

## **SCHOOL POLICIES**

### **PARKVIEW SCHOOL OF MEDICAL LABORATORY SCIENCE**

#### **DESCRIPTION AND HISTORY**

(9/06, 3/07, 6/08, 1/09, 5/09, 6/10)

Parkview Medical Center is a private, non-profit organization operated under a license from the State of Colorado that 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 16<sup>th</sup> Street

Pueblo, CO 81003

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

The School of Medical Laboratory Science received approval from the AMA to start the training program on September 26, 1966. Parkview's School of Medical Laboratory Science is accredited by NAACLS (National Accrediting Agency for Clinical Laboratory Science, 8410 West Bryn Mawr Ave., Suite 670 Chicago, and IL. 60631-3415 Telephone 773.714.8880)



**FACULTY**

(7/13, 3/15, 2/16, 6/16, 2/17, 1/19)

Director of Laboratory  
Program Director  
Medical Director of School of MLS  
Medical Director of Laboratory  
Lab Quality Manager  
Lab Supervisor – Blood Bank  
Blood Bank Clinical Instructors

Jenney Mead, MBA, MLS(ASCP)<sup>CM</sup>  
Hallee Waye, MS, MLS(ASCP)<sup>CM</sup>  
Paul McCarthy, M.D.  
Paul McCarthy, M.D.  
Sara Briggs, MHA, MLS(ASCP)<sup>CM</sup>, SBB(ASCP)<sup>CM</sup>  
Sara Briggs, MHA, MLS(ASCP)<sup>CM</sup>, SBB(ASCP)<sup>CM</sup>  
Joanne Gregorich, BS, MT(ASCP)  
Heather Jaramillo, BS, MLS(ASCP)<sup>CM</sup>  
Geri Sloan, BA, MT(ASCP)

Lab Supervisor – Core Lab  
Core Lab Clinical Instructors

Jennifer Thornton, MBA, MLS (ASCP)<sup>CM</sup>  
Maria Collado-Nazario, BS, MLS (ASCP)<sup>CM</sup>  
Judy Halpain-Bayliss, BS, MT (ASCP)  
Patricia Hester, BS, MLS(ASCP)<sup>CM</sup>  
David Lipitz, BS, MLS(ASCP)<sup>CM</sup>  
Zach Miller, BS, MLS(ASCP)<sup>CM</sup>  
Lori Mutz, BS, MLS(ASCP)<sup>CM</sup>, SC(ASCP)<sup>CM</sup>  
Jared Sanchez, BS, MLS (ASCP)<sup>CM</sup>

Lab Supervisor - Microbiology  
Microbiology Clinical Instructors

James Tafoya, BS, MT(ASCP)  
Melinda Lanning, BS, MT(ASCP), SM(ASCP)<sup>CM</sup>  
Stephanie Carrillo-Martinez, BS, MLS(ASCP)<sup>CM</sup>  
Diann Chrisman, BS, MT(ASCP)  
Angela Deherrera, BS, MLS(ASCP)<sup>CM</sup>  
Melissa Deltondo, BS, MLS(ASCP)<sup>CM</sup>  
Nikki Fette, BS, MT(ASCP)  
Alisha Linenberger, BS, MLS(ASCP)<sup>CM</sup>  
Nina Salazar, MS, MLS (ASCP)<sup>CM</sup>  
Hallee Waye, BS, MLS(ASCP)<sup>CM</sup>

School of Phlebotomy Coordinator  
Point of Care/LIS Coordinator

Jaimie Wells, PBT (ASCP)<sup>CM</sup>  
Barbara Phillips, BS, MT(ASCP)

**MEDICAL LABORATORY SCIENCE ADVISORS**

Colorado State University of Pueblo

Beth Huff, M.S. MT(ASCP) SM

**DIRECTORY OF IMPORTANT PHONE NUMBERS**

584-4431	Hematology Department	584-4434	Chemistry Department
584-4439	Urinalysis Department	584-4438	Microbiology
584-4440	Drawing Room	584-4408	Blood Bank
585-2528	Hallee Waye		

## **PROGRAM STRUCTURE**

(6/10, 5/12, 4/13, 11/19)

The program is 52 weeks long (50 weeks + 2 weeks of vacation). Students begin the year with 1 week of Orientation. Following orientation, students complete their first rotation through the following departments:

Phlebotomy: 1 week  
Chemistry: 6 weeks  
Hematology: 6 weeks (including 1 week of coagulation)  
Urinalysis: 3 weeks  
Microbiology: 7 weeks  
Blood Bank: 4 weeks

The order that a student progresses through each department varies. A schedule of the rotation order for each student is developed at the beginning of the year, but is subject to change. Once a student has progressed through all 5 areas, the student completes a second rotation in each department:

Chemistry: 6 weeks  
Hematology: 4 weeks  
Microbiology: 6 weeks (including 1 week of molecular testing)  
Blood Bank: 4 weeks

The program concludes with 2 weeks of review in all subjects.

