Marshfield Clinic Health System - Marshfield Labs

Laboratory Education Student Programs
~Policy and Procedure Guide~

(information for prospective students)

Medical Laboratory Science Student Program

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Purpose of this Guide

This Policy and Procedure Guide is designed to acquaint you with the general information you will need as a student in a Laboratory Education Program at Marshfield Clinic Health System (MCHS) - Marshfield Labs. It is designed to supplement the information you receive during the Marshfield Clinic Health System Orientation sessions you attend during your first week in the program.

Students are expected to read, understand, and comply with all information in this guide. Further, you are expected to understand and comply with all Marshfield Clinic Health System policies and procedures as explained during your Marshfield Clinic Health System Orientation sessions.

If at any time you have a question about information that appears in this guide or about any policy or procedure of the Laboratory or the System, contact your Program Director immediately.

Objectives of Laboratory Education Student Programs Orientation

Upon completion of the Laboratory Education Student Programs Orientation, the student will be able to:

1. Locate among the orientation materials given to the student, or on the Laboratory or Marshfield Clinic Health System web sites, specific policies and procedures pertinent to the Laboratory Education Student Programs.

2. Describe and practice the Laboratory dress code.

3. Describe program expectations for practicum hours, break times, lunch times, and time away from the rotation/section.

4. Locate Marshfield campus cafeterias; Marshfield campus and Laboratory conference rooms; Student Lab area; Clinical Laboratory sections.

5. Record attendance by using the online Kronos Workforce Central Time and Attendance Collection System (TACS).

6. Answer a phone call or page.

7. Complete an incident report using an MCHS Injury/Illness Report form.

8. Demonstrate awareness of laboratory hazards by continually practicing safety within the Laboratory.

9. List the Marshfield Clinic Health System Emergency Procedure announcements and outline the steps to take for each.

10. State whom students should approach with problems.

11. Demonstrate professionalism through appropriate verbal communication, telephone courtesy, and honest representation of all work.

Professional Guidelines

1. Essential Functions

(prior to the student program)

In order to participate in a medical laboratory science educational program, students must be able to comply with program-designated essential functions, or request reasonable accommodations to execute these essential functions. Requirements include a sound intellect; good motor skills: eye-hand coordination and dexterity; effective communication skills; visual acuity to perform macroscopic and microscopic analyses, or read procedures, graphs, etc.; professional skills such as the ability to work independently, manage time efficiently, to comprehend, analyze and synthesize various materials, as well as to hold sound psychological health and stability.

2. Professionalism and Work Ethic

(during the student program)

Students are expected to have a professional and ethical work attitude and to demonstrate this through the following activities:

1. Maintaining regular attendance in the classroom and in the lab.
2. Asking for additional activities when assigned activities have been completed.
3. Asking for help or further clarification when needed.
4. Communicating in a positive and effective manner.
5. Accepting and complying with all policies and procedures.
6. Accepting responsibility for individual work.
7. Accepting constructive criticism and using it for self-improvement.
8. Maintaining a neat, clean, and fully stocked work area.
9. Cooperating with instructors, fellow students, and laboratory staff to maintain a professional environment conducive to learning and work.

3. Expected Capabilities at Career Entry

(upon completion of the student program)

At career entry, a Medical Laboratory Scientist is expected to perform in-vitro analysis of biologic specimens according to the procedures established for routine and specialized areas of the laboratory. An MLS is expected to participate in the supportive functions of quality control, instrument operation, troubleshooting, teaching, and problem resolution. An MLS is expected to exhibit qualities of leadership and professionalism.

Specifically, an MLS is expected to:

1. Analyze human and animal fluids
2. Operate/maintain instrumentation and methods
3. Maintain accurate and timely records
4. Provide clear, appropriate, and timely communications
5. Participate in education instruction and professional development
6. Maintain attendance
7. Promote and contribute to safety
8. Adhere to the standards of the organization's compliance program
9. Demonstrate an understanding of sound research design and practice
10. Participate in the management of human, financial, and material resources

4. Code of Ethics

(always)

The Code of Ethics of the American Society for Clinical Laboratory Science (ASCLS) sets forth the principles and standards by which Medical Laboratory Professionals and students admitted to professional education programs practice their profession.

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

1. Placing patients' welfare above my own needs and desires.
2. Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
3. Maintaining the dignity and respect for my profession.
4. Promoting the advancement of my profession.
5. Ensuring collegial relationships within the clinical laboratory and with other patient care providers.

6. Improving access to laboratory services.
7. Promoting equitable distribution of healthcare resources.
8. Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
9. Changing conditions where necessary to advance the best interests of patients.

