14 to 15 weeks, depending on the phlebotomy educator’s schedule. Students begin the program with 2 weeks of lectures. The clinical rotation begins immediately after and includes a required 10 weeks of clinical experience. In addition, one week is designated as a make-up week that allows students to complete the clinical skills necessary for graduation. The program concludes with one week of review that includes a comprehensive exam covering all material. If the program is set at 15 weeks, a one week break is included (see phlebotomy educator for more information).

HOURS & PROGRAM SCHEDULE

(11/16, 11/19)

Student hours will be Monday through Thursday, 7:00 am to 3:30 pm, and Friday from 8:00 am to 10:00 am, during the first two weeks of the program. Clinical rotation will be comprised of two of the following rotation dates/times for the remaining 10 weeks:

Monday: 5:00 am to 10:00 am	Monday: 10:30 am to 3:30 pm
Tuesday: 5:00 am to 10:00 am	Tuesday: 10:30 am to 3:30 pm
Wednesday: 5:00 am to 10:00 am	Wednesday: 10:30 am to 3:30 pm
Thursday: 5:00 am to 10:00 am	Thursday: 10:30 am to 3:30 pm

It is recommended that students choose one morning rotation and one afternoon rotation on separate days. Rotation days and times are subject to availability and at the discretion of the phlebotomy educator. During the mandatory pre-orientation day, the phlebotomy educator will work with the accepted applicants to determine their preference for rotation days/times and create a rotation schedule. Students are not guaranteed their preferred rotation days/times.

COURSE DESCRIPTION & GOALS

Lecture, reading, and homework will cover the basic theory of phlebotomy. Clinical rotations will cover the psychomotor practice of phlebotomy. The goal of this course is to provide students with the knowledge, understanding, and skills necessary to function as an entry level phlebotomist.

ENTRY LEVEL COMPETENCIES

(11/16)

In order to pass the program the student must be able to meet the following competencies. By the end of the program phlebotomy students must be able to:

1. Defend the importance of phlebotomists in health care.
2. Describe and follow safety guidelines. Utilize standard precautions and transmission based precautions when appropriate. Given a situation, recommend precautions to prevent the spread of infection.
3. Perform routine venipuncture and specialized venipuncture for pediatrics, difficult draws, blood cultures, and blood bank specimens following the current standard of care.
4. Troubleshoot failed phlebotomy and adverse effects of phlebotomy.
5. Perform capillary puncture on adults and/or children.
6. Describe and recommend methods and equipment for arterial puncture procedures following the current standard of care.
7. Propose methods to prevent pre-analytical errors in laboratory results.
8. Evaluate the acceptability of specimens for laboratory testing. Receive and process specimens in the laboratory.

OBJECTIVES, LEARNING ACTIVITIES, & EVALUATIONS

(11/16, 11/19)

1. Objectives

Objectives will be given to the students for each section of material. The objectives supply the students with the specifics of what they need to know/be able to perform for that section.

2. Learning activities will be assigned in order to help the student meet the objectives for the section.

A. Homework Assignments

Homework is due on the date assigned, no exceptions. Late homework will not be

accepted. Homework assigned during the first two weeks of the program is due on the following day at the start of class. Homework assigned during the clinical rotations will be due during the first rotation of the following week.

B. Practical Experience & Phlebotomy Checklist

A phlebotomy checklist will be given to the student to complete. Students must complete 100 documented successful draws in order to graduate from the program. It is the student's responsibility to ensure that checklist requirements are completed. It is the student's responsibility to give the checklist to the phlebotomy educator to be initialed. Students will not be allowed to graduate from the program without completing the phlebotomy checklist.

