



**Baptist Health College
Little Rock**



Baptist Health College Little Rock School of Medical Laboratory Science

JULY 1, 2022 – JUNE 30, 2023

11900 Colonel Glenn Road
Little Rock, AR 72210
Phone: 501-202-6200
www.bhclr.edu

Owned and Sponsored by: Baptist Health, Little Rock, Arkansas
Operated by: Baptist Health Medical Center- Little Rock

CERTIFICATION STATEMENT

Baptist Health, its schools and administrators reserve the right to restrict, or limit enrollment in any course and make changes in the provisions (organization, fees, program offerings, curricula, courses, requirements and so forth) in this *handbook* when such action is deemed to be in the best interest of the student or a particular school. The provisions herein do not represent, in any way, a contract between the student, prospective or otherwise, and the administration of a school. This handbook replaces all *handbooks* previously published.

FORWARD

This *handbook* is provided to the student to serve as an overall guide to the Baptist Health College Little Rock - School of Medical Laboratory Science. Policies contained herein are current at the time of printing; however, policies, procedures and information contained within require continual evaluation, review, and approval. Therefore, the faculty and administration of the school reserve the right to change the policies, procedures and general information at any time without prior notice, according to policy; all new and revised policies are posted on appropriate and designated student bulletin boards, for a defined period of time or students receive electronic notification of new or revised policies. Additionally, changes will be made on the website version. Students are expected to remain informed by checking the school's website regularly at www.BHCLR.edu.

STATEMENT REGARDING STUDENT HANDBOOK

Students enrolled in the Baptist Health College Little Rock are responsible for the information contained in the current Student Handbook General Section, School Specific Section and current BHCLR Catalog. Students enrolled in a program of study are expected to comply with all policies of: (a) Baptist Health College Little Rock, (b) all institutions with which the schools are affiliated, and (c) the respective program of enrollment. Additional details of policies that pertain to a student's specific program of enrollment are applicable and are located herein in the programs respective School Specific section.

NONDISCRIMINATION STATEMENT

BAPTIST HEALTH does not exclude or discriminate on the basis of race, color, creed, religion, gender, national origin, age, disability, genetic information, or veteran status in accordance with applicable federal, state and local laws. Student recruitment and admission is non-discriminatory and in accordance with existing government regulations and those of the sponsor.

Program Originated in 1965
Baptist Health College Little Rock
11900 Colonel Glenn Road
Little Rock, AR 72210
501-202-6200

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WELCOME TO STUDENTS

The Baptist Health College Little Rock (BHCLR) - School of Medical Laboratory Science welcomes you as a student. You have made an important decision in selecting BHCLR as your first choice in healthcare colleges. The next twelve months will be an exciting time in which you will learn the fundamentals of Medical Laboratory Science and will develop entry-level competencies in the clinical areas.

The purpose of the Student Handbook is to acquaint you with the policies of the School of Medical Laboratory Science, familiarize you with the objectives of both the theory and clinical portions of the program, and inform you of the evaluative processes that will be used to determine your progress in both phases of the program.

May you find fulfillment in this profession and acquire not only scientific skills, but also skills that will lead to your cultural, intellectual, and professional advancement.

Sincerely,

Jennie Manees

Jennie Manees, MPH, MT (ASCP)
Program Director
Baptist Health College Little Rock- School of Medical Laboratory Science

INTRODUCTORY

History

The Baptist Health College Little Rock - School of Medical Laboratory Science was founded in 1965 as the School of Medical Technology. The school came into existence in order to meet the demand for highly skilled and competent Medical Laboratory Scientists within the Baptist Health System, as well as, the surrounding community. The School is accredited by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and certified by the Arkansas Department of Higher Education. The School is affiliated with eight (8) universities: Arkansas Tech University, Harding University, Henderson State University, Ouachita Baptist University, Louisiana Tech University, Southern Arkansas University, University of Central Arkansas, and Missouri Southern State University. Through the affiliations, graduates are conferred a baccalaureate degree from a respective university.

Program Overview

The BHCLR - School of Medical Laboratory Science will provide the student with the highest standards of education and training as outlined in the school goals. The philosophy and mission of Baptist Health will help guide the student toward attaining professional skills and the behaviors that lead to success.

The staff of BHCLR - School of Medical Laboratory Science believes the purpose of the school is to provide a learning environment to the student through classroom and clinical work, inclusive of the Baptist Health values of service, honesty, respect, stewardship, and performance with a commitment to providing quality patient care.

The Program Director is responsible for all administrative activities in the BHCLR - School of Medical Laboratory Science including recruitment of students, evaluation of applications for admission, maintenance of student records, scheduling, grade reporting, data collection, review and evaluation for program evaluation/improvement, teaching, coordination of classroom teaching selecting instructors, and clinical Internship supervision. The Program Director also plans, implements, and evaluates the total program of study in accordance with Arkansas Department of Higher Education, Accrediting Bureau of Health Education Schools (ABHES) and the National Accrediting Agency for Clinical Laboratory Science (NAACLS).

The audience of the BHCLR - School of Medical Laboratory Science includes the students who have been admitted into the program, the laboratory staff in the hospitals, the support staff, affiliate universities, and the administrative staff. It is the goal of the school to provide support to each member of the audience.

A competent Medical Laboratory Scientist in the healthcare field of today must prove to be proficient in the profession, possess an appreciation of his/her role within the healthcare field, and demonstrate an understanding of the organizational culture within the setting of practice.

The faculty is committed to providing entry-level job competent graduates to the healthcare community by promoting high standards of education and professional development of students.

The program consists of a theory period at the BHCLR campus with a nine (9) month clinical rotation in the clinical laboratory at Baptist Health Medical Center - Little Rock as well as other system locations near the metro area. Enhancement training occurs at the Arkansas Department of Health Public Health

laboratories, Baptist Health Medical Center – North Little Rock, Baptist Health-Conway, and Arkansas Blood Institute. Pandemic concerns may affect enhancement training locations. Assigned time spent in each rotation is designed to enhance the theory content and develop competency in Medical Laboratory Science. A set of instructional objectives is provided to the student for each rotation. The clinical experience includes rotations in the following areas: Clinical Chemistry/Urinalysis/Immunology; Hematology/Coagulation/Flow Cytometry; Blood Bank; and Microbiology/Parasitology/Mycology. Point of Care and phlebotomy are also important aspects of the clinical experience; therefore, students develop point of care and phlebotomy techniques. They observe experienced Medical Laboratory Scientists who oversee the hospital Point of Care program. Phlebotomy, although not required by NAACLS, is included in this program because it is a skillset needed especially in rural settings, small laboratories and physician practices.

Upon successful completion of the program of study and graduation, the graduate receives a certificate from the college. Those who have academic affiliate status (3+1) also receive a baccalaureate degree from their respective university. Graduates are eligible and encouraged to apply and write the national Board of Certification (BOC) sponsored by American Society for Clinical Pathology (ASCP). Successful candidates are recognized as a registered Medical Laboratory Scientist (MLS), having demonstrated a commitment to maximal quality performance in the profession. A college graduate, who has also completed this program and passed the BOC, will sign their credentials as, MLS (ASCP)^{cm}.

Mission Statement

Baptist Health College Little Rock, a part of Baptist Health Medical Center-Little Rock, shapes the health of Arkansans by educating and mentoring healthcare professionals with excellence and Christian compassion.

Purpose

Prepare graduates who:

- Demonstrate entry-level competency in the laboratory setting.
- Exemplify professionalism.
- Personify the Baptist Health Values.

Values

The BHCLR - School of Medical Laboratory Science supports the Values and Code of Ethical Conduct of Baptist Health. These Baptist Health values of Service, Honesty, Respect, Stewardship and Performance provide the framework for all operations within the organization.

Philosophy

The BHCLR - School of Medical Laboratory Science exemplifies the beliefs and values of Baptist Health by encouraging trust, teamwork, responsibility, creativity, openness and enjoyment in the workplace. Christian ideals and attitudes as they apply in the service to the sick, are emphasized in the college as well as personal and professional conduct and relationships.

The School believes that a competent individual in the health care field of today must not only prove to be proficient in the field of Medical Laboratory Science, but must also possess an appreciation of his/her role within the hospital and demonstrate an understanding of the organizational behavior affecting this environment.

The BHCLR - School of Medical Laboratory Science is committed to providing job ready graduates to the school's customers, Baptist Health and the community, by promoting the highest standards of education, training, and continuous professional development opportunities to students. Our goal is to provide graduates who have the ability to adapt to the ever changing healthcare environment.

Belief

The BHCLR - School of Medical Laboratory Science shares the values of Baptist Health. Baptist Health is more than a business; it is a healing ministry. Our healing ministry is based on the revelation of God through creation, the Bible and Jesus Christ. At Baptist Health, care of the whole person, body, mind and spirit, is an expression of Christian faith. We are instruments of God's restorative power and are responsible for giving compassionate care.

Goals

The BHCLR – School of Medical Laboratory Science prepares a graduate who performs competently in their role and demonstrates professional behavior while participating as a member of the laboratory team. The school goals below are obtained by enabling objectives and mentoring:

1. Successful graduation of each cohort.
2. Student coaching practices based on professional best practices.
3. Eligibility and successful passage of the ASCP Board of Certification.
4. Demonstration of Baptist Health values.
5. Professional knowledge base incorporating theory, standards and skills, as well as ethical and legal aspects.
6. Job readiness based on feedback from the clinical sites, graduate employers, and graduate surveys.

Program Outcomes – See Catalog

PROGRAM STANDARDS

Pledge to the Profession and Code of Ethics

ASCLS Code of Ethics

PREAMBLE

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

I. DUTY TO THE PATIENT

Medical Laboratory Professionals' primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. High quality laboratory services are safe, effective, efficient, timely, equitable, and patient-centered. Medical Laboratory Professionals work with all patients and all patient samples without regard to disease state, ethnicity, race, religion, or sexual orientation. Medical Laboratory Professionals prevent and avoid conflicts of interest that undermine the best interests of patients.

Medical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining the highest level of individual competence as patient needs change, yet practicing within the limits of their level of practice. Medical Laboratory Professionals exercise sound judgment in all aspects of laboratory services they provide. Furthermore, Medical Laboratory Professionals safeguard patients from others' incompetent or illegal practice through identification and appropriate reporting of instances where the integrity and high quality of laboratory services have been breached.

Medical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to patients and other health care professionals. Medical Laboratory Professionals respect patients' rights to make decisions regarding their own medical care.

II. DUTY TO COLLEAGUES AND THE PROFESSION

Medical Laboratory Professionals uphold the dignity and respect of the profession and maintain a reputation of honesty, integrity, competence, and reliability. Medical Laboratory Professionals contribute to the advancement of the profession by improving and disseminating the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Medical Laboratory Professionals accept the responsibility to establish the qualifications for entry to the profession, to implement those qualifications through participation in licensing and certification programs, to uphold those qualifications in hiring practices, and to recruit and educate students in accredited programs to achieve those qualifications.

Medical Laboratory Professionals establish cooperative, honest, and respectful working relationships within the clinical laboratory and with all members of the healthcare team with the primary objective of ensuring a high standard of care for the patients they serve.

III. DUTY TO SOCIETY

As practitioners of an autonomous profession, Medical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of society. Medical Laboratory Professionals serve as patient advocates. They apply their expertise to improve patient healthcare outcomes by eliminating barriers to access to laboratory services and promoting equitable distribution of healthcare resources.

Medical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of Clinical Laboratory Science and actively seek, to change those laws and regulations that do not meet the high standards of care and practice.

PLEDGE TO THE PROFESSION

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

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.

- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

Program General Direction

As employees and students, we must be loyal to our hospital and fellow workers. We are expected to observe the following codes at all times:

1. We are not to carry on personal conversations with fellow employees in the presence of patients or visitors.
2. We are not to discuss our personal affairs or problems with patients.
3. We are not to receive gratuities from patients in the form of gifts or money.
4. We are not to discuss patients or confidential hospital affairs with fellow workers or outsiders.
5. We are not to approach patients or employees for the purpose of selling anything or asking for donations.
6. We must respect the religious beliefs of patients and fellow workers.
7. We are not to entertain visitors while on duty.
8. We are not to criticize the hospital policies publicly or to a fellow employee. If you have a legitimate complaint, discuss it with your supervisor or Program Director privately.
9. We are not to argue or disagree with patients. If you have any difficulty, call your supervisor to adjust the situation.
10. We are to stay in the area in which we are assigned unless some legitimate business requires us to go to other parts of the building. When leaving the laboratory, notify instructor or student coordinator before departing.
11. All Baptist Health campuses are smoke free environments. No smoking is allowed inside the building or on any Baptist Health campus. Applicants for employment to the Baptist Health System must be nicotine free.
12. The lounge, canteen and cafeteria are the designated eating areas, thus all eating should be restricted to these areas only. Do not eat in hallways, waiting areas, or elevators.
13. We must remember that we are "On Stage" in all public areas of the hospital.
14. We must follow the hospital policy regarding electronic devices.

