

Aspirus Wausau Hospital Clinical Laboratory Science Program

Student Handbook

2020-2021 (AY21)



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I. GENERAL INTRODUCTION

OVERVIEW OF PROGRAM AND INSTITUTION

Aspirus Wausau Hospital's Medical Technology program was established in 1948 at St. Mary's Hospital, Wausau Wisconsin. The incorporation of St. Mary's Hospital and Wausau Memorial Hospital, on May 8th 1970, resulted in the formation of Wausau Hospitals Inc., the predecessor of Aspirus Wausau Hospital. The hospital is rich in history with a tradition of high quality care and dedication to local communities served. The facility consists of a 350 bed Level II Trauma center, accredited by the Joint Commission, and licensed by the State of Wisconsin.

Aspirus Wausau Hospital Reference Laboratory is accredited by the College of American Pathologists (CAP) and the Blood Bank is accredited by the Food and Drug Administration (FDA). The laboratory is highly automated and technologically progressive; the growing lab performs over 1.5 million tests annually.

The Aspirus Wausau Hospital CLS Program function within the general structure of the Aspirus Reference Laboratory and is supported by Aspirus' commitment to provide healthcare and education to the community. The program currently accepts up to 6 students annually. Hospital Administration continues to support the program it its commitment to provide resources to educate students.

PROGRAM MISSION STATEMENT

The Aspirus Wausau Hospital CLS Program provides an educational opportunity for students in clinical laboratory science that excels in both didactic and laboratory experiences as part of Aspirus Wausau Hospital's mission. We will work collaboratively with others who share our passion for excellence and compassion for people.

PROGRAM VISION STATEMENT

The Aspirus Wausau Hospital CLS Program is recognized for excellence and provides outstanding professional laboratory scientist for Northcentral Wisconsin and the U.P of Michigan.

PROGRAM ACCREDITATION

This program is accredited by the National Accrediting Agency for Clinical Laboratory Science (NAACLS)

NAACLS 5600 N. River Rd., Suite720

Rosemont, IL 60018-5119

Phone: 773.714.8880

PROGRAM GOALS

In order to achieve its mission, the CLS Program at Aspirus Wausau Hospital will:

1. Provide an educational program in accordance with the Standards of Accredited Educational Programs for the Clinical Laboratory Scientist/Medical Technologist by the National Accrediting Agency for Clinical Laboratory Sciences.
2. Maintain a curriculum consistent with criteria acceptable at the baccalaureate degree level.
3. Provide the opportunity for qualified students to develop the necessary laboratory knowledge and skills required for certification as a clinical laboratory scientist/medical laboratory scientist.
4. Follow non-discriminating and fair practice policies in the selection, education, and employment of students and instructors.

5. Promote standards of conduct and ethics by recognition of personal commitment to principles of professionalism, continuing education, patient concern, and desirable relationships with co-workers and the health care community.
6. Provide Northcentral Wisconsin and U.P. of Michigan healthcare communities with qualified laboratory professionals.

ASPIRUS, INC. MISSION STATEMENT

We heal people, promote health and strengthen communities.

ASPIRUS, INC. VISION

Aspirus is a catalyst for creating healthy, thriving communities, trusted and engaged above all others.

ASPIRUS, INC. CORE VALUES

Compassion – We demonstrate caring in all we do, and cherish the honor of improving lives.

- We strive to heal, soothe suffering, and alleviate stress
- We are generous, and serve others before ourselves.
- We listen to understand, rather than to respond.
- We are kind and courteous; we warmly greet people, and help when we can.
- We respect all people and treat them with dignity and worth.
- We protect privacy and confidentiality

Accountability – We commit to our work, recognize our power to make a difference, and embrace the responsibility to advocate for each person we serve.

- We always do what we say we will do.
- We care intensely about Aspirus' success, because our communities need us.
- We call out actions that are not consistent with our values.
- We admit mistakes, and eagerly learn and improve.
- We take care of ourselves, so we can care for others.
- We give our best and drive quality, no matter the circumstances.

Collaboration – As a team we improve our patients' lives; through partnerships we improve the health of our communities.

- We welcome newcomers and are positive teachers and role models.
- We inform and engage patients, families, and each other.
- We support each other by making time to help.
- We believe every member of the Aspirus family has a valuable role.
- When we disagree, we do it with respect and good intentions.
- We inspire others with our drive for excellence.

Foresight – We plan and act today to impact the future, and sustain and grow vital resources for those who need us.

- We use resources wisely because the affordability of health care is important to those we serve.
- We act with courage to drive change for the benefit of those we serve.
- We explore choices and consequences to make good decisions.
- We take smart risks.
- We encourage new ideas and recognize that processes must evolve.
- We challenge the current state if we think there is a better approach.

Joy – We work with happiness and enthusiasm; we celebrate success and build a positive environment.

- We choose a positive outlook.
- We seek out and celebrate wins.
- We praise others for process and outcomes.
- We have fun and laugh when we can.
- We assume positive intent in others.
- We experience happiness in service.

THE LABORATORY

The laboratory at Aspirus Wausau Hospital is accredited by the College of American Pathologists and CLIA. Diagnostic tests are performed in a wide variety of disciplines including hematology, urinalysis, body fluid analysis, clinical chemistry, immunohematology, immunology/serology, flow cytometry, microbiology, and molecular diagnostics using a variety of manual and automated methods.

Each of the laboratory departments have specialized instrumentation which uses computers to interface results with the laboratory information system for review. The microbiology department has automated analyzers and molecular diagnostic equipment to assist with organism identification and susceptibility testing. This department also has a robot called the WASP to assist in the setup of cultures.

