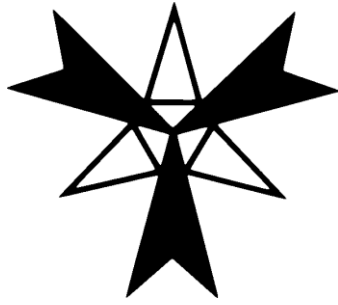




ROSE STATE COLLEGE
HEALTH SCIENCES DIVISION

Medical Laboratory Technology and Phlebotomy

POLICIES AND PROCEDURES MANUAL

**Rose State College
6420 Southeast 15th Street
Midwest City, OK 73110-2799**

WELCOME	3
Mission Statement	3
PROGRAM GOALS	3
PROGRAM PERSONNEL AND FACILITIES	4
COLLEGE FACILITY	4
PROGRAM ADMINISTRATION AND OPERATIONS	4
Student health, safety and IMMUNIZATIONS	6
CPR	6
LIABILITY INSURANCE	6
CRIMINAL HISTORY/URINE DRUG SCREEN	6
STUDENT ACTIVITIES	6
EXAMS AND ASSIGNMENTS	6
ATTENDANCE	7
GRADING SCALES	7
Retention of Records	8
PHYSICAL AND MENTAL QUALIFICATIONS	9
ADVISING, ACADEMIC PROBATION AND DISMISSAL	10
READMISSION	10
NON-DISCRIMINATION	11
PHYSICAL INJURY OR IMPAIRMENT	11
GRIEVANCE PROCEDURE	11
Teach Out – Plan	13
GRADUATION	13
Program Evaluation & Student Outcomes Assessment	14
AFFIRMATION STATEMENT	18

WELCOME

Welcome to the MLT/Phlebotomy Program, Health Sciences Division and Rose State College. You have chosen to pursue your education in a program that will assist you to gain the knowledge and skills necessary to be a laboratory professional. The career you have selected is both demanding and rewarding. We are glad you have chosen to join us and hope you will find personal and professional growth in this experience.

The program provides a professional curriculum comprised of didactic and clinical education, arranged and integrated to assure mastery and understanding of both theory and application. The program curriculum is designed to include the detailed content outline of the American Society for Clinical Pathology Board of Certification (ASCP-BOC) exams

Many of the Policies and Procedures contained herein are based on those of the institution. The rules and regulations of Rose State College are contained in the Student Handbook/Academic Planner (<http://www.rose.edu/student-services>).

Mission Statement

The Medical Laboratory Technology/MLT Program is a community college-based program providing education and training for career entry competencies in all general clinical laboratory areas and preparation for the successful completion of national board exams.

PROGRAM GOALS

Program Goals for graduates are:

- To safely collect, process, perform, and report routine clinical laboratory tests on biological specimens and other substances, with precision and accuracy under minimal supervision within a reasonable length of time.
- To understand the concept of continuous quality improvement in the laboratory.
- To understand and apply standard laboratory quality control protocols; recognizing quality control outliers and troubleshoot them in accordance with laboratory policies and procedures.
- To correlate laboratory results in the diagnosis and treatment of diseases.
- To perform routine maintenance, standardization and calibration procedures.
- To use safety precautions whenever handling biohazard substances.
- To understand the role of the laboratory in patient care.
- To demonstrate professional conduct, adhere to patient safety guidelines and to utilize appropriate communication skills.
- To practice within the profession's ethical and legal framework by assuming responsibility and accountability for one's own laboratory practice and continued professional and self-development.

PROGRAM PERSONNEL AND FACILITIES

FACULTY AND STAFF

The Medical Laboratory Technology program has highly qualified and dedicated faculty who believe in improving professional competence through effective teaching.

Gladys Foster, MBA, MS, MLS (AMT), MLS (ASCP)^{CM}
MLT Program Director

Miles Tompkins, MLT (ASCP)
Adjunct Clinical Professor
Clinical Coordinator

Mona Balkis, MS, MLS (AMT)
Adjunct Professor

Shirlyn Tran, MHA, MLS (ASCP)
Adjunct Professor

Daochi Hoang, MLS (ASCP)
Adjunct Professor

Program Administrative Assistant
Ms. Janean Martin
(405) 733-7361

COLLEGE FACILITY

Ms. Martin is in the Health Sciences Division office. MLT Program's faculty offices are in the first corridor to the left (110 and 111). The MLT labs are located in 142 and 146 for Phlebotomy training room.

PROGRAM ADMINISTRATION AND OPERATIONS

Program Director

The Program Director must meet the NAACLS qualifications, which include a master's degree, hold an MT/MLS (ASCP) certification and at least three (3) years of experience in Clinical Laboratory Science Education. The director must also have knowledge of current accreditation and certification procedures.