I.e. cell phones, lap top computers, MP3 players (See policy)

15. Students must use caution when using cell phone or other device camera while in the program. Camera use must comply with Baptist Health Corporate Compliance, BHCLR and program ethics policies.
16. Students must uphold the highest level of ethics at all times while enrolled in the program. We are honest and ethical even when no one is watching.
17. Students will follow the masking requirements for the Baptist Health System.

ACCREDITATION, APPROVALS, CERTIFICATIONS, AND MEMBERSHIPS

The BHCLR - School of Medical Laboratory Science is accredited by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), and certified by the Arkansas Department of Higher Education. In addition, the school is accredited by the Accrediting Bureau of Health Education Schools (ABHES).

Additional information about the program and the NAACLS standards, as well as, educational requirements may be obtained by contacting the Program Director, the state board or accrediting agency:

Arkansas Division of Higher Education
101 E. Capitol Ave, Suite 300
Little Rock, Arkansas 72201

Phone 501- 371-2000
Website: <http://www.adhe.edu/>

National Accrediting Agency for
Clinical Laboratory Sciences (NAACLS)
5600 N. River Rd
Suite 720
Rosemont, IL 60018-5119
Phone: 773-714-8880
Fax: 773-714-8886
E-Mail: info@naacsls.org
Website: <http://www.naacsls.org>

Accrediting Bureau of Health Education Schools (ABHES)
7777 Leesburg Pike, Suite 314 N.
Falls Church, Virginia 22043
Phone 703-917-9503
Fax 703-917-4109
E Mail info@abhes.org
Website: <https://www.abhes.org>

Baptist Health System - Is also a member of the Arkansas Hospital Association.

AFFILIATIONS

Academic Affiliations

The BHCLR- School of Medical Laboratory Science is presently affiliated with the following institutions of higher education:

- ◆ Arkansas Tech University, Russellville, Arkansas
- ◆ Harding University, Searcy, Arkansas
- ◆ Henderson State University, Arkadelphia, Arkansas
- ◆ Louisiana Tech University, Ruston, Louisiana
- ◆ Ouachita Baptist University, Arkadelphia, Arkansas
- ◆ Southern Arkansas University, Magnolia, Arkansas
- ◆ University of Central Arkansas, Conway, Arkansas
- ◆ Missouri Southern State University, Joplin, Missouri

The program accepts applications from individuals who have a baccalaureate degree (4+1) or those with three (3) years of academic work from one of the academic affiliates listed above. All applicants must have the following prerequisite courses. Students in the (3+1) track must be scheduled to receive a B.S. degree upon completion of the BHCLR Medical Laboratory Science Program of study from their university. The University Advisor must provide documentation related to degree status before students are officially accepted. All applicants must have the prerequisite courses that follow.

Clinical Affiliations

Students complete the applied experiences (internships) at:

- ◆ Baptist Health Medical Center - Little Rock
- ◆ Baptist Health Medical Center - North Little Rock
- ◆ Baptist Health Medical Center - Conway

Baptist Health Medical Center – Little Rock (BHMC-LR) Clinical Laboratory is where most of the training occurs. The Clinical Student Coordinator (Expert Clinician) of each section is responsible

for the student's clinical training during the rotation as well as overseeing the evaluation of the student. The student rotates through each section at BHMC - LR on a scheduled basis. Each week the student may be rotating with a different professional technologist to provide him/her a more varied clinical education. The Internship Schedule identifies the dates/times where student is located during their rotations.

Enhancement Sites

- ◆ Arkansas Department of Health Public Health Laboratories – Mycology and Mycobacterium specialty experience.
- ◆ Arkansas Blood Institute in Little Rock – Blood Donor Site experience.
- ◆ Arkansas Children’s Hospital – Microbiology Experience.

Arkansas Blood Institute Arkansas Children’s Hospital, and the Arkansas Department of Health Public Health Laboratories will serve as an enhancement sites for students to observe specific reference laboratory procedures that they may not see in the primary clinical sites. Due to pandemic concerns, enhancement site training may vary.

ADMISSION CRITERIA

Preferences

- ◆ Successful completion of all prerequisite courses.
- ◆ ACT composite score of 20 or better.
- ◆ Overall college cumulative and prerequisite GPA of 2.5 or better.

This program may limit interviews to the top academically qualified applicants. Selection for entry is on a competitive basis, as opposed to a first come first serve basis, and each qualifying applicant is ranked according to his/her total percent score as identified on the Applicant Rating form which is derived from an applicant’s qualifications. Selection of qualified applicants occurs during the term prior to the beginning class deadline and progresses until the respective class has reached its maximum capacity.

Requirements

- ◆ Undergraduates – Must have attained the minimal semester hours required by the university and enter from an academic affiliate. See list. Any exceptions require prior approval.
- ◆ The university academic advisor must confirm the applicant is eligible for a Baccalaureate degree upon completion of the professional curriculum.
- ◆ Applicants who are not U. S. citizens must comply with additional requirements published in the college catalog.
- ◆ Applicants will interview with a Selection Committee. Selection is a competitive process.
- ◆ Evidence of successful completion of all prerequisite courses.

Prerequisite Courses for Application

Prerequisite courses include:

3 credit hours	College algebra or higher level math
16 credit hours chemistry	*8 credit hours general chemistry
	*4 credit hours organic chemistry
	3-4 credit hours organic chemistry II, quantitative analysis, or biochemistry
12 credit hours biology	*8 credit hours general biology, zoology, cell biology or high level courses
	*4 credit hours of microbiology inclusive of immunology
4 credit hours	*Anatomy/physiology or BHCLR approved equivalent. Must be a full course. A structure and function course is accepted.
3 credit hours	Statistics or higher level math
Total	37-38 credit hours

* These Courses must include a laboratory

Electives in immunology, genetics, or cell biology are strongly suggested for successful applicants.

Courses in botany and ecology or similar coursework are not acceptable as prerequisites.

Additional Information: The specific asterisked biology and chemistry courses must include laboratory credit. They must also be either approved for majors in those disciplines or in Medical Laboratory Science. If course work was completed seven (7) years prior to application, an update in microbiology and organic/biochemistry may be required. Biology must include genetics/molecular biology content. Microbiology must include immunology content. For post-graduates, a baccalaureate degree is required from an accredited college/university.

ENTRY REQUIREMENTS

- ◆ Complete immunizations and Tuberculin Testing according to schedule. All students are also expected to receive the annual flu vaccination. Flu vaccinations are provided free of charge to students each fall. Immunization and Tuberculin Testing information can be found in the Applicant and Admission Information section of the BHCLR Catalog and the General Section of the Student Handbook.
- ◆ Complete the Essential Functions Form.
- ◆ Purchase required uniform and textbooks.

- ◆ Pay/arrange for payment of program expenses.
- ◆ Successfully pass all associated background checks.
- ◆ Comply with the Baptist Health drug free policy.
- ◆ Provide additional documentation as required.
- ◆ Demonstrate receipt of a college degree or provide a transcript evaluation that a degree will be received upon completion of the program.

Advance Placement

- ◆ Advance Placement requests are reviewed by the Registrar for possible credit.

ADMINISTRATION

Hospital Administration

Troy Wells,.....President & CEO, Baptist Health

Doug Weeks, FACHE Executive Vice President of Strategy and Innovation

Mike Perkins, MS, MHSA.....President, BHMC-LR

Program Administration Officials

Dr. Judy Pile, Ed.D..Chancellor of BHCLR

Karen James, Ph.D., OTR/L, CAPS Coordinator Schools of Allied Health - BHCLR

Jennie Manees, MPH, MT (ASCP).....Program Director, BHCLR, School of Medical Laboratory Science

Clinical Laboratory Administration

Paula Dick, B.S., MT (ASCP).....BHMC-LR Laboratory Director

Angel Dellinger, MBA, B.S., MLT (ASCP).....BHMC-NLR Laboratory Manager

Katie Floyd.....BHMC-Conway Laboratory Manager

Clinical Laboratory Supervisors – Little Rock

Carla, Milliff, B.S., MLS(ASCP).....Blood Bank/ Serology Section Head

Pam King, B.S., MT(ASCP)Chemistry/Urinalysis Section Head

Angel Dellinger,MBA, MLT(ASCP).....Hematology/Coagulation Section Head

Amy Brundick, B.S. MT(ASCP)SMMicrobiology Section Head
Erica Sampson, B.S., MLT (ASCP).....Phlebotomy and Central Processing Section Head
Rachel Murphy, B.S. MT (ASCP)/Anika Grider B.S, MLS (ASCP).....Second Shift/Third
Shift Supervisors

Baptist Health Pathologists

Hal E. Palmer, MD

Melody K. Harrison, M.D.

Michelle Riddick-Nelson, M.D.

Elizabeth A. Seng, M.D.

Robert O. Shaver, M.D.

Brent C, Staggs, MD

Maria C. Porter, M.D.

Brian D. Quinn, M.D.

Faculty and Lead Expert Lecturers

Jennie Manees, MPH, MT(ASCP)
Faculty
Hematology, Immunology, Body Fluids,
Management and Education, Seminar II

Shannon m. Cain
Lead Expert Lecturer
Immunohematology

Pam King, MT (ASCP)
Lead Expert Lecturer
Chemistry

P Hope Coleman, BA, M.Div, PhD.
Faculty/Chaplain/Counselor

Clinical Student Coordinators (Expert Clinicians)

Casandra Hannah B.S. MLS (ASCP)
Blood Bank
501-202-2664

Shannon m. Cain B.S. MLS (ASCP)
Hematology/Coagulation
501-202-2336

Todd Turner B.S. MT (ASCP)
Chemistry/Serology
501-202-1528

Bradley Shelton B.S. (ASCP^M)CM
Microbiology
501-202-2684

Expert Lecturers/Expert Clinicians Credentials

Jennie Manees - B.S., Oklahoma University, 1976; MPH-Administration, 1986; MT (ASCP); position year 2008.

Casandra Hannah-B.S., University of Central Arkansas, 1995-2000; MT (ASCP); position year 2000.

Shannon.M. Cain – B.S., University of Arkansas for Medical Sciences, 2007, position year 2010.

Bradley Shelton – B.S, Harding University, 2015; position year 2015.

Todd Turner – B.S., University of Central Arkansas, 1993; M.Div., Southwestern Baptist Theological Seminary, 2002; MT (ASCP); position year 1992.

G Thomas Hardister -B.S., Ouachita Baptist University, 1986 & 1988; MT (ASCP); position year 1990.

P. Hope Coleman - B.A., Texas Tech University, 1985; M.A., University of Arkansas at Little Rock, 1990; M. Div., Southwestern Baptist Theological Seminary, 2002; PhD., University of Central Arkansas, 2015; position year 2009.

University Advisors – Adjunct Faculty

Name	University
Dr. Tsunemi Yamashita PhD MLS Advisor Department-College of Natural and Health Sciences	Arkansas Tech University
Amber Hug Lecturer/Lab Coordinator	Harding University
John Long, PhD MT Advisor University Instructor, Anatomy and Physiology	Henderson State University
Vanessa Jones Johnson, MBA, MA, MT (ASCP) MT Advisor University Instructor Department Biology	Louisiana Tech University
Scott White, PhD MT Advisor Assistant Professor of Chemistry Chair of Chemistry and Physics Director of STEM	Southern Arkansas University Magnolia
Betty Hubbard, Ed.D., MCHES MT Advisor Department Chair	University of Central Arkansas
James Donelson, PhD MT Advisor Dean, School of Medical Laboratory Science	Missouri Southern State University

BHCLR Professional Staff

See BHCLR Student Handbook General Section.

BHCLR Support Staff

See BHCLR Student Handbook General Section.

ACADEMIC STANDARDS

The school expects a student’s highest performance in the area of academics. The process of becoming a Medical Laboratory Scientist begins with the basic principles of medical laboratory science. At the point of graduation, the basic principles of clinical laboratory science should have evolved into the delivery of results, through critical thinking and overall decision-making, which provide accurate and vital patient information.

Essential Functions

The technical standards (non-academic) established by the school are physical abilities that ensure the "essential functions" that must be demonstrated by the student. Essential functions reflect requirements for the student to engage in educational and training activities in such a way that shall not endanger other students, staff, or the public, including patients. Students may also have exposure to potentially infectious agents.

Essential Function	Description
Behavioral	Professional conduct in accordance with Baptist Health values.
Communication	The capacity to send and receive a message using verbal and nonverbal skills.
Hearing	Ability to hear words and sounds at an appropriate distance.
Intellectual/Cognitive	Ability to read and understand words and numbers.
Safety	Adhere to organizational policies to maintain safety in the environment for patient, self, and others.
Vision	Ability to see in order to perform necessary skills in given program. Ability to differentiate colors. A Color Blindness exam is administered before Internships.
Locomotion	Ability to demonstrate mobility needed to perform laboratory testing and patient services in a timely manner. Most of the counters in the laboratory are chest high.

Educational Philosophy

The BHCLR School of Medical Laboratory Science utilizes a competency based system of clinical education designed to allow a student to achieve proficiency in the performance of the clinical duties of a Medical Laboratory Scientist. The system allows the student to progress at a rate which is consistent with the student's ability and skills, but does not impede the performance of patient testing.