C. Lectures are given on various subjects pertinent to the profession.

3. Quizzes, exams, and other evaluations will be given in order to ascertain the student's mastery of the objectives.

A. Lecture quizzes will be given on the next lecture day. (Lecture on Monday, quiz on Tuesday; lecture on Tuesday, quiz on Wednesday) If a student flunks a lecture quiz (scores less than 72%), then the student will re-take the quiz within one week. The quiz grade used to calculate the overall grade for the course will be an average of the two quiz grades. If a student misses a lecture quiz, the student will take the quiz on the same day as the next lecture they attend.

B. Written exams

Periodically, written exams will be given that cover material from a given section of material. There may be some questions that **MUST** be answered correctly in order to pass the exam. The student must make at least a 72% on all written tests. Any exams with a grade of less than 72% must be retaken within one week. The grade given will be the average of the two tests. If a grade of less than 72% is received on the repeat exam, a conference will be held with the program director to determine what remedial action must be taken.

C. Course final exam

A course final exam will be given on during the last week of the program (Monday – Thursday, 5:00 am to 3:30 pm by appointment only).

GRADES

(11/16, 11/19)

Final grades are calculated from written exams, homework assignments, practical exams, practical work, lecture quizzes, and other lecture grades.

The final grade is based on:

Homework/ Workbook	555 points
Written exams	200 points
Phlebotomy checklist	200 points
5 Lecture quizzes	180 points
8 Clinical Chapter Quizzes	365 points
<u>Final exam</u>	<u>200 points</u>
Total points possible	1700 points

Final grades are assigned a letter according to the following scale:

<u>% Correct</u>	<u>Letter Grade</u>
92-100	A
82-91	B
72-81	C
71 and below	Failing

Minimum Passing Score: Students must have an average of at least 72% to graduate from the program.

PARKING

(11/16)

Parking around the hospital is limited. Students are required to park in or around the Parkview Employee Lot at Santa Fe and 12th Street. The parking permit must be displayed on the rear view mirror. Students that fail to follow this policy may be ticketed by Parkview Security or the city of Pueblo and/or the student's vehicle towed at the student's expense.

BREAKS

(11/16, 11/19)

During the first two week, (lecture period), students will be given periodic breaks throughout the morning and afternoon, as well as a 30 minute lunch break. During the clinical experience students are allowed a 30-minute break. Failure to follow policies regarding work schedule, breaks, or lunch periods can result in disciplinary action (see policy below).

PUNCTUALITY

(11/16, 11/19)

Students are required to be punctual. It is expected that students will be at the appointed meeting point by the indicated start time. If a student anticipates he/she is going to be late, he/she MUST notify the phlebotomy educator via text message.

POLICIES ON VACATION, SICK LEAVE AND ABSENCES

(11/16, 11/19)

1. Holidays and Vacations
 - A. Students are scheduled off the following holidays if they occur during the program:
 1. The 4th of July
 2. Memorial Day
 3. Labor Day
 4. Thanksgiving (Includes Thursday and Friday)
 5. Christmas
 6. New Years

2. Sick Leave and Absences
 - A. **When a student is unable to attend a lecture or clinical rotation, the student must notify the Phlebotomy Educator via text message BEFORE the appointed start time.**
 - B. Whenever the student is absent, it is the student's responsibility to make arrangements with the phlebotomy educator to make up all theoretical and practical work that was missed. If the student misses lecture, it is the student's responsibility to obtain the lecture notes from another student.
 - C. In special cases, students may make arrangements to have time off. Arrangements to make up the time must be made with the phlebotomy educator.

3. Funeral Leave
 - A. For a death in the immediate family, a student is allowed up to three days leave. Immediate family is defined as your spouse, parents, children, brothers, sisters and grandparents. Students will need to make up the time in order to complete the program.

EXPENSES

(11/16, 11/19)

1. No tuition is charged by the hospital. The program is not eligible for course credit at any college or university.

2. Housing, uniforms, transportation, and health insurance must be provided by the student. Students are required to have health insurance.
3. Books: Students are required to purchase his/her own textbook. Currently, the only textbook required is:

McCall, Ruth. Phlebotomy Essentials 7th Edition.

