

Marshfield Clinic Health System - Marshfield Labs

Laboratory Education Student Programs Policy and Procedure Guide

Rev. 2024

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Purpose of this Guide

This Policy and Procedure Guide is designed to acquaint you with the general information you will need as a student in a Laboratory Education Program at Marshfield Clinic Health System (MCHS) - Marshfield Labs. It is designed to supplement the information you receive in the Computer Based Training (CBT) sessions you complete and the orientation sessions you attend upon entering the program.

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

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

Objectives of Laboratory Education Student Programs Policy and Procedure Guide

Upon review of the Laboratory Education Student Programs Policy and Procedure Guide and attendance at New Student Orientation, the student will be able to:

1. Describe program expectations for practicum hours, break times, lunch times, and time away from the rotation/section.
2. Describe and practice the Laboratory dress code.
3. Locate and use Document Control System.
4. Locate Marshfield campus cafeterias; Marshfield campus and Laboratory conference rooms; Student Lab area; Clinical Laboratory sections.
5. Respond to a work related exposure by completing a Self-Reported Incident Survey according to the Employee Injury-Illness Reporting Procedure.
6. Demonstrate Laboratory Safety.
7. Use email and phone systems.
8. List the Marshfield Clinic Health System Emergency Procedure announcements and outline the steps to take for each.
9. State whom students should approach with problems.
10. Demonstrate professionalism through appropriate verbal communication, telephone courtesy, and honest representation of all work.

Professional Guidelines

Essential Functions

(Prior to the student program.)

In order to participate in a medical laboratory science educational program, students must be able to comply with program-designated essential functions, or request reasonable accommodations to execute these essential functions. Requirements include:

- A sound intellect
- Good motor skills: eye-hand coordination and dexterity
- Effective communication skills
- Visual acuity to perform macroscopic and microscopic analyses, or read procedures, graphs, etc.
- Professional skills such as the ability to work independently, manage time efficiently, to comprehend, analyze and synthesize various materials, as well as to hold sound psychological health and stability.

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Professionalism and Work Ethic

(During the student program.)

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

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

Code of Ethics

(Always.)

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

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

- 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.

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General Policies and Procedures

Student Health Documentation and Onboarding

Students must provide health documentation as requested by the Student Programs office prior to the start of the practicum. This will include vaccination status, TB testing results, and background checks. It is the student's responsibility to remain up to date and obtain any needed testing or vaccinations that may expire during the time they are a student with the Health System.

Student Schedules/Absences

Rotation schedules are provided to students in advance. Each student is responsible for reporting to their assigned section at the designated time. Tardiness or excessive absences are not tolerated and may result in disciplinary action. Student must inform the Program Director and Lead Faculty of any absences due to illness before the start of their scheduled time. Students will be expected to work with faculty to make up work missed due to absence and notify the Program Director of the intended make-up plan.

Typically, classes are not scheduled on MCHS-recognized holidays, the day after Thanksgiving, and days around the Christmas holiday. MCHS-recognized holidays include Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve afternoon, Christmas Day, and New Year's Day. Students will be given a Spring Break week designated by the Practicum that may or may not coincide with their university.

Marshfield is located in Wisconsin. We will experience winter weather. Students are expected to be aware of weather and plan accordingly. Absences due to weather are not excused absences unless the Health System is under Winter Weather /Blizzard protocol.

Time and Attendance Records

Students should arrive approximately 5 minutes prior to the start of each practicum day.

Thirty minutes are allowed for a lunch break each day. Two 15-minute breaks, one in the morning and one in the afternoon are allowed if time/workload permits. The lead instructor in each section will indicate to the student when they may leave and return from breaks. Return to your sections promptly at the end of your break. Students failing to return on time will be referred by the section lead faculty to the Lab Education Program Director.

Meals

Lunches must be eaten in the cafeterias, lab break rooms, or lab conference rooms designated for break room overflow. There are refrigerators in the break room to store lunches and microwaves to heat food.