The Program Director reports to the Dean of Health Sciences and has teaching and administrative responsibilities.

The responsibilities of the Program Director include the following:

- Lecture, test and evaluate students.
- MLT program curriculum development.
- Chair of the MLT Admissions Committee.
- Chair of the MLT Advisory Board.
- Academic advisement of all MLT students.
- Participate in recruitment activities.
- Establish MLT program policies.
- Develop all MLT course objectives
- Provide career counseling for MLT students
- Member of the established college committees
- Maintenance of the student laboratory
- Prepare teaching assignments and schedules
- Participate in preparation of departmental budget
- Evaluate adjunct faculty
- Liaison with clinical affiliates
- Periodically evaluate program effectiveness
- Coordinate orientation of new MLT students
- Responsible for maintaining NAACLS accreditation.
- Participate in evaluating and selecting textbooks and other educational resources.

PROGRAM FACULTY

Faculty Profile

NAACLS provides considerable latitude in faculty credentials. Clinical experience is preferred over advanced academic degrees. Historically, the minimum qualification was MT/MLS certification and several years of work experience in a healthcare setting. The clinical affiliate instructors are not paid nor contracted by the college.

1. The responsibilities of the college faculty include the following:
 - Coordinates and teaches all MLT core degree courses
 - Advises all MLT students
 - Assigned committee work
 - Chair of student admissions committee
 - Instruct, test and evaluate students in laboratory and lecture
 - Assist in evaluating the effectiveness of the program
 - Recommend students for admission, retention, promotion and graduation
 - Evaluate and recommend the adoption of new textbooks and other learning resources
 - Recommend the purchase of supplies and equipment
2. The responsibility of the Clinical Coordinator:
 - Oversee the practical, hands-on training of students in the clinical laboratory settings, ensuring they gain the necessary skills and experience to become competent MLTs.
3. The responsibilities of the clinical affiliate instructors include the following:
 - Coordinate the students' activities during the clinical rotation
 - Demonstrate and teach techniques which the students do not have access to in the campus laboratory
 - Refine the techniques that students acquire in the campus laboratory
 - Instruct the students in the use of the laboratory information system
 - Evaluate the technical competencies of the students
 - Evaluate the professional competencies of the students
 - Provide input into curriculum development
 - Provide input for evaluation of program effectiveness.

Student health, safety and IMMUNIZATIONS

At the time of acceptance, the Program Director will send a list of immunizations that the student is required to obtain before clinical rotations begin. The student must show proof of these immunizations at the time of enrollment. The student will not be allowed to participate in any clinical rotations without copies of these immunizations on file with the school. A TB skin test must be current within one year during the clinic rotation. Documentation must be provided to the program director prior to the start of clinical rotations. Students will be trained in Safety practices and laboratory safety upon entry to the program, this will be accomplished during their Introduction to Medical Lab class.

CPR

Students must obtain CPR certification. CPR certification must be maintained through clinical experience and the card must be valid for the duration of the clinic rotation. Students will be expected to show CPR cards to the Program Director at the time of enrollment prior to clinical rotation. The Program Director will keep a copy of the card on file.

LIABILITY INSURANCE

Rose State College will take out liability insurance on each student entering clinical rotations. This is a part of the fall semester enrollment fees. The cost is approximately \$15. The hospitals and clinical affiliates will have a copy of those students under the current year's liability policy.

CRIMINAL HISTORY/URINE DRUG SCREEN

Hospitals are requiring complete background checks including criminal history and urine drug screen before eligibility to rotate in that clinic facility is granted. Background checks and urine drug screens must be completed before enrollment at the expense of the student. Rose State College will provide instructions to the students on how to complete these requirements.

STUDENT ACTIVITIES

MLT Club is the club for all activities relevant to the MLT student body.

EXAMS AND ASSIGNMENTS

POLICY

Exams, quizzes, and assignments are the methods by which the program can provide a scholastic grade. Therefore, each student should make every effort to be in class when exams and quizzes are given and to submit assignments on the date designated.

PROCEDURE

1. There will be periodic exams covering the material presented in the MLT and Phlebotomy courses.
2. All exams will be announced. Quizzes may or may not be announced.
3. Failure to make up an exam will earn a grade of "0."
4. Each professor has the authority of establishing his or her own policies for handling missed exams, class work, quizzes, and homework.
5. Any student caught cheating on a test will be immediately dropped from the Program, an "F" will be given in the course, and a report of the incident will be placed in the student's personal file for future reference.
6. Re-testing for didactic exams will be proctored in the LRC Testing Center. Details are included in the respective didactic course syllabi.

