

Introduction

This manual supplements and explain information provided in the program brochure and admissions materials. **Students accepted into the Phlebotomy Education Program must read this manual and sign the Statement of Understanding to that effect. The signed statement included in each student's permanent file. It is assurance that you understand all your rights and responsibilities. Keep this manual in an accessible place and refer to it as questions arise. If you have questions about anything in this manual, be sure to obtain clarification from the Program Director before signing the Statement of Understanding.**

Program Approval

Saint Luke's Hospital has a long history of providing Phlebotomy training in the Kansas City area. The first class of *The Phlebotomy Program* began in June 1980. Saint Luke's continued to offer phlebotomy training thru *The Phlebotomy Program* until December 1995 when the Work Redesign efforts brought about a new multi-skilled practitioner; Patient Care Technician (PCT). PCT training quickly replaced any additional training offered, and *The Phlebotomy Program* closed in June 1996.

In the early 2000's PCTs began showing interest in furthering their phlebotomy education. The Laboratory determined that training be provided according to the minimum standards set forth by the National Accrediting Agency for Clinical Laboratory Sciences* (NAACLS). The phlebotomy module offered to PCTs expanded to meet NAACLS requirements. This step allowed the Laboratory to apply for and receive Approval Status for the *Phlebotomy Education Program* in October 2002. The first PCT Phlebotomy Class to attend the Approved Program began in February 2003. PCTs were then able to sit for Phlebotomy Certification upon completion of their training.

In early 2000's there was also considerable public interest in phlebotomy and specifically in training programs. Unfortunately, there were very few programs available. The Laboratory also noticed a decrease in applicants for open positions within the Laboratory that require phlebotomy. To help meet the needs of the community, Saint Luke's Hospital, and Saint Luke's Health System, the Laboratory set a goal to offer the *Phlebotomy Education Program* to the public. The first class of applicants from the community began in March 2004. Phlebotomy training was offered to the community three to four times each year.

In 2009, Saint Luke's Hospital joined the ranks by recentralizing phlebotomy. Data supports a centralized phlebotomy staff as more effective in regards to quality and safety. This brought about two changes for phlebotomy training. First, PCTs were re-classified as Nursing Assistants (NAs), and no longer performed phlebotomy or needed training. Next, the *Phlebotomy Education Program* would now be the primary teaching responsibility. The program extended to five weeks, and offered several times each year.

Three program officials are designated and NAACLS Approved for the Saint Luke's Hospital program. **Cynthia Essmyer, MD** is certified in Clinical Pathology by the American Board of Pathology, and serves as **Medical Advisor** to the program. **Brenna D. Ildza, BHS, MT(ASCP) SH, PBT** is the **Program Director**, and **Barbara Mick, BA, MT(ASCP)** is the **Didactic Faculty**.

*NAACLS 5600 N. River Rd, Suite 720 Rosemont, IL 60018-5119
Ph: 773.714.8880 www.naacls.org

Mission Statement

In keeping with Saint Luke's Hospital's teaching mission, the Phlebotomy Education Program integrates cognitive, psychomotor and affective learning to provide an educational experience that enhances the technical and professional development of the Phlebotomist.

Philosophy & Goals

Saint Luke's Regional Laboratories (SLRL) assume the responsibility to provide faculty, educational facilities, and learning experiences in an environment to enable students to develop as both phlebotomists and as responsible members of health care teams. This is in keeping with the hospital's teaching mission.

It is the responsibility of SLRL teaching program to prepare all students to meet the changing challenges of the profession to aid them in developing their potential.

The Phlebotomy Education Program integrates knowledge, attitudes and psychomotor skills through planned learning experiences for the development of the phlebotomist. It is NOT merely a technical training program, designed only to teach a "skill". The skill of phlebotomy is taught alongside didactic learning (to provide understanding and depth) and affective learning (to provide awareness of attitudes; ability to respond professionally). All three domains of learning are important and assessed.

General Program Goals

The Saint Luke's Hospital Phlebotomy Education Program provides the necessary learning experiences for participants to:

- Recognize and appreciate the role of the phlebotomist on health care teams.
- Demonstrate the ability to perform phlebotomy and related skills by meeting the criteria for progression and completion of the Saint Luke's Hospital Phlebotomy Education Program.
- Demonstrate the ability to make decisions related to specimen collection, handling, and processing by applying cognitive skills at a level appropriate for career entry.
- Demonstrate recognition of the importance of professional behavior, growth, and development.
- Recognize the importance of learning in all three domains (Cognitive, Psychomotor, and Affective) by demonstrating commitment to all related objectives.
- Demonstrate the ability to apply learning while moving toward achievement of all expected entry-level competencies for graduates, adapted from NAACLS.
- Use these skills to challenge a nationally recognized certification examination, or licensure examination, at the option of the participant.