If a student drops out of the program, there is no refund on books or materials.
4. Meals are not provided for the students, but students can purchase meals in the cafeteria at employee prices. The student must be wearing their nametag in order to receive the employee discount. The hospital cafeteria is open 6:30 A.M. to 6:30 P.M.
5. Students are required to have Healthcare Provider CPR certification. This certification is to be obtained through a hospital provided course, which will have an associated instruction fee. More information is provided to applicants upon acceptance into the program.
6. All offers for a position in the phlebotomy program are contingent upon passing a background check (\$45) and drug screen with a breathalyzer (\$52). The fees are set by a third party and are thus subject to change.

LABORATORY DRESS GUIDELINES

(11/16, 11/19)

Careful grooming, neat appearance, and good habits of personal hygiene symbolize for patients, visitors, and employees a high degree of professionalism and responsible work standards. In addition to being courteous and efficient, it is important that students contribute positively to our public image. Proper dress is essential in conveying this image.

1. Parkview Medical Center follows a “Color by Discipline” dress code. All students must wear matching khaki scrub tops and scrub pants. Per hospital policy, students are not allowed to wear a T-shirt (even a Parkview T-shirt) in place of a scrub top. Students are responsible for laundering their own uniforms. For more information, see the phlebotomy educator.
2. Students will wear all PPE required for the tasks performed including gloves and eye protection. Information on what PPE is required for specific tasks will be provided by the phlebotomy educator.
3. Shoes: Appearance, safety, and quietness are the main considerations. Students may wear tennis shoes or nursing shoes. Shoes are to be clean and in good repair. Sandals, clogs, and other types of shoes that expose portions of the feet are not permitted.
4. Excessive jewelry shall not be worn. Dangling earrings or dangling necklaces are not recommended.

5. Hair shall be clean and neatly groomed. For safety, long hair shall be pulled back or worn up. Beards are acceptable if they are clean and neatly trimmed.
6. Cosmetics and perfume: No cologne, perfume, or scented lotions are permitted.
7. I.D.: All students are required to wear nametags. These will be provided by the hospital at no charge to the student.
8. Because of the increased number of scientific reports linking higher numbers of microorganisms and fungi cultured from the fingertips of personnel wearing artificial nails, artificial nails may not be worn by students. Natural nails should be kept clean and short (no more than ¼ inch past the tip of the finger). Natural nails may not be pierced. If polish is worn it cannot be chipped, cracked, or peeling because this increases the bacterial count on the nail.

ACCEPTABLE CONDUCT

(11/16)

The student will follow all policies set forth by Parkview Medical Center. The hospital's policies (in addition to this document) are available on the hospital's intranet site from any Parkview computer. Students will conduct themselves in a professional and ethical manner at all times. Students will strive to meet the affective objectives for the program by demonstrating:

1. Initiative
2. Cooperation
3. Communication skills
4. Integrity and professional ethics
5. Responsibility

Students will be given a copy of the affective objectives for the program at the beginning of the program. Students will be evaluated based on the criteria required to meet each affective objective by the phlebotomy educator midway through the program and at the end of the program. If a student is not meeting the affective objectives then evaluations may occur more frequently at the discretion of the Phlebotomy Educator.

SAFETY

(11/16)

The laboratory worker is the potential victim of injuries, illness and death stemming from a variety of sources. Since our main duties entail the testing of biological specimens from sick patients, disease represents the greatest single hazard to the worker. It is imperative that the student be aware of these hazards and takes all precautions necessary to prevent injury to self and others.

1. Each student shall comply with all of the hospital and laboratory safety policies.
2. Students will receive safety training before entering clinical areas.
3. Food and Beverages:

Eating and drinking in specimen handling areas is the prime vector of disease among laboratory personnel. Food and beverages shall be taken to the appropriate eating areas for consumption. Food and beverages brought to the laboratory/hospital should be stored only in refrigerators in break room areas. Other refrigerators found in the laboratory are to be used for specimen and reagent storage only.