ATTENDANCE

POLICY

Students are expected to attend each class, be on time, and remain for the entire class session.

1. If a student misses > 20% of a program course lecture time or lab, the semester grade will be dropped one letter grade. See course syllabus for specific information.
2. Each additional absence will result in an additional drop of a letter grade.
3. Arriving in class 30 minutes after the start time will be counted as an absence.
4. In addition, tardies will be counted in 15-minute increments.
5. As tardies equal 30 minutes, this will count as one class period. Arriving to class on time is a part of the professional attitude that is expected.
6. Absence or tardiness resulting in a failing grade for the student may result in the student being withdrawn from the program.
7. Absence from class or lab for medical or dental appointments does not allow the student an "excused" absence. Routine appointments should be made outside of class time.

GRADING SCALES

The following grading scale is used in all MLT and Phlebotomy classes.

A	=	93	100%
B	=	85	92%
C	=	74	84%
D	=	67	73%
F	=	Below	67%

Each unit examination administered must be passed with a score of no less than 74%, and the course final exam must be passed with a score of no less than 70%.

- Minimum score not achieved - remediation must be made by the student as outlined in the course syllabus
- One retake of the exam will be allowed

- A score of no greater than 74% (unit exam) or 70% (final exam) will be awarded on the re-take test
- If the student does not pass the re-take, further progress in the course will not be allowed during the current school year.
- *A grade of less than C is not acceptable and further progress in the program is not allowed.*

Retention of Records

Student records that pertain to admission, grades and clinical rotation will be retained at Rose State College. Student files are kept confidential in the division office for a minimum of 3 years and stored in the college's storage facility after.

PHYSICAL AND MENTAL QUALIFICATIONS

The following minimal physical and mental qualifications are necessary to be considered for admission into and progression through the MLT and Phlebotomy programs:

1. The ability to lift/carry up to 40 pounds and the ability to push/pull up to 200 pounds.
2. The ability to move around in clients' rooms and in work areas.
3. The ability to stand/walk two-thirds of the time for the assigned shift (8 or 12 hours).
4. Visual acuity is sufficient to observe and assess different color reactions, microscopic exams and phlebotomy tubes required for laboratory testing.
5. Auditory acuity sufficient to hear instructions, requests, and monitoring instrument alarms.
6. The motor ability necessary to manipulate equipment and supplies.
7. The ability to speak, write, and comprehend the English language proficiently.
8. The ability to communicate in a professional manner and establish rapport with clients and colleagues.
9. The ability to think critically and use problem-solving skills.
10. The ability to resolve conflicts appropriately and function effectively in stressful situations.

Rose State College will provide reasonable accommodation for people with disability for students to have access to educational programs and services. Students with disabilities requiring accommodations should make the initial request for accommodation to the Counselor for Students with Disabilities in the Learning Resources Center. See the RSC Student Handbook for further details.

ADVISING, ACADEMIC PROBATION AND DISMISSAL

POLICY

The purpose of the Advising, Academic Probation and Dismissal Policy is to ensure the highest quality of student, both for Rose State College and the profession of Medical Laboratory Technology.

PROCEDURE

1. The student must attain a "C" or better grade in all professional courses.
2. A grade of D, F, or I in a professional course will result in an academic stop out of the Program until the following year when the student may petition for readmission (See Readmission Policy) and the course can be retaken and completed with a satisfactory grade. The student may repeat a professional course only once at Rose State College.
3. Proficiency ratings from clinical courses must be satisfactory in all respects.
4. Any student refusing to comply with all regulations set forth in this Manual is subject to recommendation for probation or full dismissal from the Program.
5. Students will meet with the program director during scheduled enrollment times to discuss academic progress.
6. Academic counseling will occur if students fall below satisfactory grades. This will be determined by faculty. A counseling form will be filled out by faculty and students to discuss academic progress.

READMISSION

POLICY

Any student who fails or withdraws failing in a program course can repeat that course one time, provided that he/she is readmitted, and space is available in that class.

PROCEDURE

1. The student must write a letter of petition to the Program Faculty describing the student's perception of the reason for the withdrawal or failure, and steps that the student has taken, or will take, to correct the problem.
2. The Program Faculty will review the letter of petition at their next scheduled meeting. The committee may set certain criteria that must be met by the student before he/she can be considered for readmission. The criteria may include, but are not limited to:
 - a) Taking remedial classes
 - b) Attending workshops or support groups offered on campus
3. Readmission to the course is on a space available basis only. The student is not guaranteed readmission even if he or she meets the criteria established by the faculty.
4. If the student chooses not to return to the program at the next offering of the course, he or she will need to re-apply to the program.