The American Society for Clinical Laboratory Science | 1861 International Drive, Suite 200 | McLean, VA 22102 |
Ph. 571.748.3770 | Email ascls@ascls.org

Accessed at: **http://www.ascls.org/about-us/code-of-ethics** 07/02/18

General Policies and Procedures

5. Hours

The year of practical training for Medical Laboratory Science (MLS) students is nine (9) consecutive months. The student day is eight hours long, typically beginning at 0800 and ending at 1630. Beginning and ending times are determined by each section and may vary. Occasionally, hours may be altered, e.g., 0700-1530, to better coincide with instructors' hours and/or give the student maximum experience in a section. Hours may also be altered due to laboratory workload or other circumstances that may arise in the laboratory. Students should confirm beginning and ending times for each day in each rotation with the lead instructor(s) in the section.

Thirty minutes are allowed for lunch each day. One 15-minute break in the morning and another 15-minute break in the afternoon are allowed if time/workload permits. The lead instructor in each section will indicate to the student the times at which the student may leave the area for lunch and breaks.

Rotation schedules are provided to students in advance. Each student is responsible for reporting to his/her assigned section at the designated time.

6. Holidays / Vacations

Vacation days are listed on the student rotation schedules. Typically, classes are not scheduled on MCHS-recognized holidays, the day after Thanksgiving, and days around the Christmas holiday. MCHS-recognized holidays include Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve afternoon, Christmas Day, and New Year's Day.

Some days in February, March, or April may be scheduled as vacation. These dates may vary from year to year. They will be listed on the Main Lab Rotation Schedule.

7. Absences

Same-Day Absences: Students who will be unavoidably late or absent due to illness, transportation problem, or other reason, must telephone ***both*** the section in which they are assigned and the Laboratory Education Department office as soon as possible. Students must telephone their assigned section and speak directly with their lead instructor contact or a staff member who will convey a message to their lead instructor contact regarding the situation. The student must then also telephone the Laboratory Education office about their situation. A

voice mail message may be left on the Laboratory Education line. E-mails and text messages are unacceptable means of communicating same-day absences.

Advance Notice Absences: Students who know in advance they might need time off for a personal appointment, job interview, or other reason, must request the time off from their lead instructor(s) ***and*** Program Director by e-mail as far in advance as possible. The lead instructor and Program Director will make the decision as to whether or not to allow the requested day/time off. Students will be informed of their decision by return e-mail.

All work missed due to same-day or advance notice absences for any reason must be made up by the student. The work missed must be made up, not the time missed. The lead instructor will determine when and how the work will be made up and will inform the Program Director of the plan.

Two consecutive unexcused absences will be considered grounds for dismissal. "Unexcused" means no notification was received by the section or Program Director and the whereabouts of the student could not be determined.

Excessive absences may require the student to spend additional time in a section at the end of the practicum year.

8. Time and Attendance Records

Students use the online Kronos Workforce Central time and attendance collection system (TACS) to record attendance. An inservice during orientation provides instructions on how to clock in and out via the computer. Students must clock in on arrival each day, clock out and back in for lunch break, and clock out at the end of the day. Students need not clock out and in for breaks.

Students should check their timecard regularly for missed or incorrect clockings and make corrections as soon as possible. Students should have no more than one missed clocking per month. Excessive numbers of missed clockings may lead to disciplinary action.

9. Personal Phone Calls, Electronic Communications and Devices

Outgoing and incoming personal calls must be kept to a minimum. Outgoing personal calls may not be placed from a section phone as these are for department business use only.

Cell phones are allowed in most areas of MCHS buildings. However, as a courtesy to instructors, staff, visitors, and patients, cell phones should be turned off during practicum hours. Calls and text messages may be placed and

received during break or lunch times from a lobby, entryway, or from outside the building.

In emergency situations, outside callers may contact the student by calling 1-800-222-5835 and asking for the student by name. The student will be paged in the Laboratory. Section phone numbers may not be given to family or friends as contact numbers since these are for internal business use only.

I-Pods, Blue Tooth, and other non-practicum related headphones/earbuds may not be used during practicum hours. Students are expected to be fully engaged in the Laboratory environment.

Laptops and tablets may be used in conference rooms and other "clean" areas of the laboratory and MCHS buildings. Laptops and tablets may not be used in testing areas or other "dirty" areas of the Laboratory.

10. Visitors

Visitors in the Laboratory are discouraged. Visitors are not allowed in the technical areas. If expecting a visitor, arrangements should be made to meet the visitor in the Erdman Lobby of the Laird Center.