INJURIES

(11/16)

Since phlebotomy involves the use of potentially injurious agents, injuries may occur. In case of injury, the student will immediately notify the phlebotomy educator and the program director. The student will be taken to the Employee Health Nurse or to the Emergency Room for medical care. The Employee Health Nurse and student will fill out the accident report together.

PHLEBOTOMY

(11/16)

Students are only allowed in the outpatient lab or clinical areas if accompanied by the phlebotomy educator or other designated instructor. Students will begin by performing phlebotomy only on Parkview staff members or other students. Students may not begin to draw patients until the student is given permission by the phlebotomy educator, program director, or lab supervisor of clinical support. Students may not draw blood unless the phlebotomy educator or another designated phlebotomy instructor is present. Students must inform patient that they are a student. Patients have the right to decline phlebotomy from a student. While performing phlebotomy, students are not allowed to attempt phlebotomy on the same patient more than twice. If a student cannot obtain blood from a particular patient, the phlebotomy educator or phlebotomy instructor supervising the procedure will obtain the blood. Students are only allowed to draw blood alcohol levels, blood cultures, and specimens for blood banking purposes under the direct supervision of the phlebotomy educator.

PRISON INMATES

(11/16)

Students will not be allowed to have contact with inmates. Students may not perform phlebotomy on inmates or watch procedures (such as bone marrow taps) on inmates.

INVASIVE PROCEDURES

(11/16)

A student must notify the program director if he/she accompanies a medical laboratory scientist to watch a bone marrow tap or other invasive procedure (excluding phlebotomy). If possible, the student should notify the program director before the procedure occurs.

SMOKING

(11/16)

The Parkview campus is a smoking-free facility. Smoking is prohibited in all buildings at Parkview Medical Center, and in all areas outside the buildings that qualify as Parkview property. If a student wishes to smoke, he/she must leave Parkview property to do so.

CELL PHONES

(11/16)

Students must follow hospital and departmental policies regarding the use of personal cell phones. Students are not permitted to have cell phones on their person while during the phlebotomy program. Students may utilize cell phones in break rooms, the hospital cafeteria, or phlebotomy classroom during break periods. Cell phone use is not permitted in hallways,

entrances, or patient care areas. In the event of an emergency, the student may be contacted at 584-4405. The lab secretaries will forward the call to the phlebotomy educator or area where the student is located. Other electronics such as IPODs, ear buds, etc. may only be utilized in the classroom or break room during break periods.

CONFIDENTIAL INFORMATION

(11/16)

No information is more confidential than that contained in a medical record. Students have the same obligation as employees to maintain this confidentiality. Facts about the patient that are pertinent to his/her care may be relayed only to those concerned with the treatment program. Such matters should not be discussed within hearing distance of the patient unless it can be stated in his/her presence.

Laboratory personnel are not allowed to give laboratory results to the patient. Patients can obtain laboratory results from Medical Records by signing a release or accessing the patient care portal online. If a student is asked for laboratory results then he/she should defer the question to the phlebotomy educator or another phlebotomy instructor.

COMPUTER CONFIDENTIALITY

(11/16)

(IT Policy)

Students will have access to Meditech (Hospital Computer System) and **must** understand:

1. State and Federal laws protect confidentiality of medical information.
2. It is a FELONY to disclose health information to another person without authorization.
3. The penalties for the basic offense include a fine up to \$50,000 and/or PRISON up to five years.
4. Parkview can, and does check who accesses what records on the Meditech system.
5. Parkview will take disciplinary action, up to and including discharge, for breach of confidentiality.

You may access patient and/or employee information **ONLY AS NECESSARY TO CARRY OUT HOSPITAL BUSINESS OR PATIENT CARE.**

DO NOT: Look up patient information unless you need it to perform your work tasks.