Food and beverages are not allowed in the Student Lab or in any of the laboratory sections. Building hallways, specifically the end of the hallway near the student lockers, should not be used as a break area or storage area.

Personal Phone Calls, Electronic Communications and Devices

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

Personal cell phones, laptops/computers, tablets, or other electronic devices, may not be used in the testing areas of the Lab or in Student Lab, as these are considered “dirty” areas. Cell phones are, however, allowed in most other areas of MCHS buildings. However, as a courtesy to instructors, staff, visitors, and patients, cell phones should be on silent and vibrations turned off. Cell phones should be turned off during practicum hours and when stored in lockers. Calls and text messages may be placed and received during break or lunch times from the lobby, entryway, or from outside the building.

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

AirPods, Bluetooth, and other non-practicum related headphones/earbuds may not be used in the testing areas of the Lab or in Student Lab during practicum hours. Students are expected to be fully engaged in the Laboratory environment.

Clinic assigned laptops and other devices must be used in accordance with the provided Student Computer Policy. When transferring devices between “dirty” and clean environments, they must be decontaminated according to the attached MCHS Guidelines for Device Disinfection. These devices are a privilege, not a necessity. Students caught leaving dirty areas with their equipment without disinfecting or using their devices inappropriately may have their device unassigned for the remainder of their practicum. Infection control and safety are of utmost importance in our facilities.

Visitors

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

Personal Appearance/Attire

Students must follow MCHS Personal Appearance (Dress Code) Policy and MCHS Hand Hygiene Policy. Both documents can be found in the Document Control System. In addition to these policies, students must also follow safety guidelines for laboratory attire including wearing non-slip shoes, lab coats, long hair pulled back, and eye protection when needed. Jeans and hoodies are not acceptable attire for students.

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

Outerwear (e.g., coats, boots, shoes), backpacks, and other items used outside the Lab should be stored in the student's locker/classroom during practicum hours. Outerwear and backpacks should not be stored in the Student Lab area, as this is considered a "dirty" area. Students may store any personal items in their drawer in the student lab.

Lab Coats

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

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

Name Badges

Each student will be given a photo identification / security badge at the beginning of the practicum. ID badges must be visible, and worn at shoulder level or on a lanyard at all times during the practicum. The Laird Building laboratories are secure and badges are required to enter and exit. When not in practicum, ID badges should be stored in a secure location.

If lost, please notify the Lab Education Department as soon as possible so your access can be deactivated and a new badge ordered. Badges are free but replacement badges may incur an additional cost to the student.

Student Employment/ Service Work

Students are strongly encouraged not to be employed during the practicum year. Program administrators and instructors view the practicum as the student's first priority. Practicum hours will not be shortened or altered to accommodate a student's work schedule. If a job is held, it is advised that the position be part-time and the student scheduled for a limited number of hours.

If a student's job is perceived as interfering with the student's practicum performance, the student will be advised to reduce their number of work hours. Students who need financial assistance are encouraged to use the resources of the financial aid office on their university campus.

Safety / Security / Emergency Procedures

The Marshfield Labs Safety Manuals as well as the MCHS Safety Checklist are both available at any time in the Document Control System (DCS). Students undergo safety training as part of their orientation to the program.

Students must comply with all safety, security, and emergency policies and procedures of Marshfield Labs and Marshfield Clinic Health System. Safety, security, and emergency policies and procedures are reviewed with students during their orientation.

The Marshfield Medical Center Emergency Operations Plan is also available in DCS. When a “Mass Casualty” alert is announced, students should report immediately to the Transfusion Services Area. The manager there will assess the situation and assign students specific duties to assist with blood product delivery as needed.

Work Related Exposures

During orientation, students receive instructions via training CBTs on how to respond to a work related exposure. If a work related exposure to blood or body fluids occurs, it must be reported immediately to the lead instructor. The instructor can assist the student in filling out the Injury/Illness Report. The student should report to Urgent Care for exposure testing.