Competency and Proficiency

To enhance understanding of the system, clarification is needed regarding the difference between two words commonly associated with this type of clinical education: competency and proficiency. In the program, the faculty expects students to become "competent" in a procedure first, with "proficiency" in the procedure being the desired goal.

Competency: Is attained when the student demonstrates adequate ability to function or progress in a particular way. The student after being shown how to do a procedure, and demonstrates ability to perform the procedure while being observed, can repeat the procedure to completion accurately each time it is performed and report results accurately either on paper or with computer entry. Competency is the first goal for the student.

Proficiency: Is attained when the student can perform the procedure quickly and accurately, while working in an organized fashion with multiple samples reliably every time. The student is also capable of critical thinking to determine the next procedural steps independently (on a practical exam), assess the validity of results, identify a relationship to other possible results in the laboratory, as well as, identify the related patient diagnosis and impact.

Competency and proficiency are assessed by the Student Coordinator/experienced Laboratory Scientists and the Program Director. Assignment is made to the various areas in the Clinical Laboratory on a rational schedule which allows the student to achieve competency. No Internship exchanges among students is permitted. Throughout the clinical education, progress is monitored and evaluated closely. Clinical evaluations reflect the student's ability to relate the information received in the classroom to the actual performance of procedures in the clinical setting. The evaluations also reflect progress in cognitive, psychomotor, and affective domains with emphasis on professional and personal behavior. Upon completion of all theory and clinical competencies, a student should be able to demonstrate proficiency and meet the specific behavioral objectives in each area.

Intended Learning Goals

Upon completion of the program, the School strives to provide the student with the following abilities:

1. Explain how the practice of Medical Laboratory Science supports and integrates with best practice in the patient care setting.
2. Characterize professional, value-directed actions based on theoretical knowledge, ethical principles and legal standards as it applies to patient care.
3. Display proper technique in laboratory testing, providing accurate and reliable patient results.
4. Characterize ethical behavior and reliability as a health-care provider.
5. Demonstrate behaviors that support an integrated healthcare delivery system.

Program Objectives/Competencies

The Program Objectives apply to the classroom and clinical laboratory Internships. Each area has its own specific enabling objectives that are used to evaluate student progress and competency. The objectives are categorized by the cognitive, psychomotor, and affective domains.

Cognitive Domain

Level I

1. Match the proper specimen for the procedure ordered or assigned.
2. Match the proper instrument or equipment and reagents for the procedure.
3. Recall and cite normal, abnormal, and critical results.
4. Express correct technical and scientific vocabulary, including spelling and pronunciation.
5. Apply principles of management and supervision.

Level II

6. Compute calculations necessary for all laboratory procedures.
7. Maintain accurate and complete records.
8. Apply problem solving techniques to identify and correct procedural errors, identify instrument malfunction, and institute appropriate corrective measures under supervision.
9. Correlate theory with laboratory procedures and practices.

10. Correlate patient information across organ systems in case studies.

Level III

11. Validate data to evaluate accuracy of results.
12. Examine the results of quality control measures and institute proper procedures to maintain accuracy and precision.

Psychomotor Domain

Level II

13. Perform venipuncture and collect proper samples from patients with proper technique, minimal trauma, and 100% patient ID accuracy.
14. Operate and maintain laboratory instrumentation and equipment with care.
15. Conform to Instructor's direction, laboratory procedures, and instrument manuals to perform duties.
16. Record results and perform verification through the use of laboratory computers with Medical Laboratory Scientist review.
17. Produce laboratory results rapidly performing more than one task at a time without sacrificing precision and accuracy.
18. Analyze laboratory specimens correctly and report results, with minimal supervision, after completing the student learning experiences and objectives relating to a particular procedure.
19. Start work on time and remain in the department for the scheduled time.
20. Clinical Training:
Definition of Start on Time in Clinical Training: Arrival in the department and seated ready to begin to work at the scheduled time. Typically, the student will be at the bench learning and practicing procedures for 7.5 hours with a .5 (30 minute) lunch. However, every student learns at a different rate and at times may need more time to reach competency/proficiency, repeat procedures, lost time due to absences etc. Ultimately, our goal is a student graduate who does not jeopardize patient safety.

Written Exams:

On time is 15 minutes before the exam begins. Students will not be admitted to an exam after this.

Classroom Lectures:

Students must be in the classroom at least 5 minutes before lectures begin.

Affective Domain

Level II

21. Practice optimal safety precautions in terms of physical and chemical hazards, cleanliness, and exposure to disease agents.
22. Display respect for confidentiality in personal and professional relationships.
23. Demonstrate willingness to go beyond the minimal requirements of service.
24. Display ethical and empathetic behavior toward patient needs.
25. Listen and reply using both professional verbal and non-verbal communication.
26. Seek feedback to realistically assess personal readiness in terms of level of knowledge, understanding, psychomotor skills, legal, regulatory and ethical responsibilities.

Level III

27. Characterize behavior that demonstrates concern for the entire health-care team involved in the total patient experience.
28. Typify an individual that utilizes all available learning opportunities.
29. Advocate Baptist Health Values and the ASCLS Code of Ethics at all times while on duty.

Program of Study - See catalog.

Course Descriptions - See Catalog.

SCHEDULED HOURS

Classroom

Classes are scheduled Monday through Friday. Classroom hours are usually from 0730 - 1600. However, a class may begin earlier or run later based on faculty availability. See theory curriculum schedule.

Internship

Clinical laboratory hours vary by rotation. Typical hours are: 0600 – 1400; 0630 – 1430; or 0700 – 1500. A 30-minute lunch is included in these hours. Students are required to be dressed properly and in their assigned areas ready for clinical or class before the assigned times. Arriving after the assigned time is a tardy. See policies related to internships.

REQUIRED TEXTBOOKS

These are available on the BHCLR portal.

All dates are subject to change without notice.

SCHOOL CALENDAR

2022 – 2023		
ACTIVITY	DATE 2021	DATE 2022
Classes Start BHCLR Semester 1 begins	July 5	
Labor Day Holiday (Campus Closed)	September 5	
Fall Break	October 3 - 7	
Faculty Instructional Retreat (Campus Closed)	October 8	
Student Appreciation Event	TBA	
Thanksgiving Holiday (Campus Closed)	November 24-25	
Last day of class BHCLR Semester 1 ends	December 9	
Christmas Break	December 12 – December 26	January 1-2
Classes Resume BHCLR Semester 2 begins		January 3
Spring Break		March 20 - 24
Memorial Day (Campus Closed)		Monday, May 29
BHCLR Semester 2 ends		Friday, June 9
Commencement		Monday, June 13
Graduation		*As appropriate All requisites for graduation fulfilled

Holidays

The school recognizes four (4) holidays per year: Labor Day, Thanksgiving, day after Thanksgiving, and Memorial Day.

CERTIFICATION

Program Recommendations: We find successful students completing the program take the Board of Certification within 1 week of graduation. The student's best chance of success is very near their graduation date. National graduate data supports that students who delay often do not pass the exam. Employers generally expect the graduate to arrive with this credential, however, some will allow up to a year. In some states, the graduate cannot be employed until they provide passage results and or become state licensed. The program and ASCP data supports that graduates who wait a year to take the exam the first time generally do not pass the exam with 90% not passing who wait three months after graduation.

The American Society for Clinical Pathologist (ASCP) Board of Certification set forth the eligibility requirements for the certification exam. The graduate may apply as a candidate to write the national certifying examination for medical laboratory scientist. Candidates who achieve the required score will be certified to officially and professionally use the title of Medical Laboratory Specialist and the credential, MLS (ASCP)^{cm}. There is no licensure requirement in this state for Medical Laboratory Scientists. States requiring licensure will usually accept current ASCP, however, students must check with the state where they desire to be employed early. Licensure may take some time to complete.

<p>Graduation from this program is not dependent upon <u>passage</u> of any external certification examination.</p>
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FINANCE

Specific policies related to school expenses and refund policies are found in the Student Handbook General Section. Cost Sheets are available at the business office and at BHCLR.edu under the Program tab.

Baptist Health College Little Rock, School of Medical Laboratory Science.

- ◆ Tuition based on a charge per credit hour is required at registration for each required course or school acceptable payments are arranged.
- ◆ Payment in full is expected for all expenses associated with tuition and fees. All uniforms and books must be purchased before the first day of class.

- ◆ A non-refundable enrollment deposit (\$200) is due upon notification of selection. The deposit is applied to tuition at first registration.

Affiliating University

If the student remains an undergraduate at the affiliating university, they need to contact the financial aid office for fund release dates. See additional information in the BHCLR catalog.

Tuition Refund

See additional information in the BHCLR catalog.

PROGRAM POLICIES

Baptist Health College Little Rock
School of Medical Laboratory Science
Electronic Devices

Policy No. 1	Effective Date: July 5, 2016
Authorized by: Jennie Manees MPH, MT (ASCP)	Edited Date: May 2020

Purpose:

Electronic Devices, such as cell phones, beepers, MP3 players, and other electronic devices the program has found are disruptive to the learning process. They will not be in use during classroom activities or while students are in the clinical site. Our patient population expect us to be attentive to their needs and not distracted. Our hospital setting is an electronics free zone in patient and visitor areas.

Exception: Students may view exams and curriculum during class time. If students are viewing anything other than program related information during class time/clinical training disciplinary action will result.

College Campus:

The use of personal electronic devices such as cellular telephones, pagers, iPods, MP3 players, audio recorders, etc., will not be permitted during classroom activities, skills labs, examinations, or any on-stage area. Exception: Students are required to have a fully operational laptop computer for use in the classroom for exams. Requirements may be found in the catalog.

Electronic devices are permitted outside, in the halls of the college, student center, when not disruptive to learning or conversations are so loud they interfere with other guests or student's experience or staff work.

Clinical Experiences:

The use of personal electronic devices such as cellular telephones, pagers, iPods, MP3 players, audio recorders, etc, will not be permitted during clinical activity, practical exams, or any on-stage area. On-stage is considered anywhere patients and visitors are likely present. In addition, electronic devices are never in use in any of the hallways or patient rooms. Students may use electronic devices in break rooms and the cafeteria if used in a way that does not disrupt visitors or staff experience. Students may use their laptops to view curriculum when in a study location and is permitted by staff.

Exception: The student may view program curriculum and BH lab procedures while in clinical training.

Policy:

College Campus:

- Examples of authorized locations to use personal electronic devices:
 - Halls – quietly
 - Student Center
 - Classroom – only when official classroom activities are not scheduled
 - Personal vehicle
 - Outdoor areas – as long as you are not a safety hazard for other motorists and pedestrians

Hospital Campus:

- **Authorized locations** (Off Stage) to use personal electronic devices:
 - Laboratory Break Room
 - Cafeteria – if not disruptive
 - Outdoor areas – if not disruptive
 - Personal Vehicle – store when entering or exiting the hospital

Note: No ear buds will be visible while in on-stage areas.

- **Unauthorized locations:**
 - Any On Stage Area other than the ones listed above.
 - On Stage also includes grounds, parking deck, mezzanine, and sky walk.
 - Guidance: Store phone when exiting vehicle.

Specific Guidance:

1. Electronic Devices must not be observed during theory classes or in the laboratory or any “On Stage” area with the exception of viewing curriculum.
2. Personal laptops should not be used in the laboratory except during a break period in an off stage area. Exception: They may be used to view E-learning program information and to google scientific information in the Designated Student Area. Personal e-mails and social media are not in use during a scheduled activity. Use of personal cell phones to make or receive telephone calls or to send and receive text messages will be limited to break and meal times in off stage areas only.
3. Cell phones may never be used to transmit protected health Information whether by text message, video or verbally. Students who violate this policy are subject to immediate termination.
4. Use of cell phones/other personal electronic device, college or hospital computers to display obscene or sexually prohibited text messages or photographs is prohibited. Students engaging in such behavior will be subject to termination.
5. Photographs of patients or employees will not be taken without their consent.
6. Students should report any unauthorized individuals seen taking photographs. Students permit the college to take photographs throughout their college experience.
7. Students may not transfer or post protected health information, sensitive business information, or confidential employee information via any personal electronic device or on any social networking site such as Facebook, Twitter, My Space, Yahoo Personals or any other similar website or blog.
8. Students may not use any electronic device during a written/electronic examination nor during a Practical Examination. Exception: When exams are administered online.

9. All electronic devices must be submitted to the Student Coordinator during a Practical Examination and be stored at the direction of the instructor or proctor during classroom examinations.
9. Students must limit personal phone calls while in the laboratory. Must be turned off or on “silent” during theory or while in the laboratory.
10. Cell phone blue tooth devices are not worn during class, lab, or any BH “on stage” areas.
11. Earphone/buds will not be visible in “On Stage” areas of the hospital or in any area of the laboratory.
12. When the student is in an approved electronic device location, use of personal cell phones to make or receive telephone calls or to send and receive text messages will be limited to break and meal times. Conversations should not be so loud as to be distracting to others and should never occur in the presence of patients or their family members.
13. Student may not use cell phones or other recording device to record conversations or lectures without permission.

Exception: Any student who has an emergency that requires the use of a cell phone/pager will notify the primary instructor prior to the start time of theory or internship.