DO NOT: “Cruise” Meditech for any reason.

DO NOT: Look up your own or family members’ medical information (NO, you cannot look up even your own without a written request submitted to Medical Records.)

Patient/Employee confidentiality must be protected at all times!!

PROBATION AND DISMISSAL FROM THE PROGRAM

(11/16, 11/19)

An unsatisfactory rating in technical performance, on examinations, or in attitude may cause the student to be placed on probation. Failure to improve in any of the unsatisfactory areas will be cause for dismissal from the program. (See Disciplinary Procedure for Probation).

A. EXAMINATIONS

Students must obtain at least a 72% on each examination. Students who achieve less than 72% on any single examination must retake the examination within 1 week. If a grade of less than 72% is received on the repeat exam, a conference will be held with the program director to determine what remedial action must be taken and student will be placed on academic probation. Failure to achieve at least a 72% on an examination during academic probation may result in the dismissal of the student from the program.

B. PRACTICAL PERFORMANCE

The student must demonstrate to the phlebotomy educator the ability to perform phlebotomy at minimal performance levels (as defined in the phlebotomy checklist and/or objectives). If the student cannot perform phlebotomy after the training period and adequate practice time, the student will be counseled by the phlebotomy educator and program director and placed on probation. If the student is unable to perform the tests at minimal performance level by the end of the probation period, the student will be dismissed from the program. Students that cannot perform at the minimum performance level will not be permitted to graduate.

C. UNACCEPTABLE ATTITUDES

The following can lead to immediate dismissal from the program:

1. If the student is caught cheating on examinations or falsifying information.
2. Using threatening or abusive language toward a patient, physician, employee, visitor, or fellow student.
3. Student refuses to follow instructions given by the phlebotomy educator or others in authority.
4. Breach of patient confidentiality.
5. Theft or misappropriation of hospital property.
6. Deliberate or careless damage to hospital property.
7. Possession of or under the influence of alcohol or drugs.
8. Deliberate actions that physically harm or could lead to the physical harm of patients, physicians, employees, fellow students, or visitors.

The following can result in disciplinary action (Verbal warning, written warning, and then dismissal):

1. Excessive unexcused absenteeism or tardiness, or misuse of sick leave will result in counseling by the program director and if continued will result in dismissal from the

- program.
2. Inefficient or careless performances of duties, including failure to maintain proper standards of patient care.
 3. Smoking on hospital grounds.
 4. Violation of lab or hospital fire/safety regulations.
 5. Failure to follow policies regarding the clinical schedule, breaks, or lunch periods.
 6. Failure to follow hospital policies or school policies.
 7. Swearing, inappropriate language, yelling, or loud arguing on hospital grounds.
 8. Failure to cooperate or work professionally with other students, patients, visitors, staff, or others.
 9. Failure to follow the appropriate standards of conduct (see acceptable conduct section of these policies).

DISCIPLINARY PROCEDURE FOR PROBATION

(11/16)

In order to achieve high quality of patient care, it is necessary to observe standards of conduct and performance. A student's failure to conform to standards results in counseling and disciplinary procedure. The primary purpose of this procedure is to correct unacceptable behavior or level of performance. If the student's improvement is not perceived to be sufficient to meet standards, the student may be dismissed from the program.

PROCEDURE:

1. A three-step disciplinary process is used in most instances, depending on the severity of the issue:
 - A. Counseling and verbal warning that competency and/or behavior must be improved. The program director and phlebotomy educator discuss the problem with the student. The program director keeps notes of the date and subject of the discussion as a memory aid. No formal documentation is required.
 - B. If the student's competency or behavior does not improve, the student is given a written warning and placed on probation.
 1. When the program director is considering a written warning, the Director of the Laboratory will be consulted. V.P./Human Resources may be consulted at the discretion of the Lab Director before it is discussed with the student. The Laboratory Director may call a supervisors' meeting to discuss the problem if she/he deems it appropriate.
 2. The student will have a meeting with the program director and the phlebotomy educator. Terms of the probation will be discussed. The written warning is given to the student and the student signs the document to show that it was received. The original copy becomes part of the student's file and the student is given a photocopy.
 3. Because total performance is considered, if the student is on probation for

one type of problem, and another type of problem occurs, it is not necessary to start the process from the beginning.