Entry Level Competencies

Program Goals aligned with the NAACLS Phlebotomist Competencies, as listed in the NAACLS Program Approval Guide for Phlebotomy Programs.

Upon completion of the Saint Luke’s Hospital Phlebotomy Education Program, the graduate will be able to:

1. Demonstrate knowledge of the health care delivery system and medical terminology.
2. Demonstrate knowledge of infection control and safety.
3. Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
4. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
5. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
6. Follow standard operation procedures to collect samples.
7. Demonstrate understanding of requisitioning, specimen transport, and specimen processing.
8. Demonstrate understanding of quality assurance and quality control in phlebotomy.
9. Communicate (verbally and non-verbally) effectively and appropriately in the workplace.

The curriculum of the Phlebotomy Education Program written in three learning domains, at multiple levels, and leads to the development of the nine competencies.

Competency #	Primary Domain	Primary Learning Activities / Evaluation Method
1. System/terms	Cognitive	Didactic Lecture / Exam
2. Infection Control/safety	Cognitive	Didactic Lecture / Exam
3. Anatomy/Physiology	Cognitive	Didactic Lecture / Exam / Return Demonstration
4. Importance/ collection	Affective	Didactic Lecture / Case Studies / Performance Evaluation
5. Equipment/precautions	Cognitive	Didactic Lecture / Lab Exercises / Practical / Exam
6. Follow SOP	Psychomotor	Didactic Lecture / Lab Exercises / Cases / Practicum (All evaluation tools)
7. Request/transport/process	Cognitive	Didactic Lecture / Exam
8. QA and QC	Cognitive	Didactic / Lab Exercises / Exam
9. Communication	Affective	Didactic / Lab Exercises / Return Demonstration / Practical / Exam / Performance Evaluation

Upon graduation and initial employment, the phlebotomist will be able to demonstrate entry-level competencies in the above areas of professional practice. Information solicited from graduates and employers to determine program adequacy in preparing students to meet these competencies on the job.

The objectives for learning in the program follow the goals, and move the learner toward achievement of the competencies expected at career entry.

Program Objectives:

1. Explain the importance of phlebotomy as it relates to:
 - a. Responsibility for specimen collection
 - b. Skills required for specimen collection
 - c. Patient
 - d. Accuracy
 - e. Teamwork

2. Identify laboratory staff including their qualifications, responsibilities, roles, and organizational structure.

3. Demonstrate appropriate patient interaction including:
 - a. Reassurance
 - b. Compassion
 - c. Confidence
 - d. Professionalism
 - e. Communication
 - f. Identification
 - g. Adherence to policy and procedure

4. Recognize ordering and resulting processes including:
 - a. Who requests testing
 - b. How orders are entered into the computer system
 - c. Processes for computer down time
 - d. Response by staff for testing request
 - e. Required information for order
 - f. Specimen labeling
 - g. Specimen transport to laboratory
 - h. Specimen transport to testing departments
 - i. Charting of specimen results

5. Practice use of Laboratory policies and procedures.
 - a. Laboratory Plan for Care
 - b. Saint Luke's Regional Laboratories Lab Test Directory
 - c. Others as introduced

6. Describe the importance of adherence to identification protocol
 - a. Approaching patient
 - b. Acceptable armband locations
 - c. Comparison of three sources of patient information (order, verbal, armband)
 - d. Process when patient identification comparison encounters disagreement
 - e. Mislabeled and unlabeled specimens
 - f. Patient refusal
 - g. Specimens for transfusion testing

7. Explain inclusion of the following elements on the laboratory requisition:
 - a. Patient's full name
 - b. Patient's location (Inpatient)
 - c. Patient's unique identifier
 - d. Patient's date of birth
 - e. Date and time of collection
 - f. Collector's identification
 - g. Requesting caregiver/physician

8. Organize and perform specimen collection utilizing equipment safely and accurately, including:
 - a. Collection tray
 - b. Gloves
 - c. Tourniquet
 - d. Antiseptic agent
 - e. Needles/lancets
 - f. Adapters
 - g. Syringes
 - h. Collection tubes
 - i. Disposal equipment
 - j. Post puncture care equipment
 - k. Miscellaneous collection devices