All laboratory staff maintain continuous service 24 hours a day. Staff members participate actively in professional societies which provide continuing educational opportunities. Educational programming is available for laboratory personnel throughout the year.

CONTACT INFORMATION

Information about the Aspirus CLS Program may be obtained by contacting the following individuals:

Program Director: Mauri S. Brueggeman, M.Ed., MLS(ASCP)^{CM}
Aspirus Wausau Hospital/Reference Laboratory
333 Pine Ridge Blvd, Wausau, WI 54401
mauri.brueggeman@aspirus.org
715-847-2000 x51091

Program Coordinator: Daniel Lockwood, MT(ASCP)
daniel.lockwood@aspirus.org
715-847-2000 x52063

Website Address: <https://www.aspirus.org/clinical-laboratory-science-program>

PERSONNEL – CLINICAL LABORATORY SCIENCE PROGRAM

Aspirus Wausau Hospital Department of Laboratory Services

Medical Director

E. Betancourt, MD

System Director of Laboratory

Deakin Washatko, MBA, MLS(ASCP)

Laboratory Managers

Daniel Lockwood, MT(ASCP)

Brian Scheibe, MT(ASCP)

Laurie Thompson,

MT(ASCP)

Jessica DeJong, MT(ACP)

Mauri Brueggeman, MEd.,

MLS(ASCP)

Clinical Laboratory Science Program

Medical Advisor
 Program Director
 Program Coordinator

E. Betancourt, MD
 Mauri Brueggeman, MEd., MLS(ASCP)
 Daniel Lockwood, MT(ASCP)

Instructor List:

Clinical Chemistry

Sam Lemmer (Lead) Guest Lecturers
 Jessica Haas
 Kim Stein
 Sarah Hoppa
 Kate Drewek
 Kyle Wagner
 Jennifer Lawrence
 Jenny VanderKoy

Transfusion Medicine

Melissa Marquardt (Lead)
 Nyna Chang
 Sheena Oberg

Clinical Immunology

Jennifer Lawrence (Lead)
 Cathy Bush

Urinalysis and Body Fluids

Patricia Raczek (Lead)
 Jennifer Lawrence
 Lindsey Koski
 Mary Kickbusch (Lead)
 Ryan Ginter
 Tracey Cousins, MD

Hematology

Mary Kickbusch (Lead)
 Ryan Ginter
 Tracey Cousins, MD
 Casey Ceranski
 Jenny Engman
 Deb Linder-Mohr
 Kate Drewek
 Nathan Charles, MD
 Katie Wagner
 Kristen Huempfer
 Mara Kukainis

Microbiology

Kerbe Weden (Lead)
 Casey Ceranski
 Jenny Engman
 Deb Linder-Mohr
 Kate Drewek
 Nathan Charles, MD
 Katie Wagner
 Kristen Huempfer
 Mara Kukainis
 Daniel Lockwood (Lead)
 Judy Smith
 Candy Jenkins
 Mauri Brueggeman
 Trinity Childers
 Jennifer Lawrence

Professional Practice

II. CURRICULUM AND PROGRAM REQUIREMENTS

CURRICULUM

The Clinical Laboratory Science Student will complete 7 courses containing didactic lectures and supervised education in the clinical laboratories of chemistry, hematology, immunohematology,

immunology/serology, microbiology, coagulation, urinalysis and body fluids, phlebotomy, and laboratory operations. The Professional Practice course studies clinical and diagnostic aspects of laboratory services including pre-analytical, analytical, post-analytical components; problem solving; instrumentation; point of care; safety; quality control and quality assurance.

COURSE DESCRIPTIONS

Course: Clinical Chemistry

Course Description: Fundamental concepts of clinical chemistry; identification and quantitation of specific substances in body fluids by chemical analytical techniques; correlation of results with disease states; basic principles of instrumentation.

Course: Clinical Hematology

Course Description: Fundamental concepts of the origin, development, morphology, physiology, and pathophysiology of the formed elements of the blood and bone marrow; theories of blood coagulation and hemostasis; theory and practice of hematologic techniques.

Course: Clinical Immunohematology

Course Description: Fundamental concepts of blood grouping and cross-matching for transfusion; detection and identification of antibodies; collection, processing, and preservation of blood and its components; use of blood and its components in transfusion therapy.

Course: Clinical Immunology/Serology

Course Description: Fundamental concepts of the structure, function, and disorders of the immune system; concepts of transplantation; principles and procedures of antigen-antibody reactions, immunochemical techniques, and serological procedures in the evaluation of immune status, infectious diseases, and immune disorders.

Course: Clinical Microbiology

Course Description: Fundamental concepts of diagnostic medical microbiology with emphasis on the cultivation, isolation, identification, and antimicrobial sensitivity of pathogenic bacteria; relationships of microorganisms to disease; principles of sterilization, asepsis and infection; identification techniques in medical mycology, parasitology, virology, and principles of modern biology.

Course: Clinical Urinalysis

Course Description: Fundamental concepts in renal function in health and disease; macroscopic, microscopic, and chemical examination and testing of urine and other body fluids with emphasis on changes in disease states.

Course: Professional Practice

Course Description: A basic introduction to the principles and theory of resource and financial management, education, quality control, quality assurance, regulatory compliance, information systems, method evaluation, point of care testing, and test utilization as it relates to the clinical laboratory.

STUDENT PROJECTS

Students complete projects as part of the Professional Practice course. They may choose many of the types of projects to complete as part of their final grade. Some projects are mandatory including completing an individual research style poster for presentation and performing a mock CAP inspection of one department.