Notify the Lab Education Program Director of the date and time of the incident, a complete description of the incident, and provide the completed Injury/Illness Report. The Program Director will forward this information to Employee Health on behalf of the student. Follow up will be from Employee Health.

Insurance

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

Students are required to carry liability insurance through their university or to purchase a personal policy. Any student that is a 4+1 student, no longer enrolled in coursework, will need to purchase a policy. A student needing a personal policy should notify the Program Director at the beginning of the practicum. Arrangements can be made for the student to purchase the appropriate insurance at minimal cost.

Student Health Work Documentation

Students are required to provide health work to and have background checks completed by MCHS Student Programs. Students are required to be up to date on vaccinations and TB testing which is valid for one year from the date of completion. If these lapse during the practicum, the student will be required to submit documentation of ongoing vaccination and TB testing to Student Programs upon request.

Counseling

The Lab Education Program Director is available to assist students in understanding program policies and practices, and for advice on career issues. Students do not need an appointment to see the Program Director. Discussions can take place in the Program Director's office or in a conference room. Discussions are confidential.

Professional counseling for financial, personal problems, or other concerns is available through the Marshfield Clinic Health System Employee Assistance Program, ComPsych GuidanceResources®. Students may contact the service through a link found on the Marshfield Clinic Health System intranet page by clicking on the "Other" tab and choosing Employee Assistance. All services are available 24/7 via phone at 877-822-1327, or online at www.guidanceresources.com. Click on "register" and enter your "Organization Web ID" as: MARSHFIELD. Any contact with the employee assistance program remains confidential.

Academic Policies and Procedures

Textbooks

Students are required to purchase textbooks for their practicum. See your Student Handbook for a complete list of required and suggested texts.

Students are responsible for obtaining print or electronic versions of the texts before the start of the practicum. Several options are available for obtaining the texts including, but not limited to, renting them from a university bookstore, purchasing them new or used at a bookstore, or purchasing them new or used online. Textbooks are the official source for information during practicum. Students should avoid "googling" or using unreliable online resources for completing practicum assignments. If you are unable to afford textbooks, please see the Program Director.

Tuition

Students registered at a university during their practicum year pay tuition directly to that university. Practicum fees vary depending on affiliated institution. Universities forward the fee directly to Marshfield Clinic Health System on the student's behalf.

Students not registered at a university during their practicum year pay a fee directly to Marshfield Labs. The Laboratory sends tuition bills early in the practicum with a payment schedule. Payment is made to "Marshfield Clinic Health System". The current non-affiliated practicum fee is \$5750.

Withdrawal from the Program

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

Other students who withdraw from the practicum receive a 50% refund of their tuition if written notice is received by the Lab Education Program Director within the first 60 days.

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

Program Completion for Enrolled Students

In the unlikely event of program closure, either at the university or the laboratory, any student formally notified of acceptance into the laboratory's practicum program is assured of being able to complete the practicum. If the laboratory is unable to fulfill their obligations due to unforeseen circumstances we will work with our affiliates to place the student with another facility.

Evaluation / Grades

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

The Lab Education Program Director ensures each student's grades are submitted to their university according to the guidelines of the university.

Numeric grades are converted to letter grades as follows:

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

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

If the final grade for an entire section is below the passing grade of 70%, the section lead instructor will complete a Practicum Student Performance Contract and submit it to the Lab Education Program Director. The contract will outline the steps the student will be expected to complete to demonstrate competency in the section and raise the grade to a passing level. The process may include:

- Review additional study materials; complete additional bench work; complete additional worksheets, quizzes, or exams; or repeat an entire rotation. The exact means by which the student may attempt to raise the grade will be outlined by the section instructor/s and approved by the Lab Education Program Director.
- If competency is demonstrated and a passing grade achieved through the means outlined, a grade of C (70%) will be recorded for the section. If the student does not

achieve a passing grade through the means outlined, a grade of F will be recorded for the section and the student may be recommended for exit from the program.

- A review board consisting of all prior instructors, the Lab Education Program Director, and the University Program Director from which the student is enrolled would meet to discuss the student's performance and make a final determination.