In addition to practical work in these departments, students receive weekly units of instruction on subjects pertinent to the theory for that department. Each week, the student is given a set of objectives, reading assignment, and homework assignment over a particular subject. An exam is then given to the student over the material in the objectives for that week. The exam may also contain review information from previous weeks' objectives and/or math.

In order for the student to obtain a better understanding of the theory for various departmental topics, lectures are also given throughout the course of the clinical year. The material covered in lecture may not match the material that the student is covering in their departmental weekly objectives.

## **HOURS**

(6/10, 1/19)

Student's hours will vary (6:00 – 2:30, 6:00 – 3:30, and 7:00-3:30, or 8:00-4:30) depending on the department. The most common schedule is 7:00-3:30pm. Students generally work in their assigned department in the morning and receive lectures in the afternoon, although this varies.

## PARKING

(4/13)

Parking around the hospital is limited. Students are required to park in or around the Parkview Employee Shuttle Lot at Santa Fe and 12<sup>th</sup> Street. The parking permit must be displayed on the rear view mirror while parked in the lot. 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

(6/10, 3/14)

Students are allowed a 30-minute coffee break in the morning. Students are allowed 30 minutes for lunch. Failure to follow departmental policies regarding work schedule, breaks, or lunch periods can result in disciplinary action (see policy below). Students must return to their assigned department after the 30 minute lunch unless lecture immediately follows lunch.

## PUNCTUALITY

(6/10, 2/14, 11/19)

Students are required to be punctual. It is expected that students will be on the assigned bench and ready to learn by the indicated start time. If a student anticipates they are going to be late 20 minutes or more, the student **MUST** verbally notify the program director (585-2528 or via cell phone if no answer). The student **MUST** also verbally notify the department where they are assigned. (584-4405 – ask to be transferred to the appropriate department). If a student is not on their assigned bench by the indicated start time, but less than 20 minutes late, the student must report this tardy to the program director. Each student is allowed 10 tardies during the clinical year.

## POLICIES ON VACATION, SICK LEAVE AND ABSENCES

(5/12, 4/13, 4/14, 11/19)

### 1. Holidays and Vacations

#### A. Students are scheduled off the following holidays:

1. The 4<sup>th</sup> of July
2. Memorial Day
3. Labor Day
4. Thanksgiving (Includes Thursday and Friday)

#### B. Students have two weeks of vacation - one week at Christmas that includes New Years and one week in the spring.

### 2. Sick Leave and Absences

**A. When a student is unable to attend school, the student must verbally notify the program director (585-2528 or via cell phone if no answer) no later than one hour prior to their scheduled start time. The student must also verbally notify the personnel in the department that they are assigned to (584-4405 – ask to be transferred to the appropriate department).**

B. The student is allowed to miss five days during the clinical year. Any time lost exceeding these five days must be made up.

C. If the student is off sick for three or more consecutive days, he/she must have a signed excuse from his/her physician to return to class. If the student is absent for more than 2 consecutive days in one week, the student may need to make up that entire week in order to fulfill the objectives (at the discretion of the department).

D. Whenever the student is absent, it is the student's responsibility to make arrangements with his/her instructor 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.

E. In special cases, students may make arrangements to have time off. Arrangements to make up the time must be made with the Department Supervisor and the Program Director.

### 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 may need to make up the time in order to complete their objectives (at the discretion of the Department Supervisor).

### 4. Make-Up Time

A. Make up time must be approved by both the Program Director and the Department Supervisor.

B. If a student needs to make-up 5 or more days in a department, the student will be scheduled to make-up the time at the end of the year. This will prolong the student's clinical year.

