

## IV. Clinical Experience

### A. Affiliates and Disclaimer

The CLS programs send students to a number of affiliated laboratories throughout Michigan, plus one in Indiana. Each laboratory offers a wide menu of laboratory testing, and uses up to date instrumentation. Experienced laboratorians teach student interns how to collect specimens, organize a workload, assess specimen quality, maintain and calibrate instruments, run procedures, validate test results, report results, and consult with physicians and nurses. Although no two sites are exactly alike, each provides a high-quality internship experience.

The Phlebotomy Certificate Program plans to use the following clinical affiliates, with more to be added as needed:

Laboratory	Location	Effective Date	Number of Students
Metropolitan Hospital	Grand Rapids, MI	2005	2 – 3
St. Mary's Hospital	Grand Rapids, MI	2005	2
Alpena General Hospital	Alpena, MI	2005	1-2
Gerber Memorial Hospital	Fremont, MI	2005	1-2
Mecosta County Medical Center	Big Rapids, MI	2005	1-2
University of Michigan	Ann Arbor, MI	2005	1-2
Central Michigan Community Hospital	Mt. Pleasant, MI	2005	1-2
Mercy Hospital	Grayling, MI	2005	1-2
Memorial Medical Center of W Michigan	Ludington, MI	2005	1-2
Mercy Hospital	Cadillac, MI	2005	1-2
Helen Newberry Joy Hospital	Newberry, MI	2005	1-2
Mid Michigan Medical Center	Gladwin, MI	2005	1-2
Bay Regional Medical Center	Bay City, MI	2005	1
Carson City Hospital	Carson City, MI	2006	1
Hackley Lakeshore Hospital	Shelby, MI	2006	1
Henry Ford Hospital – Wyandotte	Wyandotte, MI	2005	1
Lakeland Regional Health System	St. Joseph, MI	2005	1
Mid Michigan Medical Center	Midland, MI	2006	1
Northern Michigan Hospital	Petoskey, MI	2005	1
Spectrum Health – Reed City	Reed City, MI	2006	3
United Memorial Hospital	Greenville, MI	1994	1
West Shore Medical Center	Manistee, MI	2005	1

The MLT program (AAS) currently sends student to the laboratories listed below:

Laboratory	Location	Effective Date	Number of Students
Bay Regional Medical Center	Bay City, MI	2002	1 – 2
Bronson Methodist Hospital	Kalamazoo, MI	1995	2
Charlevoix Area Hospital	Charlevoix, MI	2005	1
Gerber Memorial Health Services	Fremont, MI	1998	1
Hackley Lakeshore Hospital	Shelby, MI	2006	1
Mercy General Health Partners	Muskegon, MI	2000	2
St. Mary's Hospital	Grand Rapids, MI	1994	2
Standish Community Hospital	Standish, MI	2005	1
United Memorial Hospital	Greenville, MI	1994	1

The MT program (BS) currently sends students to the laboratories listed below:

Laboratory	Location	Effective Date	Number of Students
Alpena General Hospital	Alpena, MI	1994	1 – 2
Bay Regional Medical Center	Bay City, MI	2002	1 – 2
Bronson Methodist Hospital	Kalamazoo, MI	1994	2
Central Michigan Community Hospital	Mt. Pleasant, MI	1994	1 – 2
Covenant HealthCare	Saginaw, MI	2001	1 – 2
Gratiot Community Hospital	Alma, MI	1995	1 – 2
Henry Ford Hospital	Wyandotte, MI		1
Lakeland Regional Health System	St. Joseph, MI	2006	1
Mecosta County Medical Center	Big Rapids, MI	1997	1
Mercy General Health Partners	Muskegon, MI