EXPECTED CAPABILITIES UPON PROGRAM COMPLETION

Upon completion of the program, the graduate will be able to:

1. Perform proper patient identification and collection protocols and processing methods for clinical specimens.
2. Evaluate the acceptability of specimens for analysis.
3. Understand the scientific principles as well as the technical and procedural aspects of clinical laboratory testing.
4. Correlate clinical test results to the patient's condition, differentiating normal from abnormal findings as well as disease states.
5. Perform complex analyses that require a network of steps and variables.
6. Recognize errors that occur, and demonstrate proper problem solving techniques to resolve the situation.
7. Make decisions based on a resource of information, facts, and concepts.
8. Properly utilize and maintain laboratory equipment to obtain results that are accurate and timely.
9. Recognize the inter-dependency of tests and understand the physiological conditions affecting the results.
10. Assume responsibility and accountability for accurate results.
11. Assess the validity and accuracy of results using quality control data and quality assurance practices, and initiate corrective procedures when indicated.
12. Perform all aspects of laboratory service in a manner that assures the safety of the individual, co-worker, patient, and the public.
13. Demonstrate basic skills in method evaluation and procedure writing.
14. Apply principles of management and supervision that are appropriate to the clinical laboratory, including preparation of schedules and budgets, optimizing reimbursement while avoiding fraud and abuse, management of personnel, compliance with regulatory agencies and marketing.
15. Participate in continuing education and in-service programs as a presenter as well as a participant.
16. Communicate ideas and facts effectively to peers, co-workers, and other medical personnel.
17. Practice ethical standards in matters related to medical information and patient care; respect patients' right to confidentiality.
18. Evaluate published research/studies as an informed consumer.
19. Manage patient data by evaluating, selecting, and using information systems in a timely, accurate, and cost-effective manner.
20. Demonstrate performance as a team player in the laboratory as well as the health care industry.

III. RESOURCES

LIBRARY AND LEARNING RESOURCES

A collection of loaner texts, periodicals, and other learning tools for use by the students and laboratory staff are available upon request. Items are shared across the staff; however, specific loaner textbooks are reserved for each accepted CLS program student in addition to textbooks required for the student to provide for themselves. Failure to return items will result in a lock placed on the student's account whereby the student's certificate of completion will not be issued until either the item is returned in good condition or payment for replacement of the item has been received.

In addition, Aspirus Wausau Hospital has a Medical Library located in the main hospital building. It provides resources and services to Aspirus physicians, employees, affiliated residents, and students for

their work as it relates to patient care, education, research, and management. The library's information resources provide access to clinical literature across a broad spectrum of health care needs.

CLINICAL RESOURCES

A variety of resources, including clinical, reference, and demonstration materials are used in laboratory sections for student instruction. Educational materials may be available via multiple formats including paper and electronic.

COMPUTER RESOURCES

There will be a computer available in the classroom for student use outside of the laboratory. Within the laboratory, the Hospital Laboratory Information System (LIS) is interfaced with the Hospital's electronic management record (EMR) system for orders and results. Students are trained to use designated functions in the LIS, under supervision, in all clinical areas. Initial training on the system is conducted during the orientation week.

Students will be given a username and password with which to access the Aspirus computer system. All hospital policies and procedures related to computer usage must be followed. Through this access, students will have the use of an Aspirus student email address, internet, and other computer programs. Computers in the laboratory are connected to printers for student use as necessary for their clinical and programmatic related work.

IV. PROGRAM QUALITY ASSESSMENT PLAN

Students, instructors, programmatic administration, and staff contribute to the Aspirus CLS Program's systematic evaluation plan to maintain the quality of the educational program. The plan is to assure systematic assessment of program effectiveness is an ongoing effort and contributions follow a regular annual timeline. The plan includes evaluation using national certification rates, placement rates, student evaluation of instructors, student evaluation of department rotations, graduate surveys, employer surveys, and a final comprehensive exam.

V. STUDENT DISCLOSURE INFORMATION

CREDIT POLICY

The academic institution listed in the Affiliations section of this handbook have agreed, by signed affiliation agreement, to award credit for the clinical year towards a baccalaureate degree for students enrolled as a 3+1 student at the time of program completion. Students already possessing baccalaureate degrees may be enrolled if they meet admission requirements. For students already possessing baccalaureate degrees, courses completed at this school are transferable to another institution at the sole discretion of the accepting institution.

The Aspirus CLS Program will not accept transfer credits from another institution. All coursework applicable toward the certificate of completion must be completed in this program.

STUDENT EVALUATION OF THE PROGRAM

Students participate in multiple evaluations reflective of the Program during the course of the academic year. Students complete rotation evaluation forms to outline their experiences in the clinical laboratory

and bench instructor performance week to week. Results are only available for review by program administrators. Students evaluate lecture instructors during program review at the end of the year. Program administrators share feedback with the instructors as needed for continuous quality improvement. Students evaluate the program during the final week in the program. This review includes evaluation and encouraged feedback of all aspects of the program to consider for continuous improvement.

VI. STUDENT POLICIES

The purpose of these policies is to maintain an efficient organization that provides high quality patient care while offering maximum educational experiences for the Clinical Laboratory Science student.

ATTENDANCE

A minimum of 9 months attendance is required to fulfill the clinical practicum.

DAILY HOURS

Students are scheduled Monday through Friday. Hours vary depending on the rotation. Starting times will be 0500, 0600, 0630, 0700, 0800, and 0900. As a general rule students will be finished at 1430. However, there may be instances/specific rotations where it is necessary to stay beyond 1430 in order to complete required procedures on the checklists. The portion of Microbiology rotations involving the set-up of cultures and some portions of Hematology, Blood Bank and Chemistry rotations require time beyond 1430. The Flow Cytometry rotation begins at 0900 and requires being in attendance until 1730.