5. Students are limited to two petitions to the program for readmission. Program studies must be completed within three years.

NON-DISCRIMINATION

POLICY

Rose State College explicitly condemns discrimination toward students, staff, and faculty based on ethnic or national origin, sex, age, religion, disability, sexual orientation, or status as a veteran, in any of its policies, or procedures. This includes, but is not limited to, admissions, employment, financial aid, and educational services. The College is committed to providing a study and work environment free from discrimination and to ensuring the accessibility of appropriate grievance procedures for addressing all complaints regarding discrimination. The grievance procedure is available in the Rose State College Student Handbook.

PHYSICAL INJURY OR IMPAIRMENT

POLICY

A student may sustain a physical injury or other serious impairment while enrolled in the program. If either occurs and a student is unable to continue in the Program the following procedures will take effect:

PROCEDURE

The student will:

1. Have a doctor's statement attesting to the student's physical condition
2. Be excused from class and clinic if both are required for recovery
3. Make up class on an individual basis as arranged with each professor
4. Schedule make-up time in the clinic through the clinical coordinator

Missed clinic time will not be counted against the student's clinical attendance grade.

Reinstatement into the Program may be accomplished by presenting a physician's statement attesting to the health and recovery of the student as it relates to the physical and mental demands of the profession.

GRIEVANCE PROCEDURE

POLICY

It is the responsibility of the Rose State College MLT and Phlebotomy Program to provide an equitable and comprehensive medical laboratory education to all students. The program maintains continuing accreditation with the NAACLS (National Accrediting Agency for Clinical Laboratory Sciences). 5600 N. River Rd. Suite 720, Rosemont, IL 60018-5119

PROCEDURE – PROGRAM FACULTY

1. Contact the faculty person with whom you have concerns and discuss the issue.

2. If you prefer not to contact the faculty directly, you may request to meet with the program director. Be prepared to submit a written copy of your concerns at that time.
3. Should you prefer to meet with a third party initially, you may contact the Dean of the Health Sciences Division directly. Provide a written copy of your concerns to the dean and program director.

PROCEDURE – CLINICAL STAFF PERSONNEL

1. Inform the clinical coordinator of the concern.
2. The clinical coordinator will determine if a meeting between the individuals involved and/or a higher authority is necessary to help address the student's concerns or situation.
3. The clinical coordinator will document the incident/concern and relay the information to the clinical site supervisor and the program director.

PROCEDURE - INSTITUTIONAL

Rose State College provides for appeals to be addressed by various committees and persons on campus. For specific information regarding the procedures for filing appeals within the institution, refer to the Rose State College Student Handbook.

Teach Out – Plan

In an unforeseen disaster or event where the school/program can no longer operate, all didactic materials will be distributed online via the course/computer management system and lectures will be presented online via D2L or an equally appropriate platform. In addition, students will complete their clinical rotations at one of our affiliated clinical sites. MLT program director will arrange, if needed, the students in other MLT programs in the state of Oklahoma, MLT program directors in Oklahoma have agreed to help in an unexpected event to ensure the completion of the student's professional education. In the event the MLT Program closes – students will be permitted to finish their educational/clinical experience, but no new students will be permitted. Note: If the Teach-Out Plan ever goes into effect, the Program Director will submit the Teach-Out Plan to NAACLS within 30 days of the official announcement of the closure of the program.

GRADUATION

POLICY The degree of Associate in Applied Science (A.A.S.) will be awarded to all students who meet the following requirements.

1. Complete all required curriculum as listed in the degree worksheet.
2. Obtain a “C” or better grade in all professional course work.
3. Maintain a GPA of 2.0 for all course work attempted.
4. Apply for graduation through the Office of Admissions and Records.
5. Successfully pass the ASCP Mock/ Self-Assessment Exams during the final program course.
 - a. NOTE: One retake is allowed for each ASCP Mock/ Self-Assessment Exam.
Program faculty will announce in advance the exam schedule along with the schedule for remediation and retesting. Failure to take the exams, or remediate and retest by the scheduled dates may result in delay of graduation to the following semester.
6. Upon successful completion of the program requirements the degree of Associate in Applied Science in Medical Laboratory Technology will be awarded.
Granting the AAS in MLT is not contingent upon passing any certification or licensure exam.