11. Meals

Meals may be purchased in either of the two cafeterias located on the Marshfield campus. Lunches carried in must be eaten in the cafeterias, lab break rooms, or lab conference rooms designated for break room overflow. Food and beverages are not allowed in the Student Lab or in any of the laboratory sections. Building hallways, specifically the end of the hallway near the student lockers, should not be used as a break area or storage area.

12. Personal Appearance

Students must comply with the Personal Appearance (Dress Code) policy of Marshfield Clinic Health System, which may be accessed electronically using the Marshfield Clinic Health System Document Control System (DCS) desktop icon.

Students are expected to present a clean and neat appearance. Scrubs or dress slacks and neat, clean blouses/shirts or turtlenecks are acceptable attire. Stockings must be worn; legs must be covered below pant/skirt hemlines. Shoes should be soft soled. Open-backed shoes are acceptable, but open-toed shoes are not allowed. Tennis shoes are acceptable. All clothing must be clean, free from holes and tears, and not wrinkled or tattered.

Shorts, T-shirts, sweat shirts, or apparel with large logos are not allowed. Occasionally, MCHS Administration allows conservative logo-wear to be worn in support of a local high school or favorite NFL team. On the days when Laboratory or MCHS staff are allowed to wear logo-wear, students will be allowed to do the same.

Attention to personal hygiene is required. Long hair should be tied back. Beards/mustaches must be neatly trimmed. Highly eccentric styles of grooming, including the use of unusual colors or color combinations, are not permitted.

No visible body piercing is allowed, other than in the ears. Artificial fingernail enhancements are not allowed. Tattoos that are visible during work hours must not be: suggestive of the use of alcohol, tobacco or drugs; be sexually suggestive, vulgar or discriminatory; display political or religious messages. Make-up, jewelry, accessories, and nails must project a professional business appearance. Use of fragrances should be conservative.

At the discretion of the instructors or Program Director, students who report inappropriately dressed or groomed will be sent home and directed to return in proper attire.

Outerwear (e.g., coats, boots, shoes), backpacks, and other items used outside the Lab should be stored in the student's locker during practicum hours. A clothing rod near the 3rd floor breakroom is also available to hang outerwear. Outerwear and backpacks should not be stored in the Student Lab area, as this is considered a "dirty" area.

13. Lab Coats / Name Tags

Lab coats are provided by the Laboratory. Lab coats for staff and student use in the Lab's technical sections are hung according to size in cabinets located in the Laird 3rd floor west hallway. Once worn in a work area, lab coats are considered soiled and should not be worn outside the Lab. Lab coats should never be hung in a locker, worn in a classroom/conference room, worn in an administrative office, worn in a restroom, worn to the cafeterias, or taken home. The Laboratory arranges laundering services. Lab coats should be left for laundering on a regular (at least weekly) basis.

Lab coats are not required in the Clinic Phlebotomy "Central Lab" area. However, scrubs or professional dress is required.

Each student will be given a photo identification / security badge at the beginning of the year. ID badges must be visible, and worn at shoulder level or on a lanyard at all times during the practicum.

14. Student Employment

Students are strongly encouraged not to be employed (work in a paid position) outside the Lab during the practicum year. Program administrators and instructors view the practicum as the student's first priority. Practicum hours will not be shortened or altered to accommodate a student's work schedule. If a job is held, it is advised that the position be part-time, within the Lab, and the student scheduled for a limited number of hours. A limited number of part-time positions are available at Marshfield Labs. If a student's job is perceived as interfering with the student's practicum performance, the student will be advised to reduce their number of work hours.

Students who need financial assistance are encouraged to apply for scholarships, grants, and/or student loans. Students are also encouraged to use the resources of the financial aid office on their university campus.

15. Service Work

Students are not allowed to perform service work and are never substituted for regular staff.

16. Safety / Security / Emergency Procedures

Students must comply with all safety, security, and emergency policies and procedures of Marshfield Labs and Marshfield Clinic Health System. Safety, security, and emergency policies and procedures are reviewed with students during their orientation and may be accessed by students electronically using the Marshfield Clinic Health System Document Control System (DCS) desktop icon.

A direct link to the Marshfield Labs Safety Manual is available on the Marshfield Labs intranet page.

A direct link to the Marshfield Clinic Health System Emergency Plan is available on the Marshfield Clinic Health System Employee Health Department intranet page.

When a "Mass Casualty" alert is announced, students should report immediately to the Transfusion Services Area. The manager there will assess the situation and assign students specific duties to assist with blood product delivery as needed.