HOLIDAY AND VACATION TIME

The students are not required to be in attendance on the following days:

Labor Day
Thanksgiving
Friday after Thanksgiving
Christmas
New Year's Day
Good Friday
Easter

One or two weeks of vacation are scheduled at Christmas depending on what day of the week Christmas Day falls on.

ILLNESS

The student is required to call the department to which they are assigned AND the Program Director to inform them of an absence due to illness. Both of these phone calls should be done as soon as possible BEFORE the start time for that particular day so as not to delay any procedures/testing.

Absences due to illness may require make-up assignments, including special projects and additional assigned time in the laboratory.

PRACTICAL INSTRUCTION / DEPARTMENTAL ROTATIONS

Each student is assigned to a different department of the laboratory on a rotating schedule. The students are given a list of procedures to be accomplished/experience within a stated time frame. The student will observe each procedure and practice proper performance under the supervision of the section head of that department or an assigned instructor/preceptor.

There are two ways student work will be recognized in the LIS. The first is by having the student enter all work s/he has completed into a "hold" file in the LIS and/or all work will then be "verified" by their instructor before the test results will be released into the patient record. The other is to have the student's LIS code be entered into the LIS along with the technologist's.

Students will remain in their assigned department except for regularly scheduled lecture hours. The instructor will schedule times for breaks and/or lunch. Breaks are limited to 15 minutes, morning and afternoon, and lunch break is 30 minutes between 1100 and 1300. Students will tell their instructor where they are going if it is necessary to leave the department.

CLASSROOM INSTRUCTION

Lectures are scheduled in the laboratory classroom for portions of most days each week from September through May. Attendance at all lectures is required. If a lecture is delayed or canceled, that scheduled time should be used for study, either in the classroom or in the Joseph Smith Medical Library.

GENERAL LABORATORY POLICIES

The Aspirus Reference Laboratory policies will be presented to the student during Orientation. The student will follow these policies for the duration of the clinical practicum.

SATISFACTORY PERFORMANCE

The student will be dismissed if (s)he fails to maintain a minimum grade of C and/or satisfactory performance required during department rotations.

For unacceptable performance in examinations or departmental rotations, a special project, remediation, or additional time in a department will be assigned. This assignment must be successfully completed to give a minimum passing grade.

TUITION, FEES, REFUNDS

The Aspirus CLS Program determines tuition based on the student's underlying academic institution and the tuition collection agreement with that institution.

For students no longer affiliated with a university, an individual agreement will be documented to include tuition at rate determined annually. (AY2020 was \$1000)

There are no additional fees for the Aspirus CLS Program.

There is a 30 day grace period from the time the semester starts

GRADING SYSTEM

The standard grading system is used which consists of letter grades based on points earned in a course. Evaluation for each course includes grades generated from the lecture portion and the laboratory portion of the clinical practicum.

Lecture grades and laboratory grades each compromise 50% of the total grade for a particular course. Individual course syllabi outline the component make up for each of these percentages.

Letter Grade	Percentage Range
A+	97 – 100
A	94 – 96
A-	90 – 93
B+	87 – 89
B	84 – 86
B-	80 – 83
C+	77 – 79
C	74 – 76
C-	70 – 73
D+	67 – 69
D	65 – 66
F	0 – 64

Practical Evaluations consists of a combination of items:

- a) Professional Performance Evaluations
An observation evaluation of different behavioral characteristics. Each item is evaluated on a zero to three point scale.
- b) Practical Objectives Completion Checklist
A checklist of objectives which when satisfactorily completed earns a grade of A. Lesser points obtained earn grades of B, C, or less.

The progress of the student is reviewed regularly by review of course exams and the Departmental Rotation Evaluations for each rotation. These are kept in the student's file and reviewed at least once a semester with the student. The progress reports are sent to the students' respective universities each semester. Grades from all courses are sent at the completion of the 9-month program. Final course grades are not calculated until all coursework and departmental rotations are completed for each course. The Program Director handles the reviews of the progress unless there are special problems that require consultation with the Medical Advisor.

FINAL COMPREHENSIVE EXAM

A final, comprehensive exam will be given at the beginning of the final week of the practicum. A score of 70% or higher on this exam will enable the student to select one subject area and raise their grade in that area by one letter grade increment (or approximately 4%), if possible (i.e., B+ raised to A-, C+ raised to B-, A- raised to A). The final transcript will be noted accordingly.

INCOMPLETE GRADES

An incomplete is a temporary mark entitling a student to additional time for fulfilling course requirements before receiving a permanent grade. An incomplete may be approved by the Instructor, Program Director or Medical Advisor of the program in coordination with the university at which the student is registered. The approval may be granted when a student has been prevented by unusual circumstances from completing a portion of a course in which the student is otherwise in good standing, or if a student does not satisfactorily complete a portion of a course.

Procedure

It is the student's responsibility to obtain the permission for an Incomplete from the Director of Clinical Laboratory Science at the university and the hospital. The Director and the Program Director of Aspirus Wausau Hospital's Clinical Laboratory Science Program will file the petition, if approved, with the Registrar at the appropriate university. Incompletes may be initiated by the Program Director on a student's behalf only with prior approval of the Directors of Clinical Laboratory Science at the hospital and the university.

Replacement by a Permanent Grade

An incomplete must be removed by mid-semester of the next regular academic semester following the session in which the incomplete was recorded regardless of whether the student is enrolled in the university at that time. If not removed by that time the incomplete will be converted to an F by the University Registrar.

COURSE/PROGRAM EXTENSIONS

Under extraordinary circumstances, an extension may be granted upon petition to the Program Director of Clinical Laboratory Science Program at Aspirus Wausau Hospital and the student's affiliated university.