9. Describe, characterize, and demonstrate appropriate use of blood collection equipment.
 - a. Color-coded collection tubes including anticoagulant/additive
 - b. Fill volume for collection tubes
 - c. Needle gauges
 - d. Resources to assist in specimen collection requirements

10. Locate appropriate specimen collection sites for venipuncture considering:
 - a. Patient notations/notifications
 - b. Available lighting
 - c. Patient positioning
 - d. Preferred collection sites
 - e. Differentiation of veins and arteries
 - f. Restrictions for specific patients

11. Perform venipuncture process following Laboratory policies and procedures.
 - a. Site selection
 - b. Site preparation
 - c. Equipment positioning
 - d. Tourniquet placement, application, and removal
 - e. Needle entry and removal
 - f. Order of draw
 - g. Post puncture care
 - h. Handling and disposal of equipment
 - i. Specimen labeling and transport

12. Recognize and implement corrective action when experiencing venipunctures obstacles.
 - a. Blood fails to enter collection device
 - b. Under-filled specimen
 - c. Recollection
 - d. Patient movement during collection
 - e. Collection from infants/children or elderly
 - f. Hemolysis
 - g. Hematoma
 - h. Excessive bleeding

13. Recognize and demonstrate specimen collection utilizing microsampling.
 - a. Appropriate uses
 - b. Collection equipment
 - c. Minimum sample requirements
 - d. Order of draw
 - e. Post puncture care

14. Perform microsampling process following Laboratory policies and procedures.
 - a. Site selection
 - b. Site preparation
 - c. Equipment positioning
 - d. Puncture depth
 - e. First drop of blood
 - f. Order of draw
 - g. Specimen collection and transfer
 - h. Post puncture care
 - i. Handling and disposal of equipment
 - j. Specimen labeling
 - k. Specimen transport

15. Recognize and implement corrective action when experiencing microsampling obstacles.
 - a. Blood flow difficulties (no flow, too slow, or too fast)
 - b. Clotting
 - c. Under-filled specimen
 - d. Recollection
 - e. Patient movement during collection
 - f. Hemolysis
 - g. Hematoma
 - h. Excessive bleeding

16. Explain precautions necessary when drawing samples from patients in isolation.

17. Explain and practice standard/universal precautions.

18. Identify variances (cause and effect) when collecting specimens for the following special procedures:
 - a. Blood bank
 - b. Blood cultures
 - c. Fasting specimens
 - d. Special coagulation testing
 - e. Glucose tolerance testing
 - f. Chain of custody
 - g. State screens
 - h. Therapeutic drug monitoring
 - i. Research or study specimens
 - j. Point of care testing
 - k. Other miscellaneous procedures

19. Describe how common lab tests assess body functions and disease.

20. Discuss the common non-blood laboratory tests including:
 - a. Patient instructions
 - b. Collection
 - c. Preservation
 - d. Timing
 - e. Special considerations
 - f. Transport to laboratory
 - g. Associated diseases

General Course Description

Orientation to the Hospital and Health Care

Didactic Component

- Phlebotomy: Past and Present and the Healthcare Setting
- Quality Assurance and Legal Issues
- Infection Control, Safety, First Aid, and Personal Wellness
- Medical Terminology
- Human Anatomy and Physiology Review
- The Circulatory System
- Blood Collection Equipment, Additives, and Order of Draw
- Venipuncture Procedures
- Pre-analytical Considerations
- Capillary Puncture Equipment and Procedures
- Special Collections and Point-of-Care Testing
- Arterial Puncture Procedures
- Non-blood Specimens and Tests
- Computers and Specimen Handling and Processing
- Topics in Phlebotomy

Clinical Component

- Practicum

Student Personnel Policies

Standards of Appearance

1. Student standards will meet the general rules for all employees per Hospital Policy.
2. Each student will have access to laboratory coats.
3. Comfortable shoes are highly recommended.
4. **Scrubs are required, Caribbean blue top and black pants.**
5. No jeans or sweats allowed.

Identification

The hospital will issue students a photo identification badge for parking and ID purposes on the hospital campus. It is worn at all times while in the hospital. If lost or damaged, there is a charge for replacement. The card will be returned upon graduation or termination.