Program Evaluation

Students have the opportunity to provide constructive evaluation periodically throughout the practicum. Please see the Student Handbook for a complete listing of evaluations for your practicum.

Student Records

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

Academic Misconduct

Academic Misconduct is defined as:

- Cheating on exams or other coursework
- Collaborating with others in work that is to be presented individually, contrary to stated rules of the course
- Plagiarizing, including submission of others' ideas or papers (whether purchased, borrowed, or otherwise obtained) as one's own
- Using artificial intelligence(AI) to complete assignments
- Stealing examination or course material
- Falsifying records or other data
- Knowingly and intentionally assisting another student in any of the above - including assistance in arrangements whereby any work, classroom performance, examination, or other activity is submitted or performed.

Misconduct Procedure:

- The section Lead Faculty or Lab Education Program Director will complete a Practicum Student Performance Contract.
- An initial conference will be held between the student, Lead Faculty and Program Director to decide the appropriate action to take. Possible disciplinary actions include:
 - Written reprimand placed in the student's file.
 - Academic response – e.g., lowering grade, requiring additional work.
 - Expulsion from the Student Practicum.
 - Degree granting university or college actions are the decision of that institution

- The Performance contract will be signed by the student, Lead Faculty, and Lab Education Program Director.
 - The student will receive a copy of the contract.
 - A copy of the contract will be provided to the Program Director of the degree granting university.
- The student may appeal the decision according to the Grievance Procedure.

Grievance Procedure

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

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

The grievance procedure shall consist of the following steps:

1. The student should first discuss the issue with the Lead Faculty in the rotation section.
 - a. Every effort should be given to try and resolve the issue informally.
 - b. Lead faculty for each section can be found in the Student Handbook.
2. If the issue can't be resolved informally, the student should notify the Lab Education Program Director by email within 5 days of the incident and specify the issue being discussed is a grievance.
 - a. The email should include:
 - i. A complete description of the grievance.
 - ii. The date, time, and name of the instructor with which the issue was discussed.
 - iii. The solution put forth by the instructor that was deemed unsatisfactory by the student.
 - b. Once a formal grievance is received by the Lab Education Program Director, the director will:
 - i. Schedule a formal meeting with the student and faculty within 5 working days of the email initiating the grievance.
 - ii. Once information has been gathered, the Lab Education Program Director will propose steps to resolve the grievance within 5 working days
 - iii. At this time, the Lab Education Program Director will notify the student's University Program Director that a grievance has been initiated and the recommendations made to resolve the issue.

- c. If the resolution is unacceptable, the student must notify the Lab Education Program Director in writing within 5 days of the proposal being presented to the student.
3. The issue will then be escalated to the Division of Education.
 - a. The Lab Education Program Director will forward the grievance and proposed solution to the Division of Education Medical Director and Administrator for review.
 - b. The student may present their case to this panel.
 - c. The Division of Education Medical Director and Administrator will respond to the student in writing with a ruling on the grievance within 10 days of presenting their case.
 - d. All rulings of the Division of Education Medical Director and Administrator will be final.

Lab Education Documents and Checklists

Example: Laboratory Education Student Programs Signature Forms Checklist

Name: _____
 Program: _____
 Start Date: _____

Welcome to Marshfield Clinic Health System’s Laboratory Education Student Program! This checklist is being provided to help you and your Program Director track the forms you are required to complete as part of your orientation.

Forms will be found in your Policy and Procedure Guide or provided to you by Lab Education Dept. staff. All signature forms must be completed and submitted to Lab Education staff within two weeks of your start date.