C. If a student needs to make-up 1 to 4 days in a department, the student may choose to work weekends (permission must be obtained from the Department Supervisor), vacation days, or at the end of the year, which will prolong the student's clinical year.

D. Any time lost must be made up before the student will receive his/her certificate and approval to take the certifying boards.

## **EXPENSES**

(6/10, 4/13, 4/14, 5/15, 1/19)

1. A tuition of \$8,000 is charged by the hospital. 3+1 students may have to pay tuition/fees to their university as well (check with the university MLS advisor or website for cost per credit hour). The internship qualifies for 32 credits at the University of North Texas in the 3+1 program. A student who voluntarily withdraws or is dismissed from the program will not receive a refund of any tuition previously paid and will be billed for any remaining amounts owed. A final accounting of payment due to the program will be presented and final payment will be due within 30 days of receipt of invoice. Tuition deferral is available. See Program Director for details. The tuition must be paid in full or the tuition deferral agreement must be submitted to the program director by the first day of orientation.
2. Housing, uniforms, transportation, and health insurance must be provided by the student. Students are required to have health insurance. 3+1 students from UNT are required to purchase their own professional liability insurance. Suggestions for vendors for professional liability insurance include (please note that the rates below are subject to change):
  - ASCP \$18     [www.ascp.lockton-ins.com/pl](http://www.ascp.lockton-ins.com/pl)
  - HPSO \$38     [www.hpso.com](http://www.hpso.com)
  - Mercer \$35     <http://www.proliability.com/professional-liability-insurance/students>.
3. Certification Exam Fees – fees are determined by the ASCP and may change. \$240.00 for ASCP Board of Certification Examination is due in April (non-refundable).
4. Books and online courses: Students are required to purchase textbooks and online courses. The price of books and online courses is usually between \$600 and \$800. If a student withdraws or is dismissed from the program, there is no refund on books or online courses. Other books included in the reading assignments may be checked out from the student classroom library. Please return books as soon as you have finished using them.
5. Meals are not provided for the students, but students can purchase meals in the cafeteria at employee prices. The student must be wearing their badge in order to receive the employee discount. The hospital cafeteria is open 6:30 A.M. to 6:30 P.M.
6. Students are required to have Healthcare Provider CPR certification. This certification is to be obtained through a hospital provided course, prior to orientation week. Students will be charged an instruction fee, currently \$25 per student. This fee is determined by the CPR instructor, and is therefore subject to change.

## **LABORATORY DRESS GUIDELINES**

(5/11, 9/11, 5/15)

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. All students will wear 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. Parkview Medical Center follows a “Color by Discipline” dress code. In compliance with this dress code, students must not wear any matching tops and bottoms in black, royal blue, Caribbean blue, midnight blue, or ceil blue. Students are also not allowed to wear any combination listed in the most current hospital dress code policy. Students may wear the colors stated above as long as the scrub top and scrub pants are not a solid matching version of these colors. Prints are also allowed. Students are responsible for laundering their own uniforms.
2. Students will wear all PPE required for the tasks performed including lab coats, gloves, and safety goggles. Information on what PPE is required for specific tasks can be found in each department. The hospital provides lab coats and safety goggles that must be worn when working in the laboratory. These lab coats will be laundered by the hospital.
3. Shoes: Appearance, safety, and quietness are the main considerations. Shoes are to be clean and in good repair. Sandals and clogs 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 name badges at all times.
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 will not be worn by laboratory personnel. 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**

(4/13)

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 clinical year. Students will be evaluated based on the criteria required to meet each affective objective by the department supervisor or one of the department's clinical instructors at the end of each department rotation.

## **SAFETY**

(6/10, 5/15)

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. During orientation week, students will receive laboratory safety training.
3. Each time a student starts a new department, he/she is expected to become familiar with the safety equipment and chemicals (Safety Data Sheets) used in that department (covered in department orientation).
4. 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 clean areas for consumption. Food and beverages brought to the laboratory should be stored in the refrigerator in the student classroom. Other refrigerators found in the laboratory are to be used for specimen and reagent storage only.

## **INJURIES**

(6/09)

Since Medical Laboratory Science involves the use of potentially injurious agents, injuries may occur. In case of injury, the student will immediately notify his/her supervising technologist and the Program Director. The student will be taken to the Employee Health Nurse or to the Emergency Department for medical care. The Employee Health Nurse, student, and Program Director will fill out the accident report.