Noncompliance:

Corrective Action measures may be as minor as a verbal warning to dismissal depending on the infraction and observed or repeated noncompliance. We have seen employees dismissed for a single infraction of the electronics device policy. The college and hospital expect the best On Stage behavior on our campuses.

This is a general policy is not meant to be all inclusive. Students are expected to exhibit good judgement at all times.

Baptist Health College Little Rock
School of Medical Laboratory Science
Dress Code

Policy No. 2	Effective Date: July 2016
Authorized by: Jennie Manees MPH, MT (ASCP)	Revised Date: May 2020

Introduction:

The patients we serve are benefited when our students and employees are professionally dressed. Research seems to indicate that patients and their families equate our professional appearance to our knowledge and abilities. Therefore, attire while on the college campus, classroom, or hospital is in compliance with the BHCLR and School of Medical Laboratory Science Dress Code, as described in this policy. The Faculty enforce the dress code and apply corrective action for non-compliance. The Baptist Health College Little Rock endorses clothing that should reflect a business-like/professional appearance. Therefore, the dress policy for both employees and students enrolled in the Schools will conform to that of Baptist Health and the School of Medical Laboratory Science. Denim is never worn on Baptist Health campuses.

Purpose:

The purpose of the dress code is to reflect a positive image of the student and the college to the public. This positive image demonstrates professional pride and respect for faculty, guest speakers, classmates, visitors, patients and staff. Student dress will reflect professional dress at all times. Students must follow the dress code while on the BHCLR campus and any clinical experience.

Policy:

Program Specific Uniform:

Black scrubs: Are the designated uniform color for the Medical Laboratory Science Program. These must be available through a medical uniform distributor. These scrubs will have no decorative trim.

- **Top:** No spandex, buttons or trim.
- **Pants:** No bell bottom leg. Pants must be hemmed after washing and before the first day of class if the length extends below heel. Scrubs must be neat, clean, in good condition, and have a professional fit, including but not limited to no tight fitting, gapping, or low rise pants. Undergarments must be worn and not visible.
- Scrub uniforms will have a program patch placed 2 inches down on the left sleeve.

Lab Jacket: Males and females must purchase a plain light gray lab coat or a gray uniform warm up jacket. The jacket is worn over the scrub while on BHCLR campus or hospital campus outside the laboratory. Sweat jackets, hoodies, or denim are not approved. School approved lab jackets and uniform warm up jackets are monogrammed on the upper left side above the pocket. Monogram color will be one of the colors seen on the school approved patch. The jacket and uniform has a Medical Laboratory Science patch on the left sleeve 2 inches down on the left sleeve. These will be available in the BHCLR online store.

Note: More specific monogram information may be required by BHCLR specific vendors.

- **Monogram Layout**
[First Line] Student Name
[2nd Line] Clinical Laboratory
- **Font/Size**: Athletic with size appropriate for jacket size
- **Monogram Color**: One of the colors in the patch

Patch: The patch will be available from the BHCLR On-line Store and the business office. The required patch will be worn on the left upper sleeve of the jacket and all scrub tops.

Gray/Silver Shoes: These gray/silver shoes with enclosed heels and toes must be worn with scrubs. Shoes must be clean. Cloth, mesh, open heel, open toe, shoes with “holes” and skelatoe type shoes are not acceptable. Shoes must be leather or leather like and provide an impermeable surface. No bright neon trim or laces is permitted. A small logo on the shoes is permissible.

Alternate College Campus Dress: The student may wear any officially approved BHCLR top or other top available in the BHCLR Online Spirit Store with their program specific uniform pants while on campus. Students cannot wear the official tee shirts while in any clinical experience. Students must wear approved footwear at all times.

Internship Training Dress Code: The program specific uniform must be worn at all times while in Internships. No tee shirts will be worn.

Under Uniform Tee shirts: Tee shirts are optional wear under the scrub top. Tee shirt must be plain white or gray (no wording) and may have long or short sleeve. Short sleeved tee shirts cannot extend past the scrub top sleeves. No turtle neck styles are acceptable.

Zippered Winter Jacket: A BHCLR jacket may be purchased through the BHCLR Spirit Store online. A gray or black jacket is the preferred jacket with black scrubs.

Hose/socks: Solid white or gray socks or nude/tan hose are worn with pants or a dress at all times without ornamentation, i.e.: bells, beads. Patterned socks are not worn.

Skirts: For students who prefer wearing a skirt, it is permissible to obtain a matching skirt with the scrub top.

Hair: Hair must be neat and clean and reflect a professional appearance. Style and color may not be extreme. Hair must be of a natural color; colors including but not limited to green, blue, purple, etc. are not acceptable. Hair must be up off the neck during clinical training for safety.

Neck Scarves: Cannot be worn.

Ear Rings: One may be worn in the lobe of each ear. Earrings must be studs or small loops (less than ½ inch). No other rings or studs are permissible while in program activities.

Jewelry: Is permitted but must not interfere with the clinical experience.

Nails: Are to be clean and must not extend past the end of the finger pads; nail polish, artificial nails and nail ornaments of all kinds are unacceptable.

Identification Badge: Student identification badge is worn at all times and is to be worn on the upper left shoulder area with the picture facing out. Decorative stickers or pins worn on the badge are not acceptable. Temporary badges are available at the front reception desk and must be worn if the student has forgotten to bring their name badge. No other decorative nametag clip can be worn other than the BH plain clip distributed.

Personal Hygiene: Offensive body odor (including breath) and poor personal hygiene are not professionally acceptable. Perfume, cologne, and aftershave must be used in moderation or avoided altogether, as some individuals may be sensitive to strong fragrances. No scented cologne/perfumes, after shave, or lotion are to be worn by students in direct patient contact. During the phlebotomy rotation, no perfume, cologne, or fragrances are worn.

Beards and Sideburns: Should be neat and closely trimmed. A beard is not permitted if it interferes with patient care or working with clinical laboratory instruments. Hair will be clean and well groomed. Long hair will be pulled up or back while students are working in the laboratory. This is for safety reasons. Beards do interfere with the use of some masks.

Tattoos: Must be covered at all times while on Baptist Health properties and during BHCLR sponsored events.

Head Bands: Only conservative small head bands that blend in with the hair color and uniform will be worn.

Learning Activity Unacceptable Items:

- Full head covering of any type unless for religious reasons.
- Sunglasses.
- Extreme visible skin ornamentation/jewelry worn on areas, including but not limited to mouth, nose, tongue, ear lobe expanders or eyebrows. The face and head are to reflect a professional appearance.
- Denim of any kind is not to be worn at any time while on BHCLR campuses.

CLINICAL LABORATORY: Additional Policies

The program specific scrub top, pants, and shoes are worn at all times while in Internships.

Clinical Lab Jackets: These are provided at no cost to the student by the hospital. These provide biohazard protection and must be worn at all times while in the clinical laboratory areas. They must be removed before leaving the laboratory.

Noncompliance: If a student chooses to not comply with the dress code it can result in the inability to attend learning experiences and will result in corrective action.

Vendor Discounts: Information about BHCLR vendors who provide uniform discounts is available from the BHCLR business office. The designated textbook vendor is Textbook Brokers. The designated uniform vendor is the BHCLR Spirit Store or Scrub Loft located in Sherwood Arkansas.

**Baptist Health College Little Rock
School of Medical Laboratory Science**

Attendance

Policy No. 3	Effective Date: July 2016
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

In order to receive the maximum learning experience, complete the program successfully, and pass the ASCP Board of Certification, students must be in all scheduled learning activities. Additionally, if technologists must search for a student, it can cause patient service disruptions.

Policy:

Regular and prompt attendance at all scheduled learning experiences is expected in order for a student to meet the objectives for the Medical Laboratory Science program.

Definitions

- Absence:** Not present for classroom activities or Internship learning experience.
- Tardy:** Tardy is not present at the scheduled time for any learning experience. Specifically, it is exceeding 5 minutes from the scheduled start time of class or Internship. It is also not being present for the first or last hour of the scheduled activity. Each student is expected to be at their work station in the laboratory and in their seat in the classroom at the designated time. Late students disrupt the classroom activities and patient care services in the laboratory. All students are expected to meet/exceed the definition of start on time. Arrive early to ensure compliance. Attendance demonstrates maturity and readiness for the profession.
Exception: Students are required to be in the classroom 15 minutes before any examination start time. No student will enter after this time.
- Start on Time:** Means arrival in the laboratory department or classroom seated ready to begin to work at the scheduled time.
- Attendance Formula** Three (3) tardies = one (1) day of absence.
- Job Abandonment** Leaving an internship or laboratory work area without authorization/notification is considered “Abandonment” and will result in disciplinary action.
- No Call No Show** Failing to complete the correct notifications before an absence (“No call no show”) will result in disciplinary action.

Internship Timecard

While in internships/rotations, students must clock/in and out using the hospital timecard system. When a student fails to clock/in out, he/she will complete an attendance form. Frequent failure to comply will result in disciplinary action.

Notifications

The Program Director and Student Clinical Coordinator must be notified before the absence or tardy, with as much advance notice as possible (at least 1 hour prior) to the scheduled internship time. The following process is expected to be completed by a Medical Laboratory Science student in the event of an absence or tardy:

Notification Process:

Absence and Tardy Notification:

THEORY:

- Notify the **Program Director** by leaving a message on her office phone at (501-202-6632). An additional text messages helps early planning.

INTERNSHIP:

- Notify the **Program Director** by leaving a message on her office phone at (501-202-6632) before the class start time. An additional text message helps early planning.

AND

- Notify the **Student Coordinator** or **Department Head** prior to the scheduled start time.

Records

Tardiness and absences are recorded separately on the Student's Attendance Record. Each occurrence (absence or tardy) will be documented in the student's file. Review of attendance records will be a part of the Schools' periodic evaluations.

Vacation and Holidays

In addition to the vacation and holidays observed by Baptist Health College Little Rock, the student is allowed a maximum of **six (6) days** absence during the program year.

Vacation/Breaks

Five (5) weeks of Vacation/Break Time are scheduled for the student.

- ◆ Fall Break is a five (5) day period scheduled in September.

- ◆ Christmas Break is a three-week (3) period.
- ◆ Spring Break is a five (5) day period scheduled in March

These days-off total twenty-nine (29) and are taken into account when calculating the total number of hours that the student has invested in his/her education.

These twenty-nine (29) plus the six (6) excused absences total thirty-five (35) days, which equals seven (7) school weeks the student is not engaged in contact study with the school.

Inclement Weather

Attendance at scheduled learning experiences during inclement weather, including winter storms, is expected unless otherwise notified by faculty or school official. The student must monitor the local television station listed in the Inclement Weather Policy, e-mail, BHCLR website, or emergency text messaging to determine if the school will be open. The school may determine that the weather warrants a late opening. A late opening decision may be made the day before any expected winter storm depending on the forecast.

Bereavement

There are no excused absences with the exception of bereavement. The exception to the Attendance Policy is for bereavement for immediate family (mother, father, child, husband, wife, brother, sister, father-in-law, mother-in-law, or grandchild).

Unexpected Absences

Faculty understand that a student may be absent from class because of situations not in the student's control. However, it is also understood that an absent student is not gaining benefit of school offerings. Therefore, an Absent Record is maintained on each student in the Medical Laboratory Science program. A record of repeated absenteeism will lead to disciplinary action. All absences are recorded.

Planned Absences

Planned absences must be accompanied by a Request for Absence form 24 hours prior to absence. It will be routed for signature. Forms may be found in the student forms area in Hematology (laboratory). A form may also be obtained from the Program Director.

Extended Absences

If an extended absence exceeds the ability of the school and laboratory resources to provide additional instruction, the student may be required to re-enter the following year. Should more than six (6) days be missed, or should three (3) consecutive days be missed, the clinical schedule for that student will be evaluated by the Program Director and the Student Coordinator. Adjustments may be made if the school/clinical site can make an accommodation. The student will be expected to make up missed time in excess of six (6) days at the end of the school year or during Christmas and/or Spring break.

Physician Clearance and Medical Release

A student absent from classroom or scheduled clinical learning experiences three or more school days, because of a health problem that requires medical intervention, provides the Program Director a written clearance from the physician prior to resuming study. If the student is ill with a potentially infectious agent, a physician's statement will also be required for any days absent. Any absence created by a physician's order requires a written clearance from that physician before the student resumes scheduled learning experiences. A student who is absent from classroom or scheduled clinical learning experiences due to illness, accident or medical condition which interferes with ability to perform essential functions will be required to provide official documentation of clearance, from an intervening professional, prior to resuming studies. Students with limitations or restrictions which interfere with the ability to perform essential functions will not return to class and/or Internship until clearance documentation, from an intervening professional, is received. Students with stated limitations or restrictions may not return to class/Internship until these limitations or restrictions are lifted or "if reasonable accommodation" can be made as determined solely by the college.

Students who become pregnant must notify the Program Director immediately. A physician's statement is required listing the expected due date. If the due date changes a revised physicians statement is required. If a student must be out of class for an extended period of time, they may need to apply to re-enter the following year. Absences related to COVID require coordinating both with the Program Director and the BHCLR COVID Coordinator. No student is released to attend class or clinical training while infectious. Clearance from the COVID Coordinator is required before returning to class.