- C. If sufficient change does not take place, the student may be dismissed from the program. When dismissal is considered the Parkview VP of Human Resources will be consulted for guidance.
- D. In the event that a student is dismissed from the program, no refunds will be given on books, fees, or any other expenses paid by the student.

2. There can be no specific guide as a substitute for the judgment of the program director when evaluating the severity of an individual problem. The perceived severity of the disciplinary problem may dictate bypassing the verbal or written warning/probation. The process may be abbreviated after consulting with the VP/Human Resources and a review of the situation. When a serious problem is identified, the Lab Director or program director may send the student home. The student may not return to class until an investigation is completed. If the student is dismissed, the effective date of discharge is the date she/he was dismissed from school.

ACADEMIC & NON-ACADEMIC GRIEVANCE PROCEDURES (11/16)

- I. When a student has a grievance or complaint, the first step is for the student to fill out a complaint form. It is the student's responsibility to state all of the facts clearly. The complaint form will be turned in to the program director. The complaint form will be kept to document the process and resolution of the complaint in a complaint file.
 - A. Each student has the basic responsibility of defining the question or problem on the complaint form and offering solutions, and has the right to a response. The program director will respond to the student either verbally or in writing. Problems are solved and questions answered at this stage in most cases.
 - B. The second step of the Problem Resolution Procedure is a formally documented discussion with the program director.
 1. It is the student's responsibility to state all of the facts clearly so that the program director understands the problem.
 2. The program director may take up to five working days to respond. This allows time to gather further information.
 - C. If the program director's response does not settle the matter to the student's satisfaction or if the student does not receive a response in the allotted time, the student may discuss his/her problem or question to the laboratory director.
 1. The student should present all of the facts and clearly describe the proposed solution.
 2. The laboratory director will respond in writing within five working days.
 3. The response will also describe the proposed solution.
 4. Any time the Problem Resolution Process reaches this level of meeting with the laboratory director, all documentation relating to the process is placed in the student's file, unless otherwise agreed upon by all parties involved.

- D. The role of the V.P./Human Resources of Personnel is that of a facilitator in this process. The student may go to personnel to discuss the issue and use the V.P./Human Resources as a sounding board. The V.P./Human Resources is also available to assist the student in putting the issue in writing. The V.P./Human Resources may also work with the laboratory director in forming the response. Personnel will be a resource to all concerned.
 - E. Should the complaint still remain unresolved the student may request that the V.P./Human Resources review his/her written request. A meeting shall be scheduled which shall include all parties involved in the previous step. The decision of the of V.P./Human Resources is final.
- III. This Problem Resolution Process is the formal way in which problems are resolved. Proper procedure will not have been followed unless the procedures described here have been strictly followed.
 - IV. Discrimination and alleged sexual harassment is exempt from the Problem Resolution Process and is reported directly to the V.P. of Human Resources.

STUDENT WITHDRAWAL POLICY

(11/16)

When a student decides to withdraw from the program, he/she shall submit in writing a letter stating the reason(s) why she/he is withdrawing from the program. The student should schedule a meeting with the program director to discuss the withdrawal at the time the letter is submitted. No refunds will be given by Parkview Medical Center for books, fees, or any other expenses paid by the student.

POLICY WHEN APPLIED EXPERIENCE CANNOT BE GUARANTEED (11/16)

The required clinical experience for each student occurs in the main hospital at Parkview Medical Center. The program does not accept more students than the main hospital can accommodate for clinical rotation. Therefore, in most instances, applied experience is guaranteed.