17. Work Related Exposures

During orientation, students receive instructions on how to respond to a work related exposure. If a work related exposure to blood or body fluids occurs, it must be reported immediately to the lead instructor. The instructor will assist the student in completing an "Injury / Illness Report" form, available electronically using the Marshfield Clinic Health System Document Control System (DCS) desktop icon or on the MCHS Employee Health Department intranet page.

A copy of the completed form should be forwarded to the Program Director for review. The copy will be placed in the student's file. The original should be forwarded to the Marshfield Clinic Health System Employee Health Department.

18. Insurance

Students are responsible for their own medical care needs and their own health care costs. They are fully responsible for all costs related to general medical or emergency care including, but not limited to, immunizations, tests, procedures, and office visits. Marshfield Clinic Health System may provide emergency care for student illness or accident, but is not responsible for the cost of the resulting care. Marshfield Clinic Health System does not provide health insurance for students.

Students are required to carry liability insurance through their university or to purchase a personal policy. A student needing a personal policy should notify the Program Director at the beginning of the practicum. Arrangements can be made for the student to purchase the appropriate insurance at minimal cost.

19. Professional Activities

Students are encouraged to be members of the American Society for Clinical Laboratory Science (ASCLS), the national professional society for medical laboratory scientists / medical technologists. Membership information is available at: http://www.ascls.org/.

Students are also encouraged to be active members in the Wisconsin Society for Clinical Laboratory Science (ASCLS-WI). Students are encouraged to attend continuing education sessions offered regularly in the Lab and on the Marshfield campus.

20. Counseling

The Program Director is available to assist students in understanding program policies and practices, and for advice on career issues. The Program Director is

available when not otherwise scheduled or out of the office. Students do not need an appointment to see the Program Director. Discussions can take place in the Program Director's office or in a conference room. Discussions are confidential.

Professional counseling for financial or personal problems and concerns is available through the Marshfield Clinic Health System Employee Assistance Program (EAP). Students may contact the service through a link on the Marshfield Clinic Health System intranet page (http://www.assisterc.com/) or may call the program directly during the workday or after hours. The service also has a public web page at: http://ercincorp.com/ . Any contact with EAP remains confidential.

Academic Policies and Procedures

21. Tuition

Students registered at a university during their practicum year pay tuition directly to that university.

Students not registered at a university during their practicum year (4+1 students) pay a fee directly to Marshfield Labs. The fee for the 2018-19 practicum year is $5750. The Laboratory sends tuition bills early in the practicum. Payment is due to “Marshfield Clinic” by November 1.

22. Textbooks

Specific textbooks are required for the practicum. The Program Director provides students with a list of all required textbooks. Students are responsible for obtaining print or electronic versions of the texts before the start of the practicum. Several options are available for obtaining the texts including, but not limited to, renting them from a university bookstore, purchasing them new or used at a bookstore, or purchasing them new or used online.

23. Withdrawal from the Program

Students registered at a university during their practicum year are subject to the policies and procedures of their university regarding withdrawals and refunds. This information is published in each university’s catalog.

4+1 students who withdraw from the practicum receive a 50% refund of their tuition if written notice is received by the Program Director before November 1. After November 1, no refund is given.

Any student withdrawing from the program at any point after acceptance is required to submit written notification of their withdrawal to the Program Director. This written notice is placed in the student’s file.

24. Program Completion for Enrolled Students

In the unlikely event of program closure, either at the university or the laboratory, any student formally notified of acceptance into the laboratory’s practicum program is assured of being able to complete the practicum program at the lab.

25. Student Lab / Main Lab

During the first week of the practicum, students are scheduled to attend orientation sessions that are designed to familiarize the student with the policies and procedures of Marshfield Labs and Marshfield Clinic Health System.

Students then spend ten weeks in Student Lab. All students proceed through the Student Lab rotations as a single group. Students are scheduled in Main Lab rotations from early November through May. Students may be scheduled in Main Lab rotations alone or with one other student.

Any questions or concerns that arise during any of the Student Lab or Main Lab rotations should be addressed with the lead instructor of the section.

26. Lectures

Lectures are presented during Student Lab, Main Lab, and on most Monday mornings from early November through May. Schedules are provided to students in advance. Attendance at all lectures is required.

If a presenter does not arrive within 10 minutes of the scheduled start time, one student should place a call to the Laboratory Education Office to inform the Program Director of the situation. If the presenter cannot be located within ten minutes, students should report to their assigned sections.