Condition for Interruption for Unsatisfactory Grades or Progress

If a student is considered for dismissal a panel consisting of the Program Director at Aspirus Wausau Hospital, the Program Director of the student's affiliated university, and the Program's Medical Advisor will meet. The panel will:

- a) Examine the grades and progress reports of the student. The panel may consult with instructors in the laboratory on these reports.
- b) Interview the student to determine if unusual circumstances may have been present.
- c) Determine action to be taken. The decision of the panel is final for that academic year.

Condition for Re-Entrance for Students Dismissed for Unsatisfactory Progress

A student who has been dismissed may reapply in the usual fashion for the next academic year. They will be evaluated as a new applicant.

STUDENT RECORDS

Student records will be maintained for admission, grades, and program completion. The program must maintain the student records, conforming to any governmental regulations and the regulations of any other accrediting agencies. *Reference: NAACLS Standard IV.B.2*

HEALTH POLICIES

The TB, Physical, and Proof of Immunity Requirements require documentation from your physician or from your university. This documentation should be sent directly to the Aspirus Wausau Hospital Organizational Learning & Development Coordinator.

Health insurance is not available through the hospital unless a person is employed by the hospital a minimum of 24 hours per week. We strongly suggest that during the clinical practicum students have their own health insurance or a means of payment in the event of illness or injury.

Employee Health Services are available to the student during class hours should the need arise, and Emergency Room facilities are also available in an emergency situation.

Revised 6/28/00, 8/05, 7/08, 8/14, 8/18,
Reviewed 8/19

RULES OF CONDUCT AND DISCIPLINARY PROCEDURE

The purpose of these rules is to maintain a safe place to work and learn, an efficient organization, and high quality patient care, and to protect employees, students and the hospital.

It is the policy of Aspirus Wausau Hospital's Clinical Laboratory Science Program to be fair and consistent in the administration of its rules and policies. Occasionally it becomes necessary to use disciplinary measures when a student's conduct is contrary to accepted practices. The following will be followed except for certain serious offenses which may be grounds for immediate discharge, as are stated in the policy.

Rules Enforcement Procedure

1) Verbal Warning

Positive feedback should be used here if at all possible. Any action exceeding a verbal warning must be coordinated with the Director of Clinical Laboratory Science at the university where the student is registered.

2) Written Warning

Instructor should document data and situation, coordinate with the Program Director and the Medical Advisor. This should be written in a letter format. The letter will be given and discussed with the student as soon as possible after the incident. A letter is given to the student, a copy placed in the Student's file and the instructor's file, and a copy sent to the student's university Program Director.

3) Disciplinary Probation

If the written warning does not bring corrective action and the incident or situation recurs, the instructor should coordinate with the Program Director. The student then may be placed on 30-day probation or notice at that time. Documentation of this action will be sent to the student's university Program Director.

4) Termination

If the situation indicated in 2 or 3 recurs, the student will be terminated from the program. This action must be coordinated with the Director of Clinical Laboratory Science at the university.

5) Recidivism

Some students may alter and improve their behavior at the probationary level stated above and then at a later date relapse into their initial unacceptable mode of behavior. If this occurs within 3 months, the student will again be placed on probation and would not have to receive the verbal warning as outlined in Step 1.

NOTE: Student records will reflect any disciplinary action taken beginning at Step 2.

Actions resulting in the “Rules of Enforcement” Procedure

There are two categories of disciplinary offenses: minor violations and major violations. Examples are not all-inclusive, but are meant only as examples.

Minor Violations are those which do not, in and of themselves, generally constitute a significant threat to the operation of the hospital OR generally, do not pose a threat to the safety and well-being of the individual or other individuals.

Minor Violations include, but are not limited to, the following:

1. Unauthorized soliciting, campaigning, collection contributions or distribution of literature for any purpose during work time or in work areas.
2. Conducting personal business of any type during working time without permission.
3. Posting, removal, or tampering with hospital bulletin board notices without authorization.
4. Unauthorized personal use or waste of hospital property, supplies, or equipment.
5. Use of profane or abusive language or otherwise disruptive behavior.
6. Unexcused absences.
7. Concealing a fellow student's misconduct.
8. Any violation of the Tobacco Free policy.
9. Creating or contributing to unsanitary conditions.
10. Violation of safety rules or hospital safety practices.
11. Abuse to hospital equipment.
12. Soliciting gratuities from patients or their relatives or vendors.
13. Threatening, intimidating or coercing fellow students or employees.
14. Parking violations.
15. Abuse of sick days.
16. Habitual tardiness.
17. Failure to comply with Aspirus Reference Laboratory rules.
18. Academic misconduct or display of lack of academic integrity.

Major Violations are defined as acts which seriously threaten the operation of the hospital or the safety and well-being of the individual or other individuals. *Major Violations may be grounds for immediate dismissal.*

Major Violations include, but are not limited to, the following:

1. Failure to carry out orders or instructions of an instructor.

2. Unauthorized possession or carrying of weapons, firearms or explosives on hospital premises.
3. Cheating.
4. Any violation of US statutes or WI state statutes regarding the illegal possession, use, distribution, transfer, sale or purchase of controlled substances, drugs and alcohol on hospital premises or while involved in hospital-related activity.
5. Any action which jeopardizes the safety or well-being of a patient, visitor, physician or fellow student/employee or which may contribute to an injury of such person(s).
6. Voluntary abandonment of position, defined as either failure to report to class or call in for 3 or more consecutive clinical practicum days.
7. Physically assaulting a patient, visitor, fellow student or employee.
8. Damage to, destruction or abuse of hospital, patient, visitor or fellow student/employee's property, equipment or supplies by deliberate or willful conduct, or serious threats of same.
9. Misuse of unauthorized release of confidential information about patients, their families, fellow students/employees, personnel associated with the hospital or the professional and/or business affairs of the hospital.
10. Forging, altering, intentional misstatement or intentional material omission of any document, authorization or record that is to be used by the hospital.
11. Theft of property from hospital premises.
12. Indecent or immoral conduct on hospital premises.