- A. Emergency Situations: Every effort is made on the part of Parkview Medical Center staff to prepare for emergency situations such that the lab and hospital can continue to function in most situations. Disruptions that prevent students from attending phlebotomy rotations are rare. In the event that a minor disruption in the main laboratory or hospital prevents the student from attending phlebotomy rotation for a short period of time, the program director will work with the faculty and students to alter the rotation schedule such that the student will be able to graduate by the expected date in the program. In the event that a major catastrophe occurs at Parkview Medical Center and the student cannot complete phlebotomy rotations at the facility, the student's phlebotomy rotation will be delayed until the hospital can once again accommodate students or accommodations can be made for the phlebotomy rotation to occur at another site. This will most likely delay the graduation of the student. In the event that the delay in graduation will be more than 6

months, Parkview will make every effort to cooperate with nearby phlebotomy programs to allow the student to complete the clinical year as soon as possible. A major delay in graduation, however, cannot be guaranteed.

- B. Program Closure: Parkview’s administration is strongly supportive of the Parkview School of Phlebotomy program and has no plans to close the program in the future. In the unfortunate event that a decision is made to permanently close the program, the program director will notify students and faculty of the pending closure. Parkview Medical Center will allow students that are currently in the phlebotomy program to finish the program at Parkview Medical Center. Students that have been admitted to the program but have not yet started the phlebotomy program will be notified of the pending closure so that they may pursue other options.

GRADUATION AND CERTIFICATION

(11/16)

Students successfully completing their training are given a certificate from the hospital. The issuing of this certificate is not contingent upon the student passing the ASCP Board of Certification or any other certifying examination or licensure examination.

POLICY FOR RETENTION OF RECORDS

(11/16)

Any student that enters the program will have a student file, which is kept in a locked location. This file contains the student’s application packet to the program and other admission records, student evaluation records, and records on counseling and advising sessions. The file also contains a record of the student’s grades (and university credit if applicable). The program keeps the student files indefinitely. A file will be maintained even if the student does not graduate from the program. Maintenance of the student files will conform to any governmental regulations and the regulations of any other accrediting agencies.

A copy of the student’s graduation certificate is maintained indefinitely by the program. This certificate may be in the student file as a hard copy, or maintained in the hospital’s computer system. Any student wishing to obtain a copy of their certificate can contact the current program director via email through the hospital’s website.

POLICY FOR PROGRAM EVALUATION

(11/16, 11/19)

At Parkview we strive to continuously improve the phlebotomy program. In order to identify areas where changes should be made, the program is systematically monitored. The results of program evaluations are documented and reflected in ongoing curriculum development and program modification, followed by an analysis of the effectiveness of any changes implemented.

The phlebotomy educator collects data and comments to evaluate the program’s effectiveness from the following sources:

- | | |
|--|-----------------------|
| 1. Graduation and Retention Rates | 5. Faculty and staff: |
| 2. Advisory Committee Meetings | Supervisor |
| meetings | |
| 3. Job Placement Rates | Staff surveys |
| 4. Students: | Staff meetings |
| Comments made during the course of the program | Impromptu meeting |
| Complaint forms | 6. Other sources |
| End of the program survey | |

This data is reviewed during meetings as appropriate. Changes are implemented to the curriculum and program as needed. Changes are then followed using the data collection methods already in place, and modifications are made as needed.

PARKVIEW MEDICAL CENTER
SCHOOL OF PHLEBOTOMY

School Policies Signature Page

I hereby acknowledge that I have received, read, and understand the student policies. I agree to comply with all of the policies of Parkview Medical Center, the Laboratory, and the School of Phlebotomy.

Printed name _____

Signature _____

Date _____

Accepted applicants: please sign and return this page to Jaimie Wells during pre-orientation day.

Policy Page Revised: 11/16, 11/19