27. Evaluation / Grades

Each section provides students with information on how they will be evaluated during that rotation. Academic performance will account for 50% of each section's final grade and may be evaluated according to, among other things, worksheets, quizzes, presentations, written exams, and practical exams. Section instructors will also evaluate a student's behavioral performance, e.g., quality of work, self-expression, initiative, interpersonal relationships. Behavioral performance will account for the other 50% of the section grade.

Instructors submit grades to the Program Director. The Program Director then submits each student's grades to his/her university according to the guidelines of that university.

Numeric grades are converted to letter grades as follows:

93-100%	A	87-89%	B+	77-79%	C+
90-92%	A-	83-86%	B	73-76%	C
		80-82%	B-	70-72%	C-
				< 70%	F

A student who fails a quiz, exam, or other evaluation tool will be offered one make-up to demonstrate competency. If a passing score is achieved on the make-up, a score of 70% will be recorded. If the student fails the make-up, the percent score of the make-up will be recorded.

If the final grade for a complete section is below the passing grade of 70%, the student will be expected to seek help from the section instructor(s) to demonstrate competency in the section and raise the grade to a passing level. Students may be expected to review additional study materials; complete additional bench work; complete additional worksheets, quizzes, or exams; or repeat an entire rotation. The exact means by which the student may attempt to raise the grade will be outlined by the section instructor and reviewed by the Program Director. If competency is demonstrated and a passing grade achieved through the means outlined, a grade of C will be recorded for the section. If the student does not achieve a passing grade through the means outlined, a grade of F will be recorded for the section.

Students who have not met minimum academic and performance requirements at the end of the first six (6) months may be subject to dismissal. A review board consisting of all prior instructors, the Program Director, a Lab Administrator, and University Director of the program in which the student is enrolled would meet to discuss the student's performance and make a final determination.

28. Program Evaluation

Students have the opportunity to provide constructive evaluation of the program at the end of each rotation and periodically throughout the practicum. The Program Director conducts an exit interview with each student near the end of the practicum. Comments from the exit interviews are collated and shared with section instructors to make program improvements.

29. Student Records

Student education records are considered confidential. Records are stored in a secured area and maintained indefinitely. A student may review the contents of his/her education records by making a written request to the Program Director. After the request is received, five business days must be allowed for record retrieval.

30. Academic Misconduct

Purpose: The purpose of this information is to provide a definition of academic misconduct, describe the protocol for investigating possible incidents, and to list possible disciplinary actions concerning students in Laboratory Education programs.

Academic Misconduct is defined as:

> Cheating on an examination; collaborating with others in work that is to be presented individually, contrary to stated rules of the course; plagiarizing, including submission of others' ideas or papers (whether purchased, borrowed, or otherwise obtained) as one's own; stealing examination or course material; falsifying records or other data; knowingly and intentionally assisting another student in any of the above - including assistance in arrangements whereby any work, classroom performance, examination, or other activity is submitted or performed.

Procedure:

1. Report of alleged academic misconduct is written by the individual who observed the incident.
2. Report is sent to the lead instructor of the section in which the incident is alleged to have occurred.
3. Written notice is sent to the student and the Program Director. A report is sent to the program director of the degree granting facility.
4. An initial conference will be held between the student, instructor and Program Director. Summary of the minutes of the conference will be signed by the student, instructor, and Program Director. The student will receive a copy of the minutes. The Program Director and instructor will decide the appropriate action to take.
5. The written decision of the instructor and Program Director is sent to the student and the program director of the degree granting facility.
6. The student may appeal the decision according to the Fair Treatment Procedure.
7. The Fair Treatment Committee will review the written appeal from the student and decide on a course of action. The decision of the committee is final.
8. Possible disciplinary actions include:
   a. Written reprimand placed in the student's file.
   b. Academic response – e.g., lowering grade, requiring additional work.
   c. Suspension from the program for a specified period of time.
   d. Expulsion from the specific program in which the student is enrolled.
   e. Degree granting university or college actions are the decision of that institution.

31. Fair Treatment Procedure

It is important to the management and educators of the Marshfield Clinic Health System Laboratory Education Student Programs that all students feel they have been fairly treated and given every opportunity to discuss their problems. It is recognized that whenever groups of people work and study together, misunderstandings may occur. For this reason, the following information has been set forth to ensure that every student has the opportunity to follow an orderly procedure for complaint reviews.

INTENT

It is the intent of the Marshfield Clinic Health System Laboratory Education Student Programs to provide all students with a formal method by which they can voice their dissatisfaction when they feel that they have been treated unfairly and their disputes cannot be resolved to their satisfaction through informal problem solving channels.