Student Health Assessment

Students are required to show evidence of good health before beginning their clinical rotation. Employee Health performs the assessment at no charge and includes a drug screen (**including nicotine**) and blood collection for TB test. A flu shot is administered to students in the January and October classes unless proof of current administration provided. Vaccinations should be current, records provided to the program, and brought to the Health Assessment. Measles, Mumps, Rubella, Varicella, and Tetanus, Diphtheria, Pertussis are evaluated. Any vaccinations that are negative or not current must be corrected at the expense of the student through their own means (primary care provider, health department, urgent care center, etc.). Hepatitis B Vaccination series status must be indicated. It is not required for program placement, but recommended.

Emergency Health Care

Injury or illness of a minor nature (e.g. headache) with onset during clinical learning hours handled (i.e. aspirin, etc) through the Employee Health Service. For minor injury or illness, the student seen and treated by the EHS Nurse Practitioner if available. For other needs, students referred to private physician or the Emergency Department. All care will be at the student's expense.

Health Insurance

It is mandatory that all students maintain some sort of health and hospitalization policy. Saint Luke's Hospital Phlebotomy Education Program does not offer health insurance. Any hospitalization or medical expenses incurred by the student not covered by the student's own policy will be at the student's expense.

Smoking

Saint Luke's is a no smoking facility, and does not allow smoking, vaping, etc. while on campus. Employee Health tests for tobacco use during the student health assessment and hiring process. A positive test is a disqualification for program admittance.

Drug Free Workplace

The Phlebotomy Education Program voluntarily participates in efforts to insure a drug-free workplace. Students must pass drug screens prior to matriculation for full admission. Printed information is available to all students at program entry. Employee Assistance Program (EAP) is available for help with any personal or substance abuse problems (816-931-3073).

Liability Insurance

The hospital's liability insurance carrier covers students and staff while performing procedures within the hospital or while on official hospital business. The student is free to elect to purchase additional coverage he/she may desire.

Telephones

Students should limit personal telephone calls on department or program phones to those of an emergency nature, with permission. Personal mobile phones are for non-program time.

Attendance

The Phlebotomy Education Program is a technical skill program, and not like a traditional school. Therefore, attendance is a requirement. **Students are expected to attend every scheduled day**, as are members of the professional staff who teach them. **A minimum of 120 clinical hours are required for graduation.** Learning scheduled daily, Monday through Friday, for the duration of the term of enrollment except for the six major national holidays. The core hours of attendance for PEP students are between 7:00 am to 4:30 pm. However, daily workload, staffing, teaching and patient care needs **will** require flexing those hours to make the best use of student and instructor time. Any learning missed due to absences, including tardiness and leaving early, made up in the manner and time frame given by the Program Director. Absences may result in a delay in course completion. Absences evaluated on an individual basis and any action, up to and including termination from the program, based on adherence to policy and ability to make up missed requirements.

In the event of absence, the student must notify *the section/clinical site affected by the absence* before the start of each day he/she is to be gone. **Leave a voice mail message for the Program Director at (816)932-2074. More than one absence without notification from the student within three hours of the scheduled start time ("no call, no show") will result in termination from the Program.**

Key Points

- 120 Clinical hours required
- Tardiness and leaving early are absences

- Notification of absence or tardiness to the program administration and clinical site required as early as possible prior to scheduled start time
- 2 Absences without notification within three hours of scheduled start results in termination from program
 - Attend to personal matters during non-program hours whenever possible
 - Don't let minor inconveniences affect program attendance

Contact Information for Clinical Rotations:

Site	Building	Location	Phone
Saint Luke's Patient Service Center-MP	Medical Plaza One	Suite 140	816.932.5677
Saint Luke's Patient Service Center-B	Broadway Medical Building	Suite 204	816.932.3209
Saint Luke's Internal Medicine-Plaza	Medical Plaza Three	Suite 3000	816.932.6817
Saint Luke's Patient Service Center-MF	4061 Indian Creek Parkway	Laboratory	913.323.4633
Laboratory Support Center	Saint Luke's Hospital	B Level	816.932.5462
Saint Luke's East Laboratory	Saint Luke's East Hospital	Main Floor	816.347.4424
Saint Luke's East OP Lab	Saint Luke's East Hospital	Main Floor	816.347.4410
Saint Luke's Internal Medicine-East	Saint Luke's East Medical Building	Suite 200	816.347.5130

Snow/Ice Storms

In the event of snow and/or ice storms, the student should follow the Kansas City, Missouri School District policy. If the KCMO school district is closed, consider the SLH Phlebotomy Program closed as well. If *anyone* cannot or will not be attending, contact the Program Director. In the case of multiple cancellations due to weather, it may become necessary to include additional days at the end of the course in order to meet required contact hours.