	Form Name	Date Submitted	Student’s Initials
1	Student Contact Information		
2	Release of Information Relating to the Student Practicum		
3	Marshfield Clinic Health System Press Release: Release for Use of Information, Photographs, and/or Recordings		
4	Identification Card Request form for Security Access: Acknowledgement of Receipt (<i>received with ID card</i>)		
5	Professional Liability Insurance Verification - Applies Only to 4 + 1 Students (<i>downloaded by student</i>)		
6	MCHS and Laboratory Safety Checklist		
7	Release and Waiver of Liability - Personal Injury or Illness		
8	Acknowledgement of Institutional and Program Policies and Procedures		
9	Student Computer Use Policy		

Example: Clinical Practicum Performance Assessment

Student _____
 Department _____

Part A: Affective Assessment

	100% of time (10 pts)	90% of time (9 pts)	80% of time (8 pts)	70% of time (7 pts)	<70% of time* (0 pts)
Attendance: Adheres to attendance policy; is punctual and prepared					
Safety: Adheres to laboratory safety rules, dress code, and wears name badge					
Interpersonal Skills: Effectively communicates to instructors, healthcare workers, customers, and other students; asks appropriate questions.					
Critique: Accepts and responds appropriately to instruction and constructive criticism.					
Application of knowledge/critical thinking skills – Uses theoretical concepts, demonstrates good judgment when making decisions					
Interest: Demonstrates initiative, is a self-starter, and shows interest in subject matter					
Attention to Detail: Performs test procedures accurately, identifies and corrects errors and is neat and organized					
Quality: Identifies when to perform and record required Quality Control/maintenance; follows SOP					
Task Management: Concentrates on task at hand; adapts to change and remains flexible					
Time Management: Prioritizes work; completes assigned tasks on time					
Column Total Points					
Final Grade	Total Points _____ /100 =				

Part B: Psychomotor Assessment

Did the student complete the Student Learning Outcomes for the main lab rotation?

YES NO*

* If score is not satisfactory, notify the Program Director and Complete a Student Performance Contract for remediation.

Faculty Comments:

Student Comments:

Student
Signature _____ **Date** _____

Faculty Signature _____ **Date** _____

Example: Lab Education Practicum Student Performance Contract

Per the Lab Education Policy and Procedure Guide, the Practicum Student Performance Contract will be used anytime issues arise with academic success, academic integrity, or professional integrity issues.

- **Academic Success:** All students must maintain a 70% grade or higher in each section of the laboratory. If a student falls below this threshold, a student performance contract will be used to define the student's next steps.
- **Academic Integrity:** All students must abide to the terms of academic integrity defined by Marshfield Clinic MLS Practicum Policy and Procedure Guide as well as the academic integrity policies set forth by their affiliated University.
- **Professional Integrity:** All students must show professional integrity as outlined in the Marshfield Clinic MLS Practicum Policy and Procedure Guide. Serious infractions may result in immediate exit from the program.

Procedure:

1. Complete part one of the contract in detail. If the contract is time sensitive, please include a timeline.
2. All contracts must be discussed with the Student and approved by the Program Director.
3. All contracts will be forwarded to the student's University Program Director.
4. Once the contract is fulfilled, please complete part two of the contract. Document the outcome and forward final completed contract to the Program Director. Copies will be retained in the student file.
5. Recommendations for Student exit from the program will be taken up with an official Review Board which may include the student, Program Director, University Program Director, Program Medical Director, Laboratory Operations Managers, Faculty and Staff.

Lab Education Practicum Student Performance Contract – Part One

Date: _____

Lead Instructor: _____ **Section:** _____

Reason for contract (Please mark applicable and explain below):

- Academic Success - Failure to obtain minimum 70% grade
- Violations of Academic Integrity
- Violations of Professional Integrity
- Other _____

Situation:

Student Expectations/Plan (Be specific and provide timeline if applicable):

Student Signature: _____ Date: _____

Program Director Signature: _____ Date: _____

Lead Instructor Signature: _____ Date: _____

Lab Education Practicum Student Performance Contract – Part Two

Post-Contract Summary (Please mark applicable and explain below):

- Student Section Remediation Complete – 70% grade given.
- Student Contract Complete – No further expectations.
- Exit from Program Recommended

Final Comments:

Program Director Signature: _____ Date: _____

CC: Student
Program Director
Lead Instructor
University Program Director