Extended Absence Procedure

- Notify Program Director as early as possible.
- Stay in communication with the Program Director during absence for planning purposes.
- Before returning, meet with the Program Director to determine return scheduling.
- If absence is due to physician's order, in addition to the above, contact Program Director regarding expected date of return.
- Obtain written clearance from intervening physician.
- Submit written physician clearance to Program Director before the established date to return to the program activities.

Makeup Days

Absent days will be made up at the discretion of the Program Director. Students having to make up time at program end may participate in commencement, however, the certificate is withheld along with the Board of Certification verification until the required amount of time is made up and all graduation requirements are fulfilled. Any student who misses 5 or more days in a row must makeup that rotation time as is convenient to the program and laboratory. Make-up time must be scheduled through the Program Director. The Program Director will communicate with the laboratory about arrangements. The student is not permitted to make arrangements directly with the laboratory.

Note: In the case of short rotations, the student may be required to make up the time anyway.

Makeup Course Work

The opportunity to make-up missed course work, including examinations may be available to an absent student. Faculty has the sole discretion in permitting the student to make-up missed course work,

including examinations. Two factors have paramount importance in the consideration of a make-up request: the student's follow-through with policy regarding the absence and the student's previous attendance recorded. A fee is charged for make-up exams to cover the school's expense associated with the make-up work or examination preparation, proctoring and grading.

Excessive Absences - Corrective Action

Numbers of hours missed, as well as, patterns of absence from class will be monitored. If excessive absences or patterns of absence occur, the student will meet with the Program Director to discuss the course of action as determined by program/laboratory resources. In all cases workload and patient care will be a primary factor in determining makeup processes. If a student grieves at the end of the semester, this information will be considered in the appeal. In all cases, the student must understand that attendance is not optional but required in all program activities.

Disciplinary Action

Absences:

The disciplinary steps will begin at 24 absentee hours. Verbal warning at 24 hours missed, Written warning at 32 hours missed, Probation at 40 hours missed. Absence may not exceed 40 hours in a semester, absence in excess of 40 hours may result in Administrative Withdrawal. An absence of three (3) consecutive school days without notification to the school office may result in Administrative Withdrawal from the school by the Director or designee. In all cases, absences will be reflected in the Internship final evaluation.

Tardiness:

- Written Warning: Five (5) tardy times
- Probation Status: Seven (7) tardy times
- Administrative withdrawal: Excess of seven (7) tardy times

Three (3) or more tardies during any one clinical Internship will result in the lowering of the final clinical grade by one (1) letter. Example: A final grade of an "A" will be lowered to a "B" due to three or more tardies.

Attendance Repeated Noncompliance:

The student may receive disciplinary action and/or be sent home for the day with an unexcused absence for repeated noncompliance with the attendance policy. This demonstrates a lack of interest in the learning process and a respect for the laboratory personnel's time.

Summary:

Attendance at BHCLR is an important behavior to learn. Employees who do not show up for work in a healthcare setting may be disciplined. Therefore, it is important that students begin the process of adhering to this important work principle. Staffing and arriving on time ensures that patient care continues safely.

Baptist Health College Little Rock
School of Medical Laboratory Science
Exam Processes and Environment

Policy No. 4	Effective Date: July 2016
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

To ensure the student understands the grading process in the program. To also ensure that Faculty, Expert Lecturers, and Expert Clinicians are fair and consistent in grading practices.

Policy:

Grading System

The grading system adopted by the faculty and the school is for the purpose of grade determination and ultimately progression, promotion and graduation of students. The grading system offered by affiliating colleges and universities are reflected in their respective course syllabi and publications. The school utilizes a grading system to signify student progression and quality of learning as the student moves through the Program of Studies. A final letter grade is determined and assigned through an established and approved process for each Medical Laboratory Science course. A final letter grade has a corresponding value that denotes the quality level of student learning reflected in performance. A percent range is used to determine the letter grade. Value points are used in the computation of the Grade Point Average (GPA). Final Medical Laboratory Science course grades are calculated by using the percent scores on written examinations (tests), homework, ratings of performance reflected on the clinical laboratory evaluation tools, and ratings of performance reflected on the skills laboratory rating record.

Written Classroom Examinations

Students are provided program and course objectives. There is an objective for every exam question. Objectives are the guide for the examination content. Any content in a course that has been previously taught/read may be seen on subsequent exams. This program is comprehensive in nature. In order to be successful on exams, students must do all of the following:

- Attend lecture.
- Read the textbook.
- Complete objectives.
- Study the minimum number of hours listed on the syllabi.

The student is expected to take all exams on the dates and times scheduled. Any changes are at the discretion of the Program Director. Makeup exams must be rescheduled with the Program Director within 2 workdays from the missed exam. There is a charge for makeup exams due to unexcused absences.

Examination Environment:

- The student is expected to be punctual for all exams. Students will be admitted to exams already in progress at the discretion of the instructor/proctor. Students must be in the classroom 15 minutes before the exam time for announcements or any questions or concerns. Students who

arrive after this time will receive a tardy and will need to pay and schedule a makeup exam later. It is distracting when students arrive late.

- Identification badges must be worn and clearly visible on the upper chest for admission into all exams.
- During examinations, no electronic devices, ID badges, books, personal paper, book bags, purses, food or drink, long sleeved jackets, will be permitted at desks. These will be surrendered to the Instructor/proctor/Clinical Instructor. The school will not be responsible for unattended items.
- **Electronic Examinations** - Students in this program take examinations on Examsoft. The student will be expected to have their laptop throughout the program for exams.
- All students who are easily distracted need to wear the ear plugs provided to all students.
- Students may use a clean sheet of paper for dumping information.
- Raise your hand if you don't understand a question.
- If there is a question that you feel is incorrect, duplicate answers, etc. then:
 - Put your name on a paper.
 - Write a few words about the question. Very important because every student receives randomized questions.
 - Put your question number down (however, they are randomized).
 - Turn in the paper when you finish your exam.
 - Bring it to the attention of the instructor very quietly.
 - When the classroom exam is completed, the student will quietly exit the room and not return until all students have finished the exam. Any questions concerning the exam will be answered when the exam is reviewed or during office hours.

If a student desires to contest an examination grade/question answer, he/she must make an appointment with the Program Director and provide the textbook reference for each question contested in writing.

Examination Grading: Questions missed and rationale are reviewed during the grading period. Students are encouraged to ask questions/request a meeting with the Program Director. Only questions where more than half the class missed will be reviewed. During internships, we will look at the performance of the previous class to determine which questions will be reviewed.

Goal/Rationale:

Faculty will have more time to prepare for student curriculum.

Students begin to focus on the most important issues to focus on.

One or two questions credited for a course rarely change the overall grade.

Mock and Final Comprehensive Exams are not returned to the student for review. Instead, a list of missed content is provided for review and score improvement. Students will have a 10-minute review at the end of the exam of questions missed. All exams will remain the property of the school. The student will not be able to review questions missed on the ASCP Board of Certification.

Practical Examinations:

During practical examinations, no electronic devices, books, paper, book bags, purses, food or drink, long sleeved jackets, or electronic devices will be permitted at desks. These will be surrendered to the Instructor/proctor/Clinical Instructor. The school will not be responsible for unattended items. Bathroom breaks must be taken before the exam begins. Students may use their laptops to access only eLearning lectures/clinical material or lab procedures.

Makeup Examinations

Make-up examinations must be taken within one (1) week upon approval by the Program Director. Student makes arrangements to take the make-up exam within 2 days from returning from absence. A fee is charged for make-up exams, and a receipt required prior to administration of the exam.

Course Final Examinations:

The purpose of evaluation is to assess the student's current learning. A grade below 77% on these exams indicates the student has not learned what we expect.

Internship Exams: These internship final examinations may be retaken one time within two weeks of the first attempt. Exception: Any exam that is scheduled the last week of class will not be retaken due to submission of grades.

Baptist Health College Little Rock
School of Medical Laboratory Science
Program Progression and Completion

Policy No. 5	Effective Date: July 2017
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

To clearly identify the traits and responsibilities needed by a student to successfully complete the program.

Academic Progress

Students are required to attend all scheduled classes and rotational hours.

The grading scale of the School of Medical Laboratory Science for the theory and clinical curriculum is presented below:

GRADE	RANGE %	VALUE
A	94 -100	4
B	86 – 93	3
C	77 – 85	2
D	70 – 76	1
F	0 – 69	0
I	Incomplete	0
W	Withdraw	0
WX	Admin/ Withdrawal	0
CR	Credit	0
NC	No Credit	0

The final grade is based upon the total points received on examinations, assignments, and evaluations divided by the total possible points. Decimal point values of five (5) or greater to the nearest hundredths are raised to the next whole number.

Value points are used to calculate the Grade Point Average (GPA). The grade point average is the academic standard that serves many purposes, two (2) examples being:

- ◆ Honors recognition at the Commencement Ceremony.
- ◆ Baptist Health Auxiliary Scholarship Awards.

Student academic and clinical achievement is measured periodically by written, oral and practical examinations. The reason the grade range is higher than the typical high school or university is that students who graduate are dealing with life and death situations, therefore, performance and knowledge must be of the highest level. Knowledge learned must be retained to make the best clinical decisions and to pass the program final examination and the ASCP Board of Certification. Remember, no activity in any college skills lab could lead to patient death or harm, however, in the clinical laboratory that is a possibility without upmost care.

Progress Requirements

- ◆ An overall final score of 77% in each course. An interim grade may not demonstrate progression.
- ◆ An 85% on each item on the internship checklist with a total Internship checklist completion rate of 95% on each checklist. Even if the overall course grade is a 77%, this standard must also be met.
- ◆ An overall final score of 77% on the Student Clinical Evaluation of Psychomotor and Affective Abilities administered during internships.
- ◆ A 77% on the final program examination.
- ◆ Adherence to Baptist Health Values.
- ◆ At risk – students who attain less than 86% on any exam, final exam, mock exam, or final exam.

Note: Students who fail only the final examination may pay a fee to attend the 11 weeks of theory again or receive permission to access on-line resource materials and retake the final exams. This request must be submitted in writing and be approved. No certificate will be provided to a student who has not reached competency levels in each Internship, failed to attain a 77% in each course, nor failed the Final Examination criteria.

Graduation Requirements

All three (3) requirements must be fulfilled before graduate status, certificate and school pin are bestowed:

- ◆ Successful completion of the Program of Studies and the Professional Curriculum; successful completion is evidenced by completion of all requirements for each course.
- ◆ Fulfillment of progression and promotion criteria.
- ◆ Completion of the Graduate Clearance process.
- ◆ All probationary processes cleared/completed.

Graduation is not dependent upon passage of any external certification examination.

Re-Entry for Resumption of Study

A student who has discontinued study for any reason is returned to the applicant pool and must be approved for re-entry by the Selection Committee before resuming study. Approval for re-entry is not guaranteed for any student discontinuing study. When reviewing re-entry applicants, the Selection Committee considers, but is not limited to, the following criteria:

- ◆ Overall academic performance and professional development prior to absence from school.
- ◆ Evidence of behaviors that demonstrate school Values prior to and during absence from school.

- ◆ Completed Clearance process within one (1) week of discontinued study.

Process

A student seeking approval to resume study:

1. Contacts Program Director.
2. Submits the following completed documents to Admission Office four (4) months prior to preferred reentry date:
 - 2.1 New Application.
 - 2.2 Reentry fee.
 - 2.3 Any new transcripts.
 - 2.4 Essential Functions Form.
3. Participates in personal interview, if requested by Selection Committee.

Baptist Health College Little Rock
School of Medical Laboratory Science
Disciplinary Process

Policy No. 6	Effective Date: July 2017
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Policy:

Progressive Discipline and Behavioral Modification Process

- **Steps:**
 - Informal private conversation with the Program Director (documented but not placed in student's official file)
 - Written verbal warning – Corrective Action Report
 - Written warning – Corrective Action Report
 - Suspension – Corrective Action Report
 - Administrative Withdrawal/Dismissal – Corrective Action Report

Note: All Corrective Action Reports are placed in the student's official file.

- Records are maintained for each step. However, the written verbal warning through suspension records are placed in a student's permanent record.
- If a behavior is serious enough to jeopardize patient, staff, visitor safety or the organization's accreditation or results in potential litigation, a decision may be made to dismiss the student.

Probation

Probation due to academic performance, clinical competency, or failure to adhere to Baptist Health Values, indicate that the student's continued enrollment in the school is at risk. Conditions are specified on a Corrective Action Record that must be fulfilled before the probationary status is changed.

1. A student is placed on probation by the Program Director or designee.
2. Probationary terms are determined on an individual basis by the Program Director or designee.
3. Failure to meet designated probationary terms may result in suspension/academic withdrawal/dismissal.
4. Academic Performance: Anytime the overall score in a course or internship drops below 77%, the student will be placed on Academic Probation and may also be referred to the counselor.
5. Each time a student who is on Academic Probation fails to pass an exam they are to see the Program Director.

Program Dismissal Policies (not all inclusive)

There are a variety of things that could result in administrative withdrawal/dismissal. The most common causes include a positive drug screen, threatening or violent behavior, intoxication, or serious compromise to patient safety. In summary, any action of a student which may endanger the welfare of a patient, a fellow employee and/or the reputation of the hospital or college may cause a release of the student from a program. See Student Handbook General Section for additional BHCLR policies.