Situations requiring disciplinary action but not mentioned above will be discussed with the Medical Advisor and/or the Laboratory Leadership Team and/or Human Resources to determine appropriate handling.

7/80; revised 4/87; 8/94, 8/97, 8/98, 7/03, 8/04, 8/05, 7/08, 8/12, 9/20

CONFLICT RESOLUTION / GRIEVANCE PROCEDURE

The purpose of this policy is to provide an effective and acceptable means for students to seek solutions to any problem (Academic and Non-Academic) that may occur during the course of their program.

Procedure:

- Step 1: The student should present his/her conflict / issue / grievance to his/her immediate instructor. This may be accomplished in writing or verbally.
- Step 2: If no response, or an unsatisfactory response, is received within one week, the conflict / issue / grievance may be submitted, in writing, to the Program Director.
- Step 3: If the conflict / issue / grievance is not settled at Step 2 within one week it may be submitted, in writing, to the Medical Advisor of the Clinical Laboratory Science Program.
- Step 4: If the conflict / issue/ grievance in not settled at Step 3 within one week, it may be submitted in writing, to the Program Director of Clinical Laboratory Science at the university where the student is registered, or the Director of Human Resources at Aspirus Wausau Hospital, if the student is not currently enrolled at a university. The Program Director of Clinical Laboratory Science at the university or the Director of Human Resources at the hospital will act as a neutral party in the resolution of the conflict / issue / grievance.

In order for a conflict / issue / grievance to be recognized, this procedure must be initiated within thirty (30) days of the incident.

7/80; revised 4/87, 8/94, 8/98, 10/99, 8/04, 3/08, 7/08, 9/20

DRESS CODE AND APPEARANCE

Aspirus Wausau Hospital is in the business of serving customers; it is important to maintain an excellent public image. Each employee and student is expected to present a positive, business-like image through a neat and clean, professional appearance. Appropriate attire and good grooming habits can assist Aspirus Wausau Hospital's goal of safe and efficient operation, providing great service and customer relations, and maintaining an excellent public image.

The following has been compiled as a written guide for the members of the Clinical Laboratory Science Program at Aspirus Wausau Hospital. Students will follow the Aspirus Dress Code/Personal Hygiene Policy found on the Aspirus intranet.

Enforcement of this code is the responsibility of each individual.

GENERAL ATTIRE guidelines for all employees and students:

1. You are required to wear Identification Badges at all times. Badges need to be secured to clothing above the waist.
2. Personal Hygiene - It is the right of patients to be cared for and served by staff who maintain high standards of personal hygiene and a related right of co-workers to expect a non-offensive work environment. Employees and students should report at the beginning of each shift with clean clothing, free of body odor, with clean face, hands and fingernails. Visible body piercing other than earrings and visible tattoos are strongly discouraged and may be deemed inappropriate resulting in a request to remove the piercing or cover the tattoo as applicable. Use of colognes and perfumes should be avoided.
3. Hair (including mustaches and beards) - Must be clean, neat and controlled. Hair should not interfere with patient contact, procedures or equipment. In the laboratory, long hair should be controlled with a barrette, ribbon, etc.
4. Fingernails - Artificial nails and nail extensions are prohibited. All nails should be kept neatly trimmed and no longer than ¼ inch.
5. Jewelry - Earrings and necklaces are acceptable if they are short enough so as not to interfere with patient contact, procedures or equipment. Finger rings are also acceptable if they do not interfere with patient contact, procedures or equipment.
6. Gum chewing is prohibited in any job assignment involving contact with patients, customers or the public. Where permissible, gum chewing must be silent, it must not be heard by fellow employees or students.
7. Shoes should be neat and clean in appearance. Safety practices in the laboratory mandate closed toed shoes.
8. Shirts and pants/skirt should be of sufficient length in the midriff area to not show bare skin.
9. Hems on pants/slacks must not drag on the floor and must not be frayed.

10. Attire for special occasions (i.e. holiday, hospital week, etc.) will be defined by the hospital and/or department director.
11. Students may wear business casual or scrub uniform attire.

6/78; revised 8/94; 8/96, 8/98, 8/01, 7/03, 8/04, 8/05, 8/06, 8/07, 7/08, 8/19, 9/20

POLICY ON ACADEMIC MISCONDUCT

Academic misconduct is defined as:

1. Cheating on an examination.
2. Collaborating with others in work to be presented contrary to stated rules of the course.
3. Plagiarizing, including submission of others' work or ideas (whether purchased, borrowed, copied, or otherwise obtained) as one's own.
4. Stealing examination or course materials.
5. Falsifying records or other data.
6. 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.

Follow through procedure:

1. A report of alleged academic misconduct is written by the individual who observed the incident.
2. The report is sent to the Instructor of the course or Manager of the department in which the incident is alleged to have occurred.
3. Written notice is sent to the student and the Program Director.
4. An initial conference will be held between the student, Instructor (or Department Manager), and Program Director. Summary of the minutes of the conference will be signed by the student, Instructor (or Department Manager), and Program Director. The student will receive a copy of the minutes. The Program Director and Instructor (or Department Manager) will decide on the appropriate action to take.
5. The written decision of the Instructor (or Department Manager) and Program Director is sent to the student after review by the Program Director and Medical Advisor.
6. The student can appeal the decision to the Academic Standards Committee. This committee is composed of a Hospital Administrator, the System Director of Laboratory Services, the University Program Director (from the student's respective university), the Aspirus CLS Program Medical Advisor, two lecture Instructors (one may be chosen by the student), and one bench Instructor chosen by the student.

revised 8/98, 8/01, 7/03, 7/08, 9/20

STUDENT SERVICE WORK

Students may apply for available job openings within Aspirus Wausau Hospital and Aspirus Reference Laboratory. If hired, the student then becomes an employee of Aspirus Wausau Hospital during their scheduled shift and is subject to the policies that apply to all employees. It is understood that:

1. The positions are paid positions.
2. Applying for any such positions is purely voluntary.
3. Aspirus Wausau Hospital does not have any positions solely for Aspirus Clinical Laboratory Science Program students.
4. As with any job opening, the applicants will be considered on merit. Applying for a position does not guarantee obtaining such a position.
5. The Performance Appraisal will be performed by the section/shift supervisor.
6. Students are not substituted for regular staff during their clinical rotations.