Student Employment

Students are not Laboratory staff, and not expected to perform service work during academic hours. However, students do perform venipunctures on patients to the extent necessary to achieve intended learning outcomes. At such times, students are always under the guidance of a member of the staff.

Students are eligible to apply, on a strictly voluntary basis, for employment opportunities in the Hospital or Laboratory that are outside the Phlebotomy Program hours of attendance. These paid positions are not under the influence or auspices of the Phlebotomy Program. Students in these positions are subject to all SLH employee rules and regulations. The number of such opportunities varies and there are no guarantees of employment during the Program.

Students may find it difficult to carry more than 10-15 hours of employment per week during their clinical rotation, as their study workload is heavy. Students must keep up with all Program responsibilities and assignments irrespective of other employment.

The Phlebotomy Education Program is a hospital-based five-week intensive course. Demonstration of proficiency is measured by successful completion of all components of the program, and results in graduation from the program. Graduates awarded a certificate of completion.

Computer Use

The hospital provides computers with internet access for **education and business purposes only**. Use of e-mail and internet resources is not anonymous, and must be consistent with hospital policy. **Inappropriate use of computers or internet resources will result in disciplinary action, which may include dismissal.**

Tipping

Tips may not be accepted.

Solicitation

Solicitation is not permitted on hospital property.

Confidentiality

Student records and transcripts for all enrolled students and graduates are maintained by the program. The record will contain application packet, transcripts, attendance, counseling or advising sessions, and evaluations. The student transcript is retained permanently and contains legal name of the student, grades/credits, and dates of admission and completion. Records are open to the students for review upon request. (Only references with waived rights to review are not open to students.) The Program keeps files in secure file cabinets located in the program office and/or in electronic files on a server that is backed-up daily. Transcripts will not be released to a third party without written consent of the student. Performance evaluation forms released for reference purposes, if the student signs the optional waiver.

All patient information is confidential. Patient information discussed during learning is held in strict confidence. Patient information will not be discussed, even with authorized staff, in a location where patients, visitors, or other staff might overhear the conversation. Unauthorized reading of patient charts or disbursement of patient information may be grounds for dismissal.

Conferences

Students may confer with the Program Director or instructors at any time by appointment. The Program Director also makes rounds periodically to confer with students during the clinical rotations. Students are free to schedule additional conferences at any time to discuss progress, problems, or any other school-related matters. Due to the length of the program, formal conferences are held at midcourse and the end unless the student is not performing satisfactorily on daily formative evaluation forms. Records of academic counseling are kept in permanent files. Confidentiality and impartiality are maintained throughout.

The Program Director has an open door policy. Students and faculty may confer without an appointment at most times.

Financial Aid

Saint Luke's Hospital does not offer any financial aid at this time.

Academics

Selection Standards

Students admitted into the Phlebotomy Education Program are those receiving recommendation from members of the program Admissions Committee after interview, based upon evaluation of factors considered in assessing probability of success to career entry level:

- √ Course or other skill preparation
- √ Communication skills (written, oral, and computer)
- √ Attention to detail
- √ Motivation and career expectations
- √ Ability to work/interact with others
- √ Professional demeanor

Class placement is made following interviews for any upcoming classes. Class size is limited by availability of clinical sites. Advanced placement may be made to accommodate quality applicants. Clinical assignment will always be immediately available as class selection and placement are based upon clinical site availability.

Progression in the Program

Students admitted to the program will progress provided they meet all the following criteria:

1. Students must continue to meet the technical criteria for health; and
2. Students must follow all program and hospital policies, rules and regulations per this Policy Manual; and
3. Students must attend all sessions in full; and
4. Students must successfully complete all evaluations in permitted time frames.

Evaluation

Student progress is evaluated in three domains of learning. There is a written curriculum for each clinical discipline in which students are taught, which explains exactly WHAT students are to learn, HOW they are to learn, and HOW WE KNOW that learning actually took place. In other words, students will always know their learning objectives, learning activities and methods of evaluation.

Cognitive (thinking) skills

These are usually evaluated by written examination, but some oral and written short quizzes are also used. Grades are earned based upon performance within the allotted time period. Grades may be adjusted if work or tests are not completed on time. Grades are based on a percentage system. Unsatisfactory performance will be subject to action as explained in the Remediation and Termination Guidelines.