PURPOSE

It is the purpose of the Fair Treatment Procedure to provide an organized system for students to resolve their work/study complaints in a prompt, fair manner. A complaint may exist when a student feels he/she has been the subject of unfair or discriminatory action or lack of action by a faculty member / manager / supervisor / director in the clinical environment.

PROCEDURE

Student days will be defined here as Monday - Friday only. All other days such as Saturday, Sunday, holidays, vacation, school-related absence away from the institution and sick leave, will be excluded as student days. If circumstances warrant, the time limits in this procedure can be extended by mutual agreement between the student and the other party involved. If time limits are extended, this should be documented and signed by both parties.

Step 1

Any student with a complaint shall first discuss the complaint with the student's Program Director within five (5) student days from the time in which the action occurred, or from the time that the student knew of the occurrence; whichever is later. Recognizing the value and importance of complete discussion, every reasonable effort shall be made to settle problems promptly at this point. In the event the Program Director does not make a decision during the discussion, a written reply must be given to the student within two (2) student days after the student has presented their complaint.

Step 2

If the complaint is not settled, the student shall present the complaint in writing to the Program Director and the Marshfield Labs Assistant Administrative Director within three (3) student days, following the receipt of the Program Director's reply

in Step 1. The Program Director and the Marshfield Labs Assistant Administrative Director will then meet with the student within three (3) student days in a formal meeting and attempt to settle the matter. The Program Director and the Marshfield Labs Assistant Administrative Director will issue a written reply to the student within two (2) student days of the meeting.

Step 3
If the complaint is not settled, the student may present the written complaint to the Laboratory Administrative Director within two (2) student days after the answer has been received in Step 2. Within five (5) student days, the Laboratory Administrative Director will initiate a meeting with the student, a representative of Human Resources, and a faculty member from a different student program. A written answer shall be given to the student within three (3) student days following the completion of the Step 3 meeting.

Step 4
If the complaint is not settled, the student may then request that such a matter be submitted to the Director of Laboratories for final resolution.

32. Grievance Procedure

A grievance procedure is defined as “any difference arising between the student and the program as to the interpretation or application of a problem, rule, or policy relative to student guidelines, schedules, duties, conduct, or other conditions of enrollment”. The student shall exercise the grievance procedure without prejudice to his/her positions or standing in the program.

A “day” refers to a class day falling on a Monday through Friday and does not include recognized holidays. A “confidential” meeting is defined as an individual and private meeting intended to give the grieving student an opportunity to present his/her opinion and evidence relating to the problem. This in no way limits the responsibility of the party(s) hearing the grievance to seek disclosure of all facts by calling additional witnesses as relevant.

The grievance procedure shall consist of four steps:

a. Discussion with the appropriate instructor or Program Director. The student must inform the instructor or Program Director during discussion that the problem being discussed is a grievance.
b. Written grievance to Program Director.
c. Written grievance to the Marshfield Labs Assistant Administrative Director or her designee.
d. Hearing before a committee appointed by the Marshfield Labs Assistant Administrative Director. The committee will be composed of a laboratory administrator, a representative of Human Resources, and a faculty member from a different student program. The decision of the committee shall be final and binding.

Medical Laboratory Science Student Program

Lead Faculty List

Faculty Member	Laboratory Discipline	Content Area
Sherrie Hamus	Chemistry	Main Lab
Megan Platz	Chemistry	Student Lab & Main Lab
Samantha Stackman	Chemistry	Student Lab & Main Lab
Sarah Beighley	Special Chemistry	Student Lab & Main Lab
Dianna Walter	Special Chemistry	Student Lab & Main Lab
Laura Geiser	Hematology	Student Lab & Main Lab
Julie Johnson	Hematology	Student Lab & Main Lab
Marian Menn	Hematology	Student Lab & Main Lab
Suzanne Golden	Immunology	Student Lab & Main Lab
Joann Schultz	Microbiology	Student Lab & Main Lab
Mary Stemper	Microbiology/Molecular Pathology	Student Lab
Kelly McKee	Molecular Pathology	Student Lab & Main Lab
Mary Phillippi	Phlebotomy	Student Lab & Main Lab
Sarah Venzke	Phlebotomy	Student Lab & Main Lab
Laure Kaiser	Transfusion Services	Student Lab & Main Lab
Lauren McClendon	Urinalysis	Main Lab

MEDICAL LAB SCIENCE STUDENTS
PERFORMANCE/COMPETENCY EVALUATION v. 07/02/18

Student: _____ **Date:** _____

Section / Rotation: _____

Evaluator(s): _____

~~ *SAMPLE* ~~

Results of the Performance / Competency Evaluation will comprise 50% of the student's final grade for that section / rotation. The purpose of the evaluation is to provide feedback to the student on their performance as a laboratory professional. The Performance / Competency Evaluation is designed to be similar to and thus prepare the student for the type of employee appraisal process the student will encounter when employed.