## **PHLEBOTOMY**

(4/13)

Students learn phlebotomy early in their clinical year. Students may not draw blood unless a phlebotomist or medical laboratory scientist is present. 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 educational coordinator, phlebotomy educator, or lead phlebotomist. Students must inform patients that they are a student. Patients have the right to decline phlebotomy from a student. 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 phlebotomist supervising the procedure will obtain the blood. Additionally, students are only allowed in the following areas if accompanied by a medical laboratory scientist or phlebotomist: ICU, NTICU, Kidsville (Pediatrics), Nursery, and 2North (Adult Psychiatrics). Students are only allowed to draw blood alcohol levels, blood cultures, and specimens for blood banking purposes under the direct supervision of a phlebotomist or medical laboratory scientist.

## **PRISON INMATES**

(6/10)

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**

(6/10)

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**

(6/10)

The Parkview campus is a smoke-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**

(5/12)

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 performing bench work. The use of cell phones is also not permitted during lecture. Students may utilize cell phones in the break room, hospital cafeteria, or 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 department 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.

## **ADVISING**

(1/19)

The Program Director is available to guide students in need of advising throughout the clinical year. The Program Director will maintain confidentiality and impartiality while advising and/or guiding students.

## **CONFIDENTIAL INFORMATION**

(6/10, 1/19)

No information is more confidential than that contained in a medical record. Students have the same obligation as the 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 patient's care. 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.

## **COMPUTER CONFIDENTIALITY**

(6/10)

(IT Policy)

Students will have access to the hospital computer system (Meditech) 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!!**

### **STUDENT’S SERVICE WORK POLICY**

(11/99, 6/10)

It is the philosophy of our program that our teaching environment should be structured to allow the student to develop confidence in service work over time. In the beginning, a student should practice service work under strict supervision. As the student progresses, he/she should be given less and less supervision as competency increases. This is meant to foster the student’s sense of independence and confidence to better the student’s eventual progression into the profession. We do not believe a student should replace a medical laboratory scientist.

1. In the beginning when the student is learning a test or instrument, the student will be under strict supervision. All tests performed by the student will be strictly supervised.
2. As the student progresses and becomes more competent, the student will be allowed to perform tests or run instruments with less and less immediate supervision.
3. A student will only be allowed to perform a test without direct supervision after he/she has been checked off on the procedure. A medical laboratory scientist, however, will always be present in the area when students are performing patient work.
4. The teaching medical laboratory scientist must verify all patient work performed by a student. The medical laboratory scientist is responsible for all of the work performed. The amount of supervision required by each student will vary; therefore, it is the decision of the teaching medical laboratory scientist as to the amount of supervision that is required.
5. Students will not be asked to do any service work outside of regularly scheduled hours.

## METHODS OF EVALUATION

(6/10, 10/12, 5/15)

1. Final grades are calculated from Friday written exams, homework assignments, practical exams, practical work, lecture quizzes and other lecture grades. The weight of each of the above categories on the final grade will vary per department (see Student Instructions sheet for each department). A final grade is calculated for each of the following areas:
  - A. Clinical Chemistry
  - B. Urinalysis
  - C. Serology
  - D. Hematology
  - E. Coagulation
  - F. Microbiology
  - G. Immunohematology
  - H. Introduction to Lab Education, Management, and Statistics

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

Students will be given a Parkview transcript at the end of the clinical year with final grades. For 3+1 students, final grades for each course (both percentage and letter grades) will be provided to the university. The university's Medical Laboratory Science advisor will then assign grades for the university transcript. Depending on the university's grading system, the grades assigned on the university transcript may or may not match the grades on the Parkview transcript.

2. Friday Written Exams and Homework Assignments

Each week, the student is given a set of objectives, reading assignment, and homework assignment over a particular subject. An exam is then given to the student over the material in the objectives for that week.

- A. Homework Assignments: Homework assignments will include case studies, math problems, study questions, etc. Students' homework is due Wednesday morning. Homework turned in on Thursday will be docked five percentage points.

B. Friday written exams: Students will take their tests at 2:00 p.m. on Fridays. On rare occasions, students may receive permission to take their test on Monday. Tests taken after Monday will be docked 10 percentage points. During some of the weeks, the material is broken up so that more than 1 written exam is administered over that subject. For example, mycology is covered over 2 weeks with 3 written exams over the course of two weeks.