Psychomotor (doing) skills

Evaluation of psychomotor learning is performed using task checklists, practical and performance evaluations, and return demonstrations. Evaluations may be Pass/Fail or assigned points, and will often have time limits. Standards for successful completion of psychomotor evaluations are written on each evaluation tool.

Affective (attitudes, values) skills

Affective learning is evaluated regularly throughout the course. Summative performance evaluations are provided at the completion of the program, but formative evaluations are provided whenever the instructor decides input is needed. Students may NOT have any marks below Meets Expectations on the summative evaluation in order to graduate.

The information in these evaluations is useful in counseling, professional development, and for future job references. Employers often consider performance in this domain of primary importance in predicting graduate success on the job.

***Students who fail to meet minimum expectations in ANY domain of learning are subject to disciplinary measures. See *Remediation and Termination Guidelines*.**

Remediation and Termination Guidelines

1. **Students who fail a test, evaluation or exam** will be counseled by a member of the faculty and given a remedial assignment and/or examination, of equivalent nature. It must be completed in the time frame established by the faculty member. Students must *pass* the remedial assignment/evaluation to progress. Documentation will be completed for the student file.
2. **Students who fail to successfully perform 200 unaided collections** will not be eligible for certificate of completion unless indicated otherwise.
3. **Students who withdraw or are terminated from the program** are not eligible for a certificate or any sort of partial credit. **Counseling is available** for students who withdraw or are asked to leave the program, if requested.
4. **Completion of program requirements AND the awarding of a certificate is in no way dependent** upon the student passing any type of licensure or certification examination.
5. **Counseling is available** for students who experience difficulty, withdraw, or are terminated from the program. Personal counseling is available through Saint Luke's Hospital EAP until termination is finalized.
6. **A student may be terminated** by program officials for reasons other than failure to meet academic standards, including:
 - lack of integrity
 - prolonged illness
 - excessive or unexcused absence
 - no notification of absence/unexplained absence
 - violation of hospital rules of conduct
 - violation of hospital policy
 - failure to meet essential requirements of the program
 - jeopardizing the safety of the student, patient, staff or others.

Counseling

Students with academic problems are encouraged to approach their clinical or didactic faculty for assistance and guidance. The program director is also available for help. Academic counseling documentation is completed to keep record of discussion.

In addition, the hospital *Employee Assistance Program* is a short term, confidential counseling and referral service for students and staff who seek additional help. Students and employees make use of EAP for help with personal, social, emotional or other problems. Call (816) 931-3073 for information or an appointment. Consultation with EAP is usually voluntary, but in special circumstances, it might be mandated for a student to progress in the program. It is free for short-term needs that require no additional referral.

Grievance procedure

The process for working through a grievance is a three-step procedure. Step 1 is to the Phlebotomy Clinical/Didactic Faculty, Step 2 to the Program Director, and Step 3 to the Administrative Director of the Laboratory. Witnesses may be allowed and the complainant may choose another person to accompany him/her if so desired. The first two steps of the procedure are verbal and the third a written complaint co-signed by the complainant and the Department Head.

Step 1:

1. Verbal complaint to Clinical/Didactic Faculty within 3 working days of incident.
2. Verbal reply from same within 3 working days.
3. If not satisfied, complainant may move to step two within three additional working days.

Step 2.

1. Verbal complaint to Program Director.
2. Verbal reply from same within 3 working days.
3. If not satisfied, complainant may move to step three within three additional working days.
To do so, complainant will complete SLHS incident report process paperwork.

Step 3.

1. Within 5 working days after receipt of written complaint, the Administrative Director of the Laboratory will hold a meeting with complainant and other recognized participants.
2. Within 5 working days after this meeting, the Administrator will send a written decision to the complainant, the Program Director, and the other Faculty involved.
3. This decision is final.

Student Withdrawal

No student who leaves the program before completing it in its entirety will be eligible for a certificate of completion

Certification

Hospital Certification

Upon satisfactory completion of all clinical course requirements and payment of any required tuition or fee, graduates receive certificates of completion by Saint Luke's Hospital. Records of completion are kept permanently on file at the Hospital.

Program graduates are eligible to challenge several nationally recognized board examinations at this time, provided all board and other graduation requirements have also been met. Taking and passing such examinations is not a requirement of the Program, but is often a requirement for employment.