PROFESSIONALISM

The following objectives constitute the core of professional behavior. At the completion of each rotation the student will be evaluated in regard to these objectives:

- Conveys ideas/information to peers and professionals in a positive, tactful manner.
- Demonstrates the ability to work under stressful conditions without losing effectiveness, remains calm and emotionally stable.
- Is enthused, inquisitive, attentive and involved in his/her learning.
- Is a “self-starter” and takes ownership of the tasks to be accomplished.
- Works effectively with peers, coworkers and other professionals. Is a team member/player.
- Accepts accountability for work performed, readily admits errors, and exhibits perseverance to obtain accurate results in a timely fashion.
- Accepts evaluation of performance as constructive when offered by instructors and follows through with suggestions made. Respects a need for supervision and asks for suggestions for improvement.
- Maintains confidentiality of patient results.
- Demonstrates the commitment to becoming a true professional.

TERMINATION CLAUSE

Should the Aspirus CLS Program need to be discontinued, in accordance with NAACLS accreditation rules and regulations, the Program maintains a teach-out plan for current students. Intentional closure of the CLS Program will be communicated to all students immediately.

Aspirus Wausau Hospital takes the significance of a decision to close an educational program very seriously. Program closure requires thoughtful planning and careful consultation with all affected constituencies. Every effort will be made to inform each of our students as fully as possible about the closure. When possible, program closure will be made through a consultative process and only after all alternatives have been considered.

- The responsibility for the final decision to close a program will be made by the Program Medical Director, Program Director, and the hospital Administrators.
- The following plan will be implemented in the event of a program closure:
 - Aspirus CLS Program will teach out currently enrolled students.

- The program will no longer admit students to the August/September starting class. Students and affiliates will be notified in writing and on the website about the program closure.
- The Program Director will be designated to clear students applying for the certification exam.
- In the case of a natural or unnatural disaster, the program will work with other Aspirus facilities to continue education and training until training can resume at the hospital laboratory. In the case of another kind of disaster requiring students to leave campus (e.g. pandemic), the program will utilize technology resources to deliver a modified program until such time as students can return to complete training.
- The CLS Program Director will notify NAACLS in writing within 30 days with information and timeline of program closure.

AWH CLS Program Professional Performance Evaluation Form (completed online)

Student _____

Rotation _____ Dates of Rotation _____

Evaluators _____

The student is graded based upon their performance relative to their level of experience at the time of the evaluation. The student is expected to function at level 3, or above, during the entire clinical experience. Weekly grades at the 1 or 2 level will require the student and department staff to develop a plan of action to raise the student's performance level to the expected level.

4 – Exceeds; 3 – Consistently meets; 2 – Needs Improvement; 1 – Not met; NA – Does not apply to this rotation

Questions	M	T	W	Th	F	\bar{x}
1. Accuracy, Precisions, & Mechanical Coordination: The student demonstrates the ability to operate and use laboratory equipment effectively. Results for calibration, control, and clinical specimens are accurate and precise.						
2. Organization and Record Keeping: The student demonstrates the ability to organize work to be accomplished within the time available. The student is able to perform multiple tasks without jeopardizing accuracy and precision. Written work is clear and legible.						
3. Responsibility for Work Area & Safety: The student maintains a clean and safe work area during and after laboratory testing procedures. The student adheres to Standard Precautions and follows the guidelines established in the Exposure Control Plan and the Chemical Hygiene Plan.						
4. Ability to Follow Instructions & Application of New Techniques: The student is attentive to the instructor, takes complete notes and proceeds with laboratory work without repeat instructions. The student follows verbal and written instructions, asks pertinent questions when necessary, and seeks the instructor's assistance when needed.						
5. Critical Thinking and Problem Solving: The student demonstrates the ability and willingness to work through daily problems using theoretical understanding, sound judgement, and reason.						
6. Interpretation of Data & Results: The student correctly interprets the results using knowledge of assay & instrument performance, physiology, and quality control measures. The student identifies problems and takes the appropriate corrective action to ensure accuracy and precision.						
7. Communication: The student effectively conveys ideas/information to instructors in a positive, tactful manner. The student demonstrates understanding of information shared with them, and keeps non-lab related conversation from interfering with tasks.						
8. Interest & Initiative: The student is enthused, inquisitive, attentive and involved in their learning. The student is a "self-starter" and takes ownership of the learning process.						
9. Composure & Cooperation: The student demonstrates the ability to work under stressful conditions without losing effectiveness, remains calm, and emotionally stable. The student works effectively within a team atmosphere.						
10. Integrity & Punctuality: The student accepts constructive criticism, and accountability for work performed. The student readily admits errors and maintains confidentiality of patient results. The student exhibits perseverance to obtain accurate & timely results. The student arrives in the department at the designated time and is ready to be assigned procedures.						
Comments:						/ 30