Program Administrative Withdrawal Policies (not all inclusive)

A student may be removed from the program for such causes as failure to progress academically, failure to attain competency while in clinical training, insubordination, dishonesty, noncompliance with the attendance policy, excessive errors while in the laboratory, failure to adhere to BH and BHCLR policies and procedures, or failure to exhibit Baptist Health Values. Any action of an employee or student which may endanger the welfare of a patient, a fellow employee or the reputation of the hospital will be cause for dismissal. See Student Handbook General Section for additional BHCLR policies.

A Few Examples of Grounds for Administrative Withdrawal:

1. Failure to attain academic required levels (77%) in each course.
2. Failure to attain competency during Internship courses (77%) on the final evaluation.
3. Failure to attain Internship checklist criteria levels after remediation.
4. Excessive errors in the laboratory after remediation.
5. Criminal Activity.
6. Failure to comply with the Health Insurance Portability and Accountability Act.
7. Failure to comply with the Baptist Health Corporate Compliance Policy.
8. Failure to comply with Baptist Health values after coaching and counseling.
9. Failure to repeatedly respect patients, staff, or guests while on campus.
10. Excessive absenteeism.
13. Failure to adhere to Baptist Health Values requires an immediate improvement in behavior by the student. The BHCLR counselor is available to assist the student in adjusting to the Baptist Health culture.

Examples of Unacceptable Behaviors That Can Result in Progressive Discipline (not inclusive)

1. Negative attitudes toward instructors, staff, patients, and fellow classmates to include bullying.
2. Insubordination to a staff or instructor.
3. Jeopardizing patient care in any instant.
4. Revealing patient information or patient photographs on social networking sites.
5. Creating a negative environment (to include creating cliques).

6. Falsifying clinical information or excessive laboratory testing error rates.
7. All behavior that does not represent Baptist Health Values.
8. Negative Informal Leadership. Informal Leaders who are not aligned with the program policies cause disruption and morale problems within the class. Any behavior that leads to negative influence whether in class, hospital or outside the hospital is not acceptable.
9. Social Media. Any communication on social media or text messaging is expected to professional and reflect Baptist Health Values.
10. Abandonment – No Show/No Call. Leaving Internship without permission or failing to make notification before absences.
11. Ethics. All homework, examination, and practical examinations information is not to be shared among students. This is not helping each other, it is cheating and subject to disciplinary action. Faculty and Laboratory personnel are not to provide examination keys, review sheets directly from the exam, or provide an auditory review directly from the examinations. All employee lapse in ethics will be reported to Corporate Compliance and the Laboratory Director.

Baptist Health College Little Rock
School of Medical Laboratory Science
Internships

Policy No. 7	Effective Date: July 5, 2016
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date: May 2021

Purpose:

To provide instruction for the student related to the special differences in the Internship experience and a classroom or University experience. Internships may resemble “on the job” training for the graduating student. The student has the privilege to learn in a fully operational laboratory. Therefore, at times the patient needs will supersede the student’s needs. Each day, the student must focus on patient safety at all times. Although, the experience and activities are for learning, ultimately the experience is to ensure that the student, as an eventual employee, can perform accurate and safe patient testing. Once a student has completed an Internship, he/she is considered to have entry level competency in that rotation.

Policy:

Authority

The Student Coordinator under the authority of the Program Director is responsible for the clinical education and conduct of his or her assigned student(s) during day to day operations. Directions from the assigned faculty must be followed in order to maintain safe continuity of patient care: not to do so, shall result in immediate disciplinary action by the program. The faculty has full authority to remove a student from the clinical laboratory and send that student home, at any time, if the situation warrants after notifying the Program Director. The program has zero tolerance for disruptive student behavior in the Clinical Laboratory. Disruptive behavior may result in dismissal.

Hours

Students are typically in clinical training 7.5 hours plus .5 (30-minute lunch) equaling to an 8-hour day. The expected time a student will be in the laboratory during clinical training are usually from 0600 - 1400; 0630 - 1430; or 0700 - 1500. See clinical schedule for more information. A student may experience an exception to the regular scheduling due to absence, college activities separate from clinical training, snow days, or a lack of reaching competency for example. A student may need to have extended clinical days to view/complete testing, quality control/calibration, additional practice due to a lack of competency, or other important item related to competency. Reaching student competency is the most important benchmark on the student’s experience. At times it may require student/instructor flexibility related to hours. The laboratory is an ever changing environment. All checklists must be completed.

A student will not routinely be assigned a clinical rotation for any part of a weekend, holiday, or after the hours stated above. A student may not be used as substitution for overtime pay or call back. All activities must support the learning objectives.

Exception: An internship may be extended through a holiday, week-end, or at the end of the program year due to the student's failure to reach competency, excessive personal absences, or due to excessive school closure days during a short rotation. This deviation may occur only with approval of the Program Director, Student Coordinator, and Laboratory Department Head. Compensatory time-off will not be given to a student who remains in the clinical area for an additional period of time in order to observe and/or assist with a procedure. Makeup hour arrangements are not made by the student.

Requirements

Students are required to be in dress code and in their assigned areas ready for Internship before the assigned times. Arriving after the assigned time results in a tardy in the gradebook. Students must be in their department in their seat, prepared and ready to begin. Preparation starts at home by reviewing theory notes, procedures learned previously, and anticipating questions clinical instructor may ask. Students must be in their seat and prepared to learn at the time identified on the clinical schedule.

Safety

Students must adhere to all safety requirements in the clinical laboratory and hospital. Food or beverages are not permitted in the clinical department except in the employee lounge. Disposable gloves are to be worn whenever handling reagents or body fluids. Proper glove and lab coats are worn appropriately. All patient safety requirements are followed when in patient care areas. Books and personal articles are to be stored in designated areas only. Books and personal belongings are the responsibility of the student.

Leaving the Laboratory Department

Permission must be obtained from assigned Instructor before leaving the clinical laboratory for any reason. Students must report also to their assigned Student Coordinator when leaving and upon return from class or other learning experience.

If an emergency occurs or a student becomes ill while they are performing testing, they must notify someone before they leave and make sure that the testing is turned over to another individual. Leaving the work area without notification can be interpreted as abandonment of responsibilities. Abandonment will result in disciplinary action. A student who leaves for lunch or break and does not notify or return to the work station will also be considered as abandoning responsibilities. Permission must be obtained from the assigned staff before going to lunch (30-minute). In all cases the student must return to the work station at the same time the principle instructor returns and is ready to work.

Accuracy and Correction of Errors

Students must progressively strive for a high level of accuracy. Students must immediately report any accident or error to the assigned clinical instructor, regardless of how minor it may seem immediately

Visitors

Personal visitors are not allowed while the student is in the laboratory. The student may make arrangements to have lunch with friends and family as long as scheduling does not disrupt patient care of the schedule of the principle instructor. Students will follow all COVID related hospital policies.

Student Clinical Evaluation Process

Documents

Weekly Evaluation Form (student initiated)
Student Clinical Evaluation of Psychomotor and Affective Form
Checklists

Evaluations

Students are required to initiate (non-graded) weekly evaluations during their internship for the purpose of receiving timely feedback concerning performance. If a student fails to submit weekly evaluations, points will be deducted on the Student Clinical Evaluation of Psychomotor and Affective Abilities Evaluation. In the event a submitted Weekly Evaluation form is missing from their folder, the student is responsible for providing their copy for submission as documentation. Students will receive accurate feedback on their performance. The Program Director, Student Coordinator, and student receive copies. If weekly evaluations are less than satisfactory, counseling and assistance is provided by the Program Director, Clinical Coordinator, staff, or school counselor. Counseling sessions are documented and placed in the student's record. The student is expected to progressively improve from week to week. A lack of improvement will result in Corrective Action. Second semester students should show additional maturity and improvements in performance.

Students are evaluated throughout all aspects of the program. Evaluations are conducted monthly during the three (3) month theory period and weekly (student initiated) during the nine (9) month clinical practicum Internship component. No letter grade is given for these evaluations. However, students are expected to improve as feedback and recommendations are received.

At the end of each internship a final evaluation is completed by the clinical laboratory staff and Student Coordinator (expert clinician) who have observed the student's progress during a specific rotation. The performance is evaluated with regard to technical and professional standards that exemplify the Program standards. A letter grade is assigned to the final evaluation.

Clinical Competency Description

Upon completion of each clinical rotation, the student, having completed all objectives of the course and meeting all academic expectations will receive a Student Clinical Evaluation of Psychomotor and Affective Abilities Form completed by the Clinical Student Coordinator (Expert Clinician). This form will not be considered official until signatures are obtained. The form will be reviewed and finalized by the Program Director before discussed with the student and placed in the student's record. No grade will be official/approved without the required signatures. The Program Director makes the final ruling on any grade contested, as well as, investigating complaints and resolution.

Clinical Competency Requirements

The student must attain an 85% on each Internship item checklist with a total completion rate of 95% on each Internship checklist, a 77% on the Student Clinical Evaluation of Psychomotor and Affective Abilities Form, and a 77% in the course to successfully pass the Internship. An interim grade may not reflect the final grade.

Note: The student may attain a course grade of 77%, but if the Student Clinical Evaluation of Psychomotor and Affective Abilities Form reflects a grade less than 77%, the student does not pass the internship and the overall grade will be recorded as a 76%.

Clinical Internship Homework-Checklists

Students must keep track of submitting their homework and checklists. Students should use the syllabi to ensure they have submitted all homework. Checklists are found on eLearning and must be routed during the Internship for signature. Homework must be in their student folder before the end of the internship. The student must check the syllabi and work with their Student Coordinator to ensure all homework has been completed and submitted. Any lost homework must be resubmitted. All homework must be submitted stapled/uploaded. Unstapled homework will result in a 5-point reduction. No name on homework will result in a 2-point reduction. Homework and checklists that are not in the Student File one week after the completion of the rotation will result in a 5-point deduction of grade for each item. If after a single reminder, the items are still not submitted within a week, the student will receive a 0 (zero).

Patient Testing

Students may perform testing of actual patient samples when they have successfully completed the checklist item for the assay and when the Student Coordinator or designee determines they are competent. Students who do not attain the Progress Requirements may be offered remediation or be withdrawn from the program. No student will be released to perform patient testing if not competent. Students who are not evaluated as competent will be subject to disciplinary action.

Baptist Health College Little Rock
School of Medical Laboratory Science
Examination and Grading Procedures

Policy No. 8	Effective Date: July 2016
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date: May 2022

Purpose:

To provide faculty and students clear guidelines about how grades are attained, processed, and recorded in the program. Problems in grading or evaluations will be handled in this manner.

Complaint Process – Applies to both graded activities and evaluations

- Student complaint sent to Program Director by e-mail
- Program Director replies by receipt notice e-mail
- Program Director normally completes an investigation within 1 work week. If the investigation is complex and takes longer, the student is notified by e-mail.
- Student receives information related to the complaint
- If the investigation reflects errors/unfairness, the Program Director will initiate a re-grading of the activity/evaluation. The Program Director’s investigative grade is final and will reflect the grade, date, initials. If intentional unfairness is suspected, the Department Head, Laboratory Director, and College Administration will be notified.

Policy:

Overall Guidelines

No grade is final until the Program Director has reviewed the grade and final grades are submitted to the registrar. Students are encouraged to monitor the eLearning gradebook regularly. Students from time to time will question the validity of an examination question or other type graded activity and errors do occur occasionally on in progress courses. All errors are resolved before the final grade is released to the registrar.

Rubrics

Activities that may be subjective in nature will be graded with a rubric. The completed rubric must be attached to the graded activity for the grade to be valid. Practical examinations, weekly and final clinical evaluations are graded with a rubric.

Grades

Every effort will be made to correctly assess student performance. However, sometimes mistakes will be made. When this happens, the grade will be corrected and a comment added to the gradebook.

Grade Range:

The course utilizes the grading scale for Baptist Health College Little Rock to determine the student theory grade:

GRADE	RANGE %	VALUE
A	94 – 100%	4
B	86 – 93%	3
C	77 – 85%	2
D	70 – 85%	1
F	69 - 0%	0
I	Incomplete	0
W	Withdrawal	0
WX	Administrative Withdrawal	0

A student must achieve a “C” (77%) in order to progress to the next scheduled course in the curriculum.

Practicum Rotations: A student must attain both a 77% overall final score in the course and a 77% on the Student Clinical Evaluation of Psychomotor and Affective Abilities (final clinical rotation evaluation) in order to progress. Both weekly and final evaluations are distributed during laboratory orientation.

Classroom Examinations:

Overview

Student Examinations are an important tool in assessing student academic competency. Only certain materials may be permitted during an examination. No bathroom breaks will be permitted during the exam. Students must be ready to take the examination 10 minutes before the exam starts, meaning all non-approved materials must be in the front of the room 10 minutes before the exam is scheduled to start. The exam password will not be released until students are ready. All students must be in the classroom 15 minutes before the examination’s stated start time.