National Certification

There are several nationally recognized certification examinations for graduates of the Phlebotomy Education Program. The program director will provide information about all examinations made available. Students are responsible for making all decisions concerning which credential to seek and the cost/arrangements for testing. Students are not required to earn any certification or licensure as a criterion for completing the program. It is the student's choice afterward whether to do so.

Professional Societies

Phlebotomy students are encouraged to join a professional society of their choice. Students must pay their own membership dues for any professional society they join.

Continuing Education

Phlebotomy students are encouraged to attend all continuing education offerings in the lab, and select offerings throughout the hospital System. The laboratory holds regular in-service educational seminars through its RACE program, and some sections hold additional in-services.

Safety

Safety of patients, staff and students is always a primary concern. Students given explicit safety rules and regulations during the orientation process for which they will be held accountable the rest of the educational period. Students given additional, specific safety instruction for any additional facilities and experiences allowed. Saint Luke's Hospital Phlebotomy students must follow the safety guidelines established for Saint Luke's Health System laboratory staff, with several additions:

1. Students given information about a *recommended* immunization series for protection against Hepatitis B.
2. Students must handle all patient specimens, equipment, instruments, and reagents as if capable of transmitting disease. Students must follow correct safety procedure at all times. If students are asked to perform any procedure in a manner they believe to be unsafe or against safety regulations, they are *obliged* to seek permission from a faculty before proceeding.
3. Students will be required to sign-off on all regular hospital and laboratory safety training; copies kept on file.

Non-discrimination

It is the policy of Saint Luke's Hospital *not* to discriminate in admissions or access to, or treatment or employment in, its programs and activities, including both employment and education, or in the granting, maintaining, upgrading and withdrawal of physician staff privileges, for any unlawful reason such as race, color, national origin, sex or handicap in violation of Section 504 of the Rehabilitation Act and ADA. The Vice President Chief Ethics and Compliance Officer at Saint Luke's Hospital can be reached at (816) 932-3218.

Teach Out Plan

Students are accepted into the Phlebotomy Program with the intention to complete within the designated time frame. In the event of unforeseen circumstances, it may not be possible to provide educational activities. Depending upon the severity and scope of the situation, alternative SLHS locations will be utilized or temporary agreements implemented in order to provide for program completion on or near the original completion date.

In the event of program closure, the following will be implemented:

1. No new students will be admitted to the program
2. All students currently participating in the program will be allowed to finish
3. Students may choose to leave the program

In the event of an emergency shutdown, the following will be implemented:

1. Lectures will be converted to online delivery or provided at another SLHS location
2. Clinical rotations will be provided at another SLHS location

The plan will be available within 30 days of the official announcement and submitted to NAACLS.

Cost Disclosures

Application

Application fee is \$25.00. This is non-refundable, and due with the application.

Matriculation

The matriculation fee is \$300.00 and is due with acceptance of offer for a position in the class. This fee is non-refundable, but applied toward the tuition.

Tuition

Program tuition is the *student's* responsibility.

2020 tuition is \$1550

Payment accepted in cash, cashier's check, money order, debit, or credit card. Cashier's check or money order made payable to: Saint Luke's Hospital, Memo: Phlebotomy Education Program
Tuition payment is due before the day of the program orientation unless indicated otherwise.

Textbooks

Approximately \$115

Payment Plan

Available to all students. Application (\$25) and matriculation (\$300) fees paid at application and upon acceptance into the program respectively. Remaining cost of tuition and books = \$1365. There are three payment plan options available:

	Option 1	Option 2	Option 3
Week before program begins	\$365	\$228	\$365
Week 1	\$200	\$228	0
Week 2	\$200	\$228	\$500
Week 3	\$200	\$228	0
Week 4	\$200	\$228	\$500
Week 5	\$200	\$225	0

Refund Policy

Students who voluntarily withdraw must notify the Phlebotomy Education Program in writing (e-mail preferred) by 0800 on the Wednesday preceding the first day of class in order to receive tuition reimbursement. The matriculation fee will not be refunded. No tuition will be reimbursed after that time. Book costs are not refundable, but remain the property of the student. Refunds to students occur *after all financial aid sources refunded in full*. Please include the following statement in any correspondence regarding this issue: “I (your name) am officially notifying the Phlebotomy Education Program of my withdrawal effective (date).”

Students dismissed from the Program are not eligible for tuition reimbursement.

Lab Coats

Provided and laundered free of charge to students.

Liability

Liability insurance provided to students by hospital at no charge.