Program Evaluation & Student Outcomes Assessment

Program evaluation is conducted at several levels by various methods. MLT students are surveyed regularly while attending Rose State College. These surveys are voluntary, anonymous and are based on self-perceptions. Program graduates are surveyed six to twelve months after graduation for information on transfer and employment activities. Program faculty members and employers are surveyed every year for the purpose of program review. The Program Coordinator works closely with the Academic Affairs committee with the division and the college to develop, implement and monitor the program assessment process.

The program director also evaluates the program continuously simply by listening to student concerns, recognizing their needs, and responding appropriately and in a timely manner. Several examples are listed below, some of which were resolved before student surveys were circulated:

- Altered class schedules to accommodate student needs
- Consulted students when scheduling midterm and final exams
- Created and distributed CD “atlas” of microscopic images in response to student needs
- Established several clinical affiliation agreements with area hospitals so that students could complete the practicum nearer to home or place of employment

Graduates of the MLT program will demonstrate an average of at least 75% on the Board of Certification exam as calculated by the most recent three-year period.

At least 70% of students who have begun the final half of the MLT program will successfully graduate from the program as calculated by the most recent three-year period.

MLT students will demonstrate an average of at least 70% employment placement rate either through employment in the field or closely related field or continue their education within one year of graduation as calculated by the most recent three-year period.

National certification examination (ASCP) results are evaluated annually.

MLT Program Evaluation Surveys and Timetables - Curriculum			
Program Category/Outcome	Assessment Process	Timetable	By Whom
Program philosophy and objectives remain consistent with College Mission and are reflected in program outcomes.	The department faculty compares program philosophy and objectives with College Mission	Every 3 years or when either change	MLT Program Director
The objectives and course content for each MLT course are consistent with the program philosophy, reflect national and local trends, are related, and demonstrate progression.	MLT faculty review course syllabi to determine appropriateness Course evaluations by student's Clinical affiliate evaluations Input is received from MLT Advisory Committee.	Annually	MLT faculty

Evaluation tools and methodologies reflect course/unit objectives.	Test analysis is conducted by MLT faculty on all examinations Review of course syllabi Course evaluations by students.	Annually	MLT faculty
--	--	----------	-------------

Grade distribution in MLT courses compares favorably with college- wide grade distribution.	Review of grade distribution reports	Annually	Program Director

MLT Program Evaluation Surveys and Timetables- Students/Graduates			
Program Category/Outcome	Assessment Process	Timetable	By Whom
Students admitted to the program present evidence of their ability to meet degree requirements.	Review of admission requirements and procedures	Annually	MLT Program Director
Students retained in the program remain in good standing.	Review of current semester's progress of each MLT student	Annually	MLT Program Director
MLT graduation rate meets or exceeds college graduation rate.	Compare MLT retention/graduation rates with college rate	Annually	MLT Program Director
Students/graduates express satisfaction with program services/outcomes.	Student survey Graduate survey	Annually	MLT Program
Employers' express satisfaction with graduate competencies.	Employer surveys	Annually	MLT Program Director
Graduate performance on national certification examinations meets or exceeds national norms.	Faculty review examination results	Annually	MLT faculty

MLT Program Evaluation, Surveys and Timetables - Faculty			
Program Category/Outcome	Assessment Process	Timetable	By Whom
Full and part-time faculty are academically and professionally qualified.	Faculty evaluation procedures which include self-evaluation, student ratings, classroom observations, peer review instructional materials	Annually	MLT Program Director
Graduate performance on national certification examinations meets or exceeds national norms.	Faculty review examination results	Annually	MLT faculty

MLT Program Evaluation Surveys and Timetables - Resources			
Program Category/Outcome	Assessment Process	Timetable	By Whom
Classrooms and laboratories meet the needs of the program.	Faculty review student course evaluations Faculty review resources/annual inventory	Annually	Faculty MLT Program Director
Library resources are sufficient to meet the needs of the program.	Faculty review collection	Every two years or as needed.	MLT Faculty

MLT Program Evaluation Surveys and Timetables – Administration/Governance			
Program Category/Outcome	Assessment Process	Timetable	By Whom
Faculty/staff demonstrate involvement in program and college activities.	Faculty/staff evaluations	Annually	Dean/Program Director
Ongoing review and change occur in program policies.	Review and changes occur (e.g. Department of MLT Student Handbook)	Annually	MLT Program Director

ROSE STATE COLLEGE
MLT PROGRAM

AFFIRMATION STATEMENT

I hereby affirm by signature that I have read the Rose State College Health Sciences Division MLT and Phlebotomy Program Policies and Procedures Manual in its entirety, and that I understand and will abide by the contents therein.

Student's Printed Name: _____

Student's Signature: _____

Date of Signature: _____