### 3. Practical Work and Practical Exams

A. Practical work will include laboratory bench assignments, bench exercises, checklists, online learning, unknowns, etc. It is the student's responsibility to ensure that all laboratory assignments, checklist requirements, and unknowns are completed by the end of each rotation. It is the student's responsibility to give the checklist to his/her supervising medical laboratory scientist each week to be initialed. At the end of each rotation, a teaching medical laboratory scientist will complete an evaluation of the student.

B. Practical exams will be given in most departments. The number of practical exams given will vary per department. The student must demonstrate to the supervising medical laboratory scientist the ability to perform the tests in the department at entry-level competency. The minimum passing score for practical exams is determined by the Program Director in conjunction with the Department Supervisor. There may be some questions that **MUST** be answered correctly in order to pass the exam.

### 4. Lecture Material

Lectures are given on various subjects throughout the course of the clinical year. The material covered in lecture may not match the material that the student is covering in their department weekly 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 fails a lecture quiz (scores less than 72%), the student must submit a one-page summary of the material. The summary is due one day after quiz is returned to the student. The grade given will be the average of the quiz and the one-page summary. If a student misses a lecture quiz, the student must submit a one-page summary of the material in lieu of the quiz.

B. Lecture exams: Periodically, lecture exams will be given that cover material from a given group of lecture objectives.

C. Students may also be assigned grades based on participation in wet workshops provided by various faculty members throughout the year.

D. Research project: Students will be required to complete a research project with their classmates.

5. Minimum Passing Scores

The student must make at least a 72% on all written weekly exams and lecture exams. Any weekly exam or lecture exam with a grade of less than 72% must be retaken within two weeks after return of the failed exam. 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.

**PROBATION AND DISMISSAL FROM THE PROGRAM**

(6/10, 10/12)

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 make at least a 72% average on all department examinations. Students who achieve less than 72% on any single examination must retake the examination within two weeks after return of the failed exam. Failure to achieve at least a 72% on three examinations during a 6-month period may result in the student being placed on academic probation. Failure to achieve at least a 72% on an examination during the academic probation period may result in the dismissal of the student from the program.

B. PRACTICAL PERFORMANCE

The student must demonstrate to the supervising technologists the ability to perform the testing in the department at minimal performance levels (as defined in department checklist and/or objectives). If the student cannot perform the tests after the training period and adequate practice time, the student will be counseled by the Department Supervisor 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.

If a student reaches the end of their second rotation in a department and the Department Supervisor deems that the student cannot perform at the minimum performance level in a given area, the Department Supervisor may allow the student to progress on to their next department, but require the student to complete additional departmental work at the end of the clinical year in order to meet the minimum performance level. Students that cannot perform at the minimum performance level in all categories will not be permitted to graduate.

In many departments a practical exam is given to assess the student's ability to meet the objectives for that department. Students must pass the practical exam in order to progress to the next department. The minimum passing score for these exams is determined by the Program Director in conjunction with the Department Supervisor. There may be some questions that MUST be answered correctly in order to pass the exam. If a student fails the exam then the student will be counseled by the Department Supervisor and Program

Director and be placed on probation. A short period of time will then be allotted for the student to study/prepare and a second practical exam will be given. If the student fails the second practical exam then the student will be dismissed from the program.

C. UNACCEPTABLE ATTITUDES

The following can lead to immediate dismissal from the program:

1. If the student is caught cheating on examinations or falsifying lab results.
2. Using threatening or abusive language toward a patient, physician, employee, visitor, or fellow student.
3. Student refuses to follow instructions given by a supervisor 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 progressive 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 departmental policies regarding work schedule, breaks, or lunch periods.
6. Failure to follow hospital policies or school policies.
7. Failure to follow the appropriate standards of conduct (see acceptable conduct section of these policies).

**DISCIPLINARY PROCEDURE FOR PROBATION**

(6/10, 4/13)

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 Department Supervisor will 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 Lab Director will be consulted. V.P. of Human Resources may be consulted at the discretion of the Lab Director before it is discussed with the student. The Lab 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 Department Supervisor if the problem concerns technical competence. 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. If a student is placed on probation in one department, but corrects the problem and then has the same type of problem in another department, 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 tuition, 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 or Department Supervisor who evaluates 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 of Human Resources and a review of the situation. When a serious problem is identified, the Lab

Director and 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** (5/05, 6/10, 4/13, 8/13)

- 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.
- II. Problems arising in the department shall first be discussed with the Department Supervisor. If the student and Department Supervisor cannot resolve the grievance, the student can proceed to Step B.