This evaluation should be completed, reviewed with the student, signed, and submitted to the program director no more than ten days after the student has completed the rotation.

SECTION I

INSTRUCTIONS TO THE EVALUATOR:

Rate the student in each area by circling:
1 = Needs improvement. / Student is not performing as would be expected of entry-level MLS.
2, 3, 4 = Meets expectations. / Student is currently performing as entry-level MLS to varying degrees.
5 = Exceptional. / Student's performance is well above what would be expected of an entry-level MLS.

- Comments are required for ratings of 1 and 5. Comments should give specific examples of occurrences/situations that illustrate why rating is being assigned.
- Ratings of "1" may require remedial work by the student at the instructor's discretion or may result in the implementation of a Performance Improvement Plan.

Grading Scheme:
Approximate translation of numeric rating to letter grade:
4 & 5 = A, 3=B, 2=C, 1=F
Ratings for items 1-12 will be added for a total score. Translation of total score to letter grade:
42 – 56 = A
30 – 41 = B
18 – 29 = C
12 – 17 = F

COGNITIVE / ACADEMIC PERFORMANCE

1. Knowledge of Subject	Can relate minimal information outlined in the learning objectives.	Demonstrates good theoretical knowledge of the material covered. Can verbally relate the information outlined in the learning objectives. Performs at expected level on didactic (written) quizzes & exams.	Demonstrates unusual depth of understanding with productive discussion and probing questions. Grasps theoretical concepts usually understood after >1 yr experience.

1 2 3 4 5

_____
_____
_____
_____

2. Application of Knowledge to Practice	Has difficulty translating knowledge to practice. Unable to proceed once directions are given.	Applies knowledge to bench work. Demonstrates ability to proceed based on initial findings, e.g. can perform Micro workups, BB product selection, problem sample procedure (Heme, Chem). Demonstrates appropriate decision making and problem solving skills for entry level MLS.	Can extrapolate knowledge and apply to low volume or seldom seen specimens or situations.

1 2 3 4 5

_____
_____
_____
_____

3. Judgment: Problem Recognition & Resolution	Has difficulty distinguishing normal from abnormal situations. Doesn't recognize or proceed appropriately in problem situations (e.g. problem sample, QC out of range).	Recognizes normal vs. abnormal, normal flora vs. pathogen. Recognizes problem samples, e.g. short, lipemic, hemolyzed, inadequate ID, inappropriate collection. Proceeds appropriately in each case. Recognizes situations that require consultation with instructor or staff tech. Asks appropriate questions. Instructor would feel comfortable having student perform family member's testing, e.g. operate analyzer with family member's sample in run; perform dif, x-match, micro set-up/work-up.	Sees 'big picture'. Conveys understanding of how own actions have consequences, impact patient care (e.g., recognizing normal vs. abnormal, handling problem samples correctly) .

1 2 3 4 5

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PSYCHOMOTOR / BENCH PERFORMANCE

4. Bench Maintenance	Work area not clean. Supplies not restocked. Handwriting difficult to read – illegible, small.	Work area left clean: area picked up, countertop cleaned/disinfected, garbage disposed of properly. Supplies restocked or instructor / staff notified of low levels. Microscopes cleaned. Handwriting neat and easy to read – very few cross-outs on logs or worksheets.	

1 2 3 4 N/A

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5. Bench Work: Skills & Pace	Everyday bench skills need improvement: e.g. better pipetting or isolation techniques. Hasn't developed work pace that would meet expected turn-around-times. Sacrifices accuracy for speed: e.g. makes mistakes, misses things by going too fast.	Does good work at the bench. Has good manual dexterity: e.g. good pipetting technique; good streaking, isolation. Demonstrates efficiency / balances speed and accuracy: can maintain appropriate work pace while producing accurate results – e.g. finishes expected number of difs, cross matches, antibody panels, instrument runs, set-ups, work-ups.	Demonstrates excellent multi-tasking skills usually seen in experienced techs.

1 2 3 4 5

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6. Safety Practices	Does not carry out safety practices at all times.	Observes all safety practices including wearing gloves, lab coats in appropriate areas; no food in lab; proper disposal of waste in red bag/clear bag/recycle bin.	