*Found on the Aspirus Intranet at: <http://aspirusintranet/wausau-aci/clinical-lab-rotation-assessment-form.aspx>
revised 6/00, 8/04, 8/05, 7/08, 8/09, 8/15, 9/16, 8/18, 9/20

Clinical Laboratory Rotation Student Evaluation Form Example

Completed Weekly online

Clinical Lab Rotation Student Evaluation Form

BACKGROUND			
Name: Joe Student		Evaluation date: 8/10/2018	
Department/Rotation: Chemistry			
Date of Rotation: 01/01/2000			
EVALUATIONS			
<i>Responses selected from:</i>			
<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
Adequate time was allowed for the completion of the objectives/checklist: Strongly Agree			
Adequate reference/resource material was available during the rotation: Strongly Agree			
Objectives were clearly stated at the beginning of the rotation: Strongly Agree			
Checklist was clearly explained at the beginning of the rotation: Strongly Agree			
Procedures/techniques were clearly explained: Strongly Agree			
Theory of procedures/tests was clearly explained: Strongly Agree			
My questions were well received: Strongly Agree			
I was treated courteously by department personnel: Strongly Agree			
PRIMARY INSTRUCTOR			
Name: John Doe			
Time spent with primary instructor: 40 hours			
Comments: None			
OTHER INSTRUCTOR(S)			
Name(s): Jane Doe			
Time spent with others: 20 hours			
Comments: None			
OVERALL COMMENTS			

Found on the Aspirus intranet at: <http://aspirusintranet/wausau-aci/clinical-lab-rotation-student-evaluation-form.aspx>

Final Grade Report Example

Name _____ Class Year _____

CLINICAL IMMUNOHEMATOLOGY

- 50% Lecture
 - 25% Basic Blood Groups/
Antigens/Antibodies _____
 - 25% Collection/Components/Misc.
Groups/Antibody ID/HDN
X-match/Misc _____
- 50% Laboratory
 - 20% Professional Performance _____
 - 10% Checklists _____
 - 15% Rotation Questions _____
 - 5% Unknowns _____

OVERALL IMMUNOHEMATOLOGY GRADE _____

CLINICAL CHEMISTRY

- 50% Lecture
 - 8% Cardiac Function &
Enzymes _____
 - 6% Amino Acids, Proteins,
and NPN _____
 - 6% Thyroid Function, & Lipids _____
 - 6% Electrolytes _____
 - 6% Acid / Base _____
 - 6% Carbohydrates _____
 - 4% Toxicology and TDM _____
 - 4% Liver, Pancreas, &
GI Function _____
 - 2% Vitamins, Trace Elements _____
 - 2% Tumor Markers _____

- 50% Laboratory
 - 20% Professional Performance _____
 - 17% Rotation Questions _____
 - 10% Checklists _____
 - 3% Rotation Exam _____

OVERALL CHEMISTRY GRADE _____

CLINICAL IMMUNOLOGY/SEROLOGY

- 50% Lecture
 - 15% Immunology Basics _____
 - 35% Tests and Diseases _____

- 50% Laboratory
 - 20% Professional Performance _____
 - 20% Rotation Questions _____
 - 10% Checklists _____

OVERALL IMMUNOLOGY GRADE _____

CLINICAL HEMATOLOGY

50% Lecture

- 15% Anemias _____
- 20% Leukemias/Other Diseases _____
- 15% Coagulation _____

50% Laboratory

- 20% Professional Performance _____
- 15% Rotation Quizzes _____
- 5% Slide Unknowns/Complex _____
- 10% Question Set _____
- 15% Checklist _____

OVERALL HEMATOLOGY GRADE _____

CLINICAL URINALYSIS / BODY FLUIDS

50% Lecture

- 40% Urinalysis _____
- 10% Other Body Fluids _____

50% Laboratory

- 20% Professional Performance _____
- 10% Checklists _____
- 20% Rotation Questions _____

OVERALL URINALYSIS GRADE _____

CLINICAL MICROBIOLOGY

50% Lecture

- 24% Bacteriology _____
- 8% Anaerobes _____
- 4% Mycology _____
- 4% Parasitology _____
- 4% Virology _____
- 4% Mycobacteriology _____
- 2% Molecular Biology _____

50% Laboratory

- 20% Professional Performance _____
- 10% Rotation Questions _____
- 10% Checklists _____
- 10% Unknowns _____

OVERALL MICROBIOLOGY GRADE _____

PROFESSIONAL PRACTICE

- 40% QA/QC _____
- 20% Management presentation _____
- 20% Management project _____
- 10% Education _____
- 5% Information Systems _____
- 4% Medical Terminology _____
- 1% Bioterrorism _____

OVERALL PROFESSIONAL PRACTICE GRADE _____

revised 7/03, 8/04, 8/05, 8/07, 8/08, 8/18

Feedback/Evaluation documentation form

**ASPIRUS WAUSAU HOSPITAL
 CLINICAL LABORATORY SCIENCE PROGRAM**

STUDENT _____

ABSENCES: DATE	HOURS ABSENT	REASON	MAKE UP TIME

EVALUATION SUMMARY:

DATE	COMMENTS & SUGGESTIONS	INITIALS



Handbook Acknowledgement

ASPIRUS WAUSAU HOSPITAL CLINICAL LABORATORY SCIENCE PROGRAM

I, _____, have read, understand, and agree
print name

with the policies detailed in the Aspirus Wausau Hospital Clinical Laboratory Science

Student Manual.

Student's Signature date

Program Director's Signature date

One copy will be retained in the student's file, and one copy will be retained by the student.

Handbook Acknowledgement

**ASPIRUS WAUSAU HOSPITAL
CLINICAL LABORATORY SCIENCE PROGRAM**

I, _____, have read, understand, and agree
print name

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