**Fees subject to change without prior notice.

Other Expenses are the *Student's* responsibility

- Living expenses: food, housing, travel, clothing, etc.
- Optional Professional Society Dues
- Personal expenses
- Student's own health insurance and medical costs

Essential Requirements

These lists are not all-inclusive, but are a guide.

Table 1: Essential Observational Requirements

The student must be able to:

- Observe laboratory demonstrations in which biologicals (i.e. body fluids, culture materials, tissue sections, and cellular specimens) are processed and handled.
- Characterize the color, odor, clarity, and viscosity of biological.
- Read and comprehend text, numbers, and graphic materials displayed in print and on a video monitor.

Table 2: Essential Movement Requirements

The student must be able to:

- Move freely and safely about the SLH laboratory and clinical areas.
- Reach laboratory bench tops and shelves, patients lying in hospital beds or patients seated in specimen collection furniture.
- Travel to selected sites for practical experience.
- Perform moderately taxing continuous physical work, often requiring prolonged standing, over several hours.
- Maneuver phlebotomy and culture equipment safely to collect valid laboratory specimens from patients.
- Use an electronic keyboard to operate laboratory instruments and to calculate, record, evaluate, and transmit laboratory information.

Table 3: Essential Communication Requirements

The student must be able to:

- Read and comprehend technical and professional materials (i.e. textbooks, magazine and journal articles, handbooks, and instruction manuals.)
- Follow verbal and written instructions in order to correctly and independently perform laboratory procedures.
- Clearly instruct patients prior to specimen collection.
- effectively, confidentially, and sensitively converse with patients
- Communicate with faculty members, fellow students, staff, and other health care professionals verbally and in a recorded format (writing, typing, graphics, or telecommunication).
- Independently prepare papers, prepare laboratory reports, and take paper, computer, and laboratory practical examinations.

Table 4: Essential Intellectual Requirements

The Student must:

- Possess these intellectual skills: comprehension, measurement, mathematical calculation, reasoning, integration, analysis, comparison, self-expression, and criticism.
- Be able to exercise sufficient judgment to recognize and correct performance deviations.

Table 5: Essential **Behavioral Requirements**

The Student must:

- Be able to manage the use of time and be able to systematize actions in order to complete professional and technical tasks within realistic constraints.
- Possess the emotional health necessary to effectively employ intellect and exercise appropriate judgment.
- Be able to provide professional and technical services while experiencing the stresses of task-related uncertainty (i.e. ambiguous test ordering, ambivalent test interpretation), emergent demands (i.e. stat test orders), and a distracting environment (i.e. high noise levels, crowding, complex visual stimuli).
- Be flexible and creative and adapt to professional and technical change.
- Recognize potentially hazardous materials, equipment, and situations and proceed safely in order to minimize risk of injury to patients, self, and nearby individuals.
- Adapt to working with unpleasant biologicals.
- Support and promote the activities of fellow students and of health care professionals. Promotion of peers helps furnish a team approach to learning, task completion, problem solving, and patient care.
- Be honest, compassionate, ethical, and responsible. The student must be forthright about errors or uncertainty. The student must be able to critically evaluate her or his own performance, accept constructive criticism, and look for ways to improve (i.e. participate in enriched educational activities). The student must be able to evaluate the performance of fellow students and tactfully offer constructive comments.

Instructions: Please read this carefully, sign, date, detach and return with application.

Statement of Understanding:

I have read and understand the information contained in this Policy Manual, including the listed Essential Functions to undertake the role for which I seek. I understand that my ability to meet these requirements is necessary for my successful participation in the Saint Luke's Program and for my subsequent employability in the profession. My signature confirms that I am able to meet these Essential Requirements, that I understand all policy in the manual, and that I intend to follow the rules and regulations of the hospital and the program. I understand the current Safety Policy for students, laboratory, and hospital employees and agree to follow all policy as stated. I also understand that I can be dismissed at any time for any of the reasons stated in this Policy Manual, which includes but is not limited to, any violation of safety policy or rules of conduct, among other listed possible causes in this manual. I have had the opportunity to ask questions, and they have been answered to my satisfaction and understanding. I have had the opportunity to read all policies that are pertinent. I know how to access the policies.

Phlebotomy Education Program

Policy

Manual

Signature: _____ Date: _____

Witness to Signature: _____

Note: Any student who has a disability or condition that compromises his/her ability to meet the Essential Requirements of this program, for which he/she wishes to seek accommodation, must notify the Program Director of such in writing prior to completion of the program.