Materials during Examinations:

1. **Approved Materials** – A pencil, an ink pen that writes in black ink, a backup pen, and a clean sheet of paper is available from the Program Director or Proctor if the student needs scratch paper during the exam. Written exams are administered on Examsoft.
2. **Non-approved Materials** – All of the following will be placed at the front of the room during examinations and 10 minutes before the examination is scheduled to begin.
 - Name tags
 - Books, binders, personal paper
 - Purses
 - ALL cell phones and other electronic devices. The room may be scanned for electronic devices as needed.
 - Long sleeved shirts/tee shirts are pushed to elbows
 - Hats
 - Sweaters and coats
 - Other items as the Program Director or proctor decides

- Any suspect item may be examined by the Program Director or proctor if appears suspect.
- This is not an all-inclusive list.

Non-compliance

If a student fails to comply with these procedures, the written exam will end and all materials used during the exam will be taken from them. An investigation of the facts will occur. If the facts support an ethics lapse by the student, a Corrective Action Report will be completed by the Program Director. The program will follow the Corrective Action Policy of the college. The student may be offered an exam retake. If a retake exam is offered, no grade above a 77% will be regardless of the calculated score if student committed an ethics violation. It is also possible that a student could be withdrawn from the program. Ethics violations are serious. We believe a student who will commit ethics violations is a student will also fail to admit errors in the lab and falsify results in the laboratory. Both behaviors are potential patient safety issues. Student classroom and clinical behavior must model the Baptist Health Values.

Practical Examinations

Overview

Student Practical Examinations are an important tool in assessing student competency. Only certain materials may be permitted during a practical examination.

Materials during Practical Examinations

3. **Approved Materials** - A student may use their Internship materials, Theory lectures and objectives, and laboratory policies.
4. **Non-approved Materials** - The student may **not** use their cell phone, or other electronic device as a resource during these examinations. No books or materials other than the ones identified as approved will be permitted. Although the student may allow you to secure their phone, the better solution is for them to leave it in the car or locker during the practical examination. If their backpack is in the same area with them, they may not secure the phone/electronic device in that location. Students may use their laptops solely to access BH policies and program theory lectures only.

Non-compliance

If a student fails to comply with these procedures, the Practical Examination will end and all materials related to the Practical Examination will be taken from them. An investigation of the facts will occur. If the facts support an ethics lapse by the student, a Corrective Action Report will be completed by the Program Director. The program will follow the Corrective Action Policy of the college. The student will still be required to achieve competency on the practical examination to progress in the Internship. Additional samples will be provided to the student to determine competency. The student will receive a grade of no more than 77% regardless of the calculated score.

Homework

Homework is a graded activity and therefore students are not to work together on these activities. Students will complete homework independently. Students who share answers or information related to any graded

activity will be subject to disciplinary action. This is considered an ethics violation.

Exam/Key Security

All examinations, keys, and Student Files are to be maintained securely. None of these items will be maintained in a non-secure location at any time. If a student is observed viewing secured materials/making copies of any secured item, they are subject to disciplinary action to include dismissal. A Student Coordinator/staff who provide keys or review sheet directly from the exam will be removed from the program and reported. A Student Coordinator/staff who reviews students directly from an exam is also subject to the same disciplinary actions. Students are not to access the secured items at any time. Students are not to be in the laboratory outside the hours stated on their clinical schedule without permission of the Student Coordinator and/or Program Director.

Clinical Evaluations

The Clinical Internship policies, grading scale, evaluation tool, and the behavior objectives are shared with students during their orientation to the Clinical Laboratory prior to arrival in the laboratory.

The clinical staff who evaluate the student have responsibilities as evaluators to provide:

- ◆ Honesty and objectivity in judging the qualities and performance of the student.
- ◆ Impartial judgments based upon the entire period covered and not upon isolated incidents; however, incidents may be recorded if deemed pertinent for the evaluation.
- ◆ Ratings that reflect all staff who provided instruction during the internship.
- ◆ Feedback during the evaluation discussion period related to improving the student's skills and knowledge. The Program Director provides final approval.
- ◆ A rating that reflects the student's performance related to the cognitive, psychomotor, and affective objectives determined for the internship.

Baptist Health College Little Rock
School of Medical Laboratory Science
Final Examination Preparation and Process

Policy No. 9	Effective Date: July 5, 2016
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

To ensure that a student is well prepared to take the ASCP Board of Certification (BOC) Exam. ASCP certification is typically required to work in a clinical laboratory. In some facilities, you must provide a certification number prior to the hiring process. The BHCLR School of Medical Laboratory Science Final Examination review and examination process serves to assist the student in filling gaps in knowledge and to pass the certification exam.

Policy:

Overview

Mock examinations and final examination questions will include information from the BOC content areas. The % of questions from each area will be similar to the % included on the BOC exam.

Preparation

Students are expected to cooperate with all assignments for preparation for the final examination. These assignments are in addition to Internship assignments.

Students:

- Are expected to review all theory lectures in a structured manner during the period of January through May. Students will be provided a tracking tool.
- Will provide periodic reports of their preparation status
- Will be assigned Labce practice exams beginning in January through May.
- Will demonstrate progressive improvement both on Labce Practice Exams and Mock Exams with each attempt.
- Will be expected to attend all meetings and sessions offered by the Program Director outside Internship/class hours if not improving over time

Mock Exams

Preparation for the Final Examination and BOC will begin in January. Three Mock Examinations will be provided to students within the classroom schedule. If the student does not pass a Mock Exam by the 3rd try, they will need to schedule additional attempts outside the Internship and classroom hours. The student may take the Mock Exam as many times as they wish within scheduling constraints, but they must pass a Mock Exam before the Final Examination Period begins.

Final Examinations

The final examination attempts will be offered during the end of year preparation training. See clinical schedule for times. Three opportunities to pass the exam will be permitted. An additional two remediation attempts will be permitted. If the student does not pass the final examination, they will not receive a certificate from the program. The student has failed to learn/remember an adequate amount of information to pass the BOC. A student may retake all the theory courses again when offered and retake the final examination to receive a certificate. Since the final examination is administered similarly to the ASCP Board Certification Exam, completed mock and final examinations will not be available to students afterward. Students will receive a list of sub-content areas that they need to study for each subsequent. The information provided the student will come from the ASCP Examination Guidelines. Any student who does not progress adequately during Mock Exams will be required to attend remedial review sessions outside class time and submit a weekly study log.

Grades

Mock Exams

The highest grade attained within 3 attempts

Final Examination

The highest grade attained within 3 attempts

The highest grade that can be assigned is a 77% on all attempts past attempt 3

Summary

Coaching, review processes, mock exams, Labce Practice Exams are provided to a student to assess their readiness for the final examination and ASCP Board of Certification Exam. All students must demonstrate improvement from month to month. Students are subject to progressive disciplinary action when they do not demonstrate progressive improvement from month to month. No student will receive a certificate from the program if they are unable to pass the Final Program Examination within the available attempts.

Baptist Health College Little Rock
School of Medical Laboratory Science
Academic Integrity

Policy No. 10	Effective Date: May 2017
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

Plagiarism/Academic Dishonesty/Cheating is in direct opposition to the Baptist Health Code of Ethical Conduct and the Baptist Health College Honor Code and will not be tolerated. Course assignments must reflect a student’s own individual thoughts and work and by avoiding plagiarism or improperly using another individual’s intellectual property.

Policy:

Each student’s work must be their own. Students in the Medical Laboratory Science Program must demonstrate ethical behavior that is above reproach. We believe that a student who will cheat could also falsify results, fail to repeat suspect results, fail to report errors. Medical Laboratory Scientists frequently work independently therefore; a student must make ethical decisions when no one is watching. Therefore, cheating is a serious finding and considered lying. Students need to take pride in doing their own work.

1. All homework must be independently completed. Students do not complete homework as a group or assist each other.
2. Electronics to include phone, audio, video, or MP3 equipment will not be in operation at the student’s desk during an exam or practical exam.
 - a. Note: Not an all-inclusive group.
 - b. Exception: Laptops will be permitted during online exams.
3. Crib sheets, cheat sheets, written notes on the body or surfaces are not permitted.
4. Exam content will not be shared with other students.
5. Students must use ink on all signed documents. If errors are made a single mark through and initials will indicate an error.
6. Although students may work together on objectives during theory due to the short duration of this timeframe, however, objectives during Internships are completed independently as a learning exercise and preparation for the Final Examination and Board of Certification (BOC).
7. Students must report evidence of cheating.
8. A student may not access exams or keys.
9. If a faculty or Student Coordinator provide you with a homework or exam key, report them to the Program Director.
10. If a faculty or Student Coordinator review you directly from an exam, they are not helping you with passing the BOC. Report them to the Program Director. Student Coordinators may not provide exam review notes. Students will use program objectives to prepare for exams.
11. When reviewing an exam, you must not have a writing tool, books, or notes.
12. If you have a question about an exam, make an appointment with the Program Director.
13. All written research reports must be sited appropriately and your own creative work. The Program will review these for plagiarism.

Consequences:

1. A student who is suspected of cheating will be interviewed and exam results held until an investigation is completed. If the findings are upheld, the student will receive a zero on the assignment and progressive discipline will occur.
2. If a student is observed to be cheating, the exam for that student will immediately stop. If the findings are not valid, the student will take an alternate version of the exam at a later time.
3. Cheating can result in progressive discipline, suspension, and or dismissal.

Program:

The Program reserves the right to:

1. Use detecting and video equipment as is needed during exams.
2. Assign seating and desk spacing during exams and practical examinations.
3. Assign an additional proctor.
4. Walk among the desks periodically during exams.
5. Secure water bottles, all electronic devices, jackets, books, and belongings separate from the exam or practical designated area.
6. Administer multiple versions of the same test.
7. Reseat any student whose eyes are wandering too much.
8. Require that all exams are maintained on the desk.
9. Make additional requirements to ensure examination integrity.

Baptist Health College Little Rock
School of Medical Laboratory Science
Teach Out Plan

Policy No. 11	Effective Date: March 2019
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

To ensure that a student’s education in the program will continue to final certificate in a catastrophic event and to ensure clinical assignment when placement cannot be immediately guaranteed.

Policy:

Baptist Health is the largest multi-site healthcare organization in Arkansas. With multiple medical centers with laboratory facilities in varied geographical areas of the state there are adequate locations where a student could complete their education in the event the primary and secondary clinical sites that are located in the Little Rock metro area were destroyed. Baptist Health Medical Centers exist in in Arkadelphia, Conway, Fort Smith, Heber Springs, Hot Spring County, Little Rock, North Little Rock, Stuttgart, and Van Buren. Additionally, many of the Practice Plus clinics have laboratory facilities.

With all Baptist Health computers linked together, the Program Director could work anywhere in the organization.

Affiliation Agreements include a 1 year teach out clause to ensure that students could finish their education.

In the event students cannot be in any of the clinical sites due to infectious agents or other catastrophic event, the e-learning platform is robust enough to continue learning activities for students. This was tested in the recent Covid-19 pandemic.

ALTERNATE APPLIED EXPERIENCES

If a catastrophic event should occur to the Baptist Health Medical Center Little Rock in such a manner that students could not complete their applied experience at this location, students would be provided applied experiences at one or more of the laboratories within the system to complete training resulting in a certificate. All Baptist Health hospitals and laboratories are centrally administrated by Baptist Health Medical Center Little Rock providing the authority and coordination that would make this transition possible. Additionally, Baptist Health has Practice Plus clinics that could be used for some training. Baptist Health has the facilities and financial resources to provide alternate applied experiences.

Baptist Health College Little Rock
School of Medical Laboratory Science
Service Work Policy

Policy No. 12	Effective Date: March 2019
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

To ensure that students receive adequate clinical education and are not used as a substitute employees performing laboratory testing in the event of a staffing shortage. All activities during clinical training must be related to learning objectives. However, practice of procedures is encouraged to proficiency.

Policy:

- Students will have a separate student badge with computer access for tracking purposes and to learn how to enter results in the computer. A student who also works will have a work badge with a separate log on.
- When a student has reached competency as evaluated by the Student Coordinator/designee, a student may perform testing on actual patient samples with oversight from staff. There will always be staff in the vicinity. Employer feedback indicate that students who do not perform testing/use a computer for results entry in an operational laboratory often have weaker skills than those who have functioned in this role. Students are encouraged to perform practice/patient samples to improve their proficiency and entry level skills.
- Students who work for Baptist Health must not have a work schedule that overlaps the student’s clinical schedule.
- The student and employer must sign the work agreement prior to the student beginning to work.
- Students are not substituted for regular staff during their student experiences.
- All student activities must be educational in nature.
- Student work by students in clinical settings outside of academic hours is non-compulsory.
- Students are not substituted for regular staff during their student experiences. All activities are related to developing competency and proficiency entry level skills.

Student Employment/Work Related Policies

1. A student is allowed to work; however, employment must not interfere with classroom or clinical assignments. The student must be scheduled to work before or after the classroom or clinical student responsibilities.
2. Time spent as an employee cannot be credited to the clinical educational program of the School. Classroom or clinical assignments are not altered to accommodate work schedule(s).