If the grievance does not involve a specific department, the student shall start at Step B.

A. Each student has the basic responsibility of defining the question or problem and offering solutions, and has the right to a response. 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 with the Lab Director.

1. The student should present all of the facts and clearly describe the proposed solution.

2. The Lab Director will respond in writing within five working days.

3. The response will also describe the proposed solution.

D. The role of the V.P. of Human Resources is that of a facilitator in this process. The student may go to Human Resources to discuss the issue and use the V.P. of Human Resources as a sounding board. The V.P. of Human Resources is also available to assist the student in putting the issue in writing. The V.P. of Human Resources may also work with the Lab Director in forming the response. Human Resources will be a resource to all concerned.

E. Should the complaint still remain unresolved, the student may request that the Medical Director review his/her written request and the Lab Director's written response. A meeting shall be scheduled which is to include the student, the Program Director, the Lab Director, and the Medical Director.

Any time the Problem Resolution Process reaches this level of meeting with the Medical Director, all documentation relating to the process is placed in the student's file, unless otherwise agreed upon by all parties involved.

F. Should the complaint still remain unresolved the student may request that the V.P. of 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 V.P. of 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**

(6/10, 4/13)

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 tuition, books, fees, or any other expenses paid by the student.

If the student is a 3+1 student then the Program Director will immediately notify the student's university. The 3+1 student will be advised by the program director to consult his/her university advisor. Refunds of any tuition/fees paid by 3+1 students to the university must be handled between the student and the university per the university's policies and procedures.

## **ADVANCED PLACEMENT**

(6/10)

Students with previous training and/or experience may proceed through the departments at an accelerated rate.

A. **Clinical Rotations**

The student will be scheduled in the department for the first rotation. The student will go through an orientation of the department – interfacing with our hospital computer system, safety requirements, etc. After the student becomes familiar with the department, the student will be given the option of checking out on any instruments or procedures with which he/she is familiar. To be completely checked out on an instrument, the student must demonstrate the ability to perform the tasks listed on the department checklist at the competency levels listed on the checklist. The department supervisor or teaching medical laboratory scientist will observe the student and decide on the level of competency. The student will then be taught at that level. If the student can perform at entry-level competencies, he/she will be considered checked off on the instrument/procedure.

B. **Theory**

The student will be given the objectives and homework for each week. If the student is familiar with the information in the objectives, the student has the option to take the tests without doing the required coursework.

C. When the student has met all the competencies in the department, the student has the option to work on projects, advanced procedures, or proceed to another department. When the student has completed all the written tests and has met all competencies, the student will be considered finished and awarded her/his certificate.

## **WHEN CLINICAL EXPERIENCE CANNOT BE IMMEDIATELY GUARANTEED**

(8/13, 5/15, 1/19)

The required clinical experience for each student occurs in the main laboratory at Parkview Medical Center. The program does not accept more students than the main laboratory can accommodate for clinical rotation.

A. **Emergency Situations:** Every effort is made on the part of Parkview Medical Center staff to prepare for emergency situations such that the lab can continue to function in most situations. Disruptions that prevent students from attending clinical rotations are rare. In the event that a minor disruption in the main laboratory prevents the student from attending clinical 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. This may include altering the schedule such that the student completes experience in a different area of the lab for a short period of time. In the event that a major catastrophe occurs at Parkview Medical Center and the student cannot complete clinical rotations immediately at the facility, the student's clinical rotation will be delayed until the main laboratory can once again accommodate students or accommodations can be made for the clinical 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 MLS programs to allow the student to complete the clinical year as soon as possible.

- B. Program Closure: Parkview's administration is strongly supportive of the Parkview School of Medical Laboratory Science 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 immediately contact NAACLS for guidance. Parkview will submit a "teach-out plan" to NAACLS within 30 days of closure notification. Students, faculty, and affiliated universities will be notified of pending closure. Parkview Medical Center will allow students that are currently in the clinical year to finish the clinical year at Parkview Medical Center. Students that have been admitted to the program but have not yet started the clinical year will be notified of the pending closure so that they may pursue other options.