1 2 3 4 N/A

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AFFECTIVE / TEAM PERFORMANCE

7. Professionalism/ Maturity	Does not follow Marshfield Clinic Health System (MCHS) or Student Program policies. Complains about policies and expectations.	Follows all MCHS and Student Program policies at all times and without complaint : e.g. makes appropriate time off requests, maintains confidentiality, maintains professional appearance. Focused. Engaged in learning activities and lab environment. Is a good representative of the laboratory profession.	Unsolicited positive feedback received from non-instructors or people outside section re: student's professional behavior or appearance.

1 2 3 4 5

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8. Attendance / Punctuality	Arrives late, leaves early. Takes extended time for breaks or lunch. Has unexcused absences. Present in area during unscheduled times (e.g. waiting for other students). Not in the area during scheduled times (e.g. instructor has to look for student).	Arrives in area and is ready to start at scheduled time. Remains in area until instructor indicates work is done. Takes breaks and lunch when instructor indicates and for appropriate length of time. Informs instructor and program director as early as possible of anticipated absences.	

1 2 3 4 N/A

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9. Initiative / Motivation	Seems unprepared for day Gives impression of being uninterested. Indicates would like to leave early rather than study or complete additional tasks in section. Satisfied with "getting by" rather than actually learning material or skill. Prefers to "google" rather than think.	Arrives prepared. Has looked ahead and studied what will be covered that day. Asks for additional activities when assigned activities are complete. Concerned with learning info/skills needed to work as MLS not just to achieve a good grade. Uses section texts, references, resources to supplement lecture and lab material covered by instructor.	Proceeds on own. e.g. starts a bench, starts setting up area, performs QC or temp checks without being told. Helped with a dept/section project in addition to student assignments.

1 2 3 4 5

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10. Responsibility	Does not accept responsibility for own work. Can't accept being wrong. Offers excuses or deflects blame to others.	Accepts responsibility for own work: acknowledges errors and learns from them. Accepts constructive criticism of skills or behavior and uses in positive manner for improvement.	

1 2 3 4 N/A

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_____
_____

11. Interpersonal / Communication Skills	Unable to clearly convey ideas verbally or in writing. Dismissive or patronizing toward lab staff. Questions staff credentials. Communicates in confrontational rather than conversational manner. Brings cold or negative atmosphere to section.	Effectively conveys and receives ideas; responds appropriately. Is respectful of instructors and other lab staff. Appreciates instructors' knowledge, skills, experience. Interactive. Communicates in a positive and timely manner with instructors, lab staff, other students. Contributes to a positive work environment.	Unsolicited positive feedback received from non-instructors or people outside section re: student's communication skill with staff, visitors, or patients, e.g. offering diplomatic comments in difficult conversations, helping/directi visitors in hallway.

1 2 3 4 5

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12. Ability to Work in Clinical Lab Environment / Handle Stress	Seems tired frequently. Frustrates easily. Has difficulty coping with work volume, people, environment. Has difficulty adjusting to variations or changes.	Alert, interactive. Can "go with the flow." Performs well in busy lab environment. Deals well with variety of personalities. Demonstrates patience with instructors and coworkers, a process, or wait time. Demonstrates flexibility and ability to adapt to change, e.g. in schedule, instructors, test volume.	Demonstrated calmness, flexibility in unusual situation, e.g. very high work volume, computer down.

1 2 3 4 5

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_____

Section I Numeric Total = _____ Letter Grade = _____

SECTION II

13. Does this student follow required documentation protocol (checklists, logs, QC)?

_____ Adequately _____ Inadequately

Comment required if *"Inadequately":*

_____
_____
_____
_____

14. Do you have any reason to question this student's credibility?

_____ Yes _____ No

Comment required if *"Yes":*

_____
_____
_____
_____

15. Has this student completed the section / rotation learning objectives (cognitive, psycho-motor, affective) expected of him/her?

_____ Yes _____ No

Comment required if "No"; List objectives to be completed/corrected:

_____
_____
_____
_____

16. Do you recommend this student for certification eligibility in this area?

____highest recommendation- without reservation ____recommend ____recommend with reservations ____do not recommend

Comment ***required***:

_____
_____
_____
_____

17. Would you recommend this student to a prospective employer?

____highest recommendation- without reservation ____recommend ____recommend with reservations ____do not recommend

Comment ***required*:**

_____
_____
_____
_____

SECTION III

Grade:

		Numeric	*Letter*
The grade being reported is:	Student Lab	_____	_____
	Main Lab	_____	_____
	Performance Eval (50%)	_____	_____
	Final	_____	_____

Student Comments:

_____
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Instructor Comments:

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_____

Was this evaluation discussed with the student? _____ Yes _____ No

_____
Instructor / Coordinator

_____
Student

_____
Date