3. A student is not required to work nor will the student be scheduled for clinical assignments in order to provide coverage for the clinical area or shift. Work schedules cannot overlap Student Internship Schedules.
4. A student choosing to work at Baptist Health completes the regular hiring process of the Personnel Department of Baptist Health and the Laboratory Department.
5. Although School Student Policies and Baptist Health Employee Policies are in fact separate one from the other, a student's behavior during a Baptist Health employment period that results in a disciplinary action may, in turn, result in the same by the school or vice versa.
6. The Program Director does not participate in the hiring process of students for work purposes.
7. A student must be in "Good Standing" with the school in order to be hired for work in Baptist Health. "Good Standing" is defined as:
 - 7.1 having the required academic record.
 - 7.2 satisfactory attendance record.
 - 7.3 record void of disciplinary action by the school
8. Student and work supervisor must sign the Program Work Agreement that is available from the Program Director prior to beginning to work in the BH System.
9. A student must maintain academic eligibility and clinical competency while employed at Baptist Health.
10. The school is not responsible for unprofessional conduct by a student, while he or she is working for an employer.

Baptist Health College Little Rock
School of Medical Laboratory Science
Student Health and Safety Policy

Policy No. 13	Effective Date: March 2019
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

STUDENT HEALTH PRACTICES AT BHCLR

Student injury reporting information and forms for reporting injuries may be found in the general catalog for BHCLR. Health Clinic and Emergency treatment information is found in the catalog.

STATEMENT OF RESPONSIBILITY

Health Insurance

All students are strongly recommended to have personal health insurance while enrolled as a student at BHCLR. Many affordable options exist for students. For information on some of the options, please visit the following websites or contact Student Services

www.arkbluecross.com

Liability Insurance

All students are strongly recommended to have personal liability insurance while enrolled as a student at BHCLR. Many affordable options exist for students. For information on some of the options, please visit the following websites.

www.hpsso.com

www.nso.com

www.americanprofessional.com

Baptist Health College Little Rock
School of Medical Laboratory Science
Academic and Behavioral Advisement

Policy No. 14	Effective Date: March 2019
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Purpose:

To provide students with the best possible academic outcomes while in the program. Since students enter with various academic and behavioral backgrounds, it is important that we bring the entire student cohort to the same level before they enter into clinical training. The goal is to provide a general understanding of the expectations of a student in the Medical Laboratory Science Program and to assist the student in behavior related to patient safety and longevity in the profession.

Policy:

- The Program Director/designee will provide study skill/examination execution training in the first weeks of class start date. Additional behavior expectations are provided at the beginning of the program.
- The Program Director/designee will evaluate the student’s performance after each exam. If a trend is observed, a meeting will be suggested.
- If the student continues having difficulty adapting to the program environment, a meeting will be scheduled with the BHCLR Academic Advisor.
- If a student continues to show inconsistent/no improvement a Corrective Action form will be completed.
- Examination grades are available to the students and are typically completed within a week. The student is encouraged to carefully monitor the gradebook. The Program Director will be available to meet with the student as needed.
- For students who are continue to be students at an Affiliated University (3+1), the advisor will be notified of the student problems. The university advisor will locate additional available resources for the student.
- Behavior: If the student’s behavior is not aligned with the BHCLR, MLS Program or patient/employee safety policies, the student will be counseled according to the Corrective Action Policy.
- Work experience is not considered as a substitute for required course content in the program or pre-requisites.

Remediation

A student who does not make a “C” or higher in a theory course or on the final examination may be offered a remediation opportunity to achieve a minimum required score.

Remediation Guidelines:

Theory Remediation (1st semester):

The student will be given additional course work/ exam(s) to determine whether the required information was attained during remediation. The student will attend classes in 1st semester throughout the remediation attempt. Students may not attend clinical training while completing theory class remediation. All remediation activities must be completed before clinical training begins.

Summary:

- ◆ If the student is successful in passing the remediation, the final course grade will be no higher than 77% (C).
- ◆ If the student is successful in the remediation attempt, they will progress on in the program.
- ◆ Remediation Attempts:

Theory:	One (not one per course)
Internships:	Zero (none)
Final Examination:	Two
- ◆ Students who choose remediation forfeit the right to appeal the remedial grade and the original grade.
- ◆ Students who choose remediation will pay a fee of \$25.00 to defer costs associated with remediation.

NOTE: If a student utilizes the grievance process to contest a program decision, they may attend theory classes (July – September), but will not be permitted in any clinical Internships nor 2nd semester classroom classes until a final grievance decision/reinstatement occurs.

Repeating and Dropping a Course

Courses within the program are concurrent and must be taken in the required order. Since courses are offered only once a year, a student cannot drop or repeat a course and continue in the program. Clinical

Internships will be occurring in the order they are assigned. Students may not exchange an rotation or internship with another student. A student may reapply to the program, although no guarantee is made the student will be accepted. Acceptance into the program is on a competitive basis.

Progression and Promotion

Overview:

- ◆ Progression and promotion policies give direction for the retention of academically qualified, mature, and ethical students as they progress through the Program of Studies.
- ◆ A student must satisfactorily fulfill requirements for each Medical Laboratory Science course as outlined in the course syllabus and packet in order to progress in the Program of Studies.
- ◆ A student may be promoted through the Program of Studies and graduate utilizing the following criteria:

1st Semester

1. Medical Laboratory Science Course Grade: Minimum 77% in each course.
2. Completion of all required immunizations and school documents on time as stated in the catalog.
3. Agreement of ability to meet Essential Functions of Medical Laboratory Science

2nd Semester

4. Clinical Internship-additional requirements:
 - 4.1 Course - An overall final score of 77%.
 - 4.2 Competency Checklists – Competency (86% when measured) on each item with a 95% completion rate on each Internship checklist.
 - 4.3 Student Clinical Evaluation of Psychomotor and Affective Abilities: 77%.

Note: Interim internship course scores may not indicate progression.

5. Successfully complete Program of Studies, with minimum Cumulative GPA of 2.0 or higher.
6. Settle financial obligations with college and Baptist Health
7. Complete clearance process(es)
8. **COMMENCEMENT** attendance is expected

The school's certificate and final grades are not to be released until all of the above requirements have been met.

Academic Advising

The Program Director serves as an academic advisor to students. The Program Director will initiate the recommending a conference based on student progression in the program. Students may also schedule a meeting with the Program Director or instructors.

Advising is available to a student in the following areas:

- ◆ Adjustment to student role.
- ◆ Educational planning.
- ◆ Study habits.
- ◆ Test taking.
- ◆ Limited tutoring. If extensive tutoring is needed, the school counselor should be contacted for reference.
- ◆ Academic Advising. Each time a student fails to pass an exam they must set up an appointment to see the Program Director. The Program Director may also request additional counseling with the School Counselor.

Baptist Health College Little Rock
School of Medical Laboratory Science
Student Accountability

Policy No. 15	Effective Date: March 2019
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Guidelines related to student conduct are fundamental to patient, employee or student safety and necessary for a high level of safe patient care and overall learning in the clinical laboratory.

1. Enrollment in the school implies willingness on the part of the student to comply with established policies and procedures and Baptist values. Each student must meet all academic requirements for each course, fulfill all college requirements, and conduct themselves professionally and safely.
2. Progression through the program of studies is dependent on evidence of personal and professional growth, as well as, academic achievement.
3. The college assumes no responsibility for a student's conduct apart from the school activities, however, that conduct may affect the student's status with the college.
4. Students are responsible for expenses related to textbooks, clothing, uniforms, meals, housing, transportation, healthcare, policy enforcement, damages to physical facilities including library holdings, certification exam expense, and for legal action expenses brought against the college for causes created by the student.
5. The expectation is for students to exhibit or demonstrate the following behaviors:
 - 5.1 **ATTENTION:** Your instructors are Medical Laboratory Scientists with duties to perform which under certain circumstances must come before teaching. Listen carefully and ask questions at appropriate times.
 - 5.2 **AWARENESS OF THE PATIENT:** The care and the interests of the patient take precedence over everything else. Speed, efficiency, attention to detail and ethical behavior are essential to proper patient care.
 - 5.3 **RESPONSIBILITY:** Assume responsibility for your work. Ask if you are not sure about a procedure, but attempt to demonstrate an ability to work on your own.
 - 5.4 **TEAMWORK:** You are a member of the Medical Laboratory Science team. Every task you perform, regardless of how trivial it may seem to you now, has a direct bearing on the quality and quantity of work produced in the department. Voluntarily assist others when possible. Work closely with the Program Director to ensure your personal growth and academic success.

- 5.5 **DESIRE TO LEARN:** Your instructors are ready to assist you in your clinical education in every way possible. It is up to you to demonstrate the desire, drive, and discipline to want to learn and achieve in this profession.
- 5.6 **MATURITY:** You have embarked on a career that involves your personal commitment to the patient, physician and Laboratory Department. This year will be a very short time to not only learn, but develop your skills as a Medical Laboratory Scientist. A student who arrives prepared to class and clinical training demonstrates maturity.
- 5.7 **ETHICS:** An ability to differential right behavior from wrong behavior both in the classroom and during Internships.

All Learning Experiences

- Nametags are worn at all times while on the college or any BH campus.
- The required uniforms are worn at all times while on BH campus.
- Books and personal articles are the responsibility of the student.
- Students will display professionalism at all times.
- Off campus behavior may jeopardize the student's standing in the program.
- Ethical and patient centered behavior is expected throughout the program.
- Students may not exchange a rotation schedule with another student.
- All courses and Internships are scheduled in order.
- Pregnancy is viewed as a temporary disability, therefore, special considerations are made for this short term disruption of schedule that will not be available to all students.
- Communication, both written and verbal will at all times be professional.
- Progressive improvement in both academic performance and behavior is expected of students.
- The program has a zero tolerance for cheating or plagiarism on a graded assignment, examination, or laboratory practical. Cheating is considered a patient safety issue in healthcare programs.
- Students must report any unethical behavior immediately to the Program Director. Report early. Have the courage to speak up.
- A student who is observed sleeping in class is a distraction, therefore, will receive one reminder and then will be sent home to rest. An absence will be recorded.
- Any and all bullying or disrespectful behavior among students will not be permitted.
- Cell phones are not permitted during any scheduled activity at the college or laboratory.
- Reliable transportation and a driver license is required and is the responsibility of the student.

Responsibilities

Student: It is the primary responsibility of a student to obtain the maximum learning experience and attain entry level skills during the rotation, as well as, the professional behaviors required for success in the healthcare setting.

Telephone Conduct

Always answer the telephone promptly (within three rings). Identify yourself by first and last name and the department located.

Always be courteous and pleasant when talking. Remember that you are a representative of the department and must present yourself as a professional.

If you can provide the caller with the needed information, please do so. However, if you are unable to answer a question or are unsure of the answer, place the caller on hold and promptly find someone to assist.

Do not leave a caller on hold for more than 30 seconds. If you are unable to quickly obtain the information, take their name and number and inform them you will return the call.

Be cautious of the information that you give out over the phone. Much of the information contained in the department such as patient records, prices of procedures, etc. are confidential. If you have a question about the confidentiality of the information requested, please turn the caller over to the clinical supervisor or another technologist.

Baptist Health College Little Rock
School of Medical Laboratory Science
Program Effectiveness Plan

Policy No. 16	Effective Date: March 2019
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Program Effectiveness Plan

It is paramount that the school maintain an ongoing program effectiveness evaluation process. Several factors comprise the process, student and graduate outcomes; faculty teaching effectiveness; course evaluation(s); school policies; employer satisfaction with graduates and approved and accrediting outcomes. Thus, students and graduates have an important role in the measurement of program effectiveness. These instruments are available upon request.

Baptist Health College Little Rock
School of Medical Laboratory Science
Faculty and School Responsibilities

Policy No. 17	Effective Date: March 2019
Authorized by: Jennie Manees MPH, MT (ASCP)	Revision Date:

Faculty and School: It is the primary responsibility of the faculty to evaluate the extent of student learning. It is the primary responsibility of the college to provide a teaching and learning environment and promote a culture that ensures student achievement. Credentialed faculty, with records of long standing experiences in teaching and evaluating student learning, judge the quality of student learning and progressive development toward a minimum competency level required for patient safety and public protection. It is the professional faculty who determines the final evaluation of the student’s progress and assigns the final corresponding grades. Faculty has discretion, both subjective and objective, in the evaluation and judgment of a student’s performance in all areas of learning. The Program Director approves all final evaluations. Students and graduates, in turn, provide information and data to the program and faculty related to their level of satisfaction regarding the program of studies, teaching and learning environment and the culture within.

Faculty and Course Evaluation Process

Students evaluate the course, each course instructor, and clinical facilities as they progress through the program. The evaluations are carried out according to Baptist Health College Little Rock policy and an established process. The student is assured of anonymity, thus encouraging his/her participation in the evaluations. If a student is of the opinion that the process should be improved, the Program Director of BHCLR welcomes suggestions for betterment. Students are expected to provide professional and courteous feedback.

The process summarized presents an objective process through which students provide subjective data in the measurement of teaching behaviors and course evaluations. At course end, evaluation forms are provided to the students electronically. Aggregate results are provided to the Program Director for review. Instructors and laboratory departments are provided a summation of survey results. The program assesses results and determines corrective action.