### **POLICY FOR EMPLOYMENT OF THE MLS INTERN**

(1/07)

If the laboratory is able to hire a student to work as a paid MLS Intern, it is understood by the student and staff that:

1. Applying for the position is strictly optional and in no way will affect the student's status in the medical laboratory science program.
2. The hours the student works will only be outside the student hours.
3. The student may resign from paid employment at any time and it will have no affect on the student's status in the medical laboratory science program.
4. If the student's schoolwork is affected by working, the Program Director will ask the student to stop working or cut back on hours.

If a position becomes available, all students will be told of the position(s). They will also be informed that the position is posted on the Parkview Employment website and how to apply if anyone is interested. All students applying will go through Parkview Medical Center's employment process.

When an MLS Intern is hired the student will only be allowed to perform certain tests. The MLS Intern will be required to sign the "Allowable Testing Agreement" which lists the tests that an MLS Intern is allowed to perform. All staff working with the intern will be given a copy of the Allowable Testing List for reference.

### **ENTRY LEVEL COMPETENCIES**

(4/00, 5/03, 12/05)

In order to pass each section of the laboratory, the student must be able to meet the following competencies. By the end of the second rotation, students must be able to:

## **Instruments/Tests**

1. Evaluate the acceptability of the specimen as to volume, type of specimen, time collected, and proper labeling.
2. Perform tests and QC according to department protocol with little or no supervision.
3. Perform patient tests and QC in a timely manner; results are available when needed; appropriate attention given to STATS.
4. Recognize parameters that render the results not reportable; initiate corrective steps that will provide the most accurate test results.
  - A. Recognize abnormal results; identify the cause as technical error, methodological limitations, instrument problem, sample problem, or patient's condition.
  - B. Recognize critical values and handle them according to department protocol.
5. Demonstrate the ability to perform needed maintenance and basic trouble-shooting of instruments.
6. Correlate abnormal test results to disease states or condition. Correlate theory to lab work.
7. Recognize the interdependency of test results in all areas of the laboratory.

## **General**

1. Apply acceptable standard precautions in the use of laboratory equipment, instruments, and the handling of clinical samples.
2. Follow National Patient Safety Goals concerning patient identification and communication.
3. Follow the laboratory and institution's policies and procedures regarding safety, disasters, handling of hazardous materials, and chain-of-custody.
4. React in emergency and stressful situations in a professional and organized manner.
5. Communicate with other healthcare professionals. Function as a team player.
6. Interface with the laboratory/hospital computer system and comply with HIPPA regulations.
7. Show integrity concerning patients' tests and results.
8. Demonstrate professionalism by continued career development.

## **GRADUATION AND CERTIFICATION**

(5/11, 4/13)

Students successfully completing their training are given a certificate from the hospital and are eligible to take the ASCP Board of Certification. 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**

(4/13, 1/19)

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, grades, credits 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 records will conform to any governmental regulations, sponsor regulations and the regulations of any other accrediting agencies.

A copy of the student transcript is maintained indefinitely by the program. The student transcript will contain at least: the student's legal name, grades, credits, date of admission, and date of completion. This transcript may be in the student file as a hard copy, or maintained in the hospital's computer system electronically. Any student wishing to obtain a copy of their transcript can contact the current Program Director via email through the hospital's website.

## **POLICY FOR PROGRAM EVALUATION**

(9/12)

At Parkview we strive to continuously improve the Medical Laboratory Science 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 Program Director collects data and comments to evaluate the program's effectiveness from the following sources:

1. BOC scores
2. Graduation and Retention Rates
3. Job Placement Rates
4. NAACLS Self Study and Site visits
5. Faculty and staff:
  - Supervisor meetings
  - Staff/faculty surveys
  - Staff meetings
  - Impromptu meetings
6. Students:
  - Test evaluations (on the front of each test)
  - Comments made during the clinical year
  - Complaint forms
  - Department evaluations
  - End of the year survey
  - Surveys 1 year post graduation
7. Employer Surveys
8. Other sources
9. Advisory Committee Meetings

This data is reviewed during advisory committee meetings and supervisor 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 MEDICAL LABORATORY SCIENCE

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 Medical Laboratory Science.

Printed name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please sign and return this page to: Parkview Medical Center - Laboratory  
School of Medical Laboratory Science

Policy Page Revised: 5/11, 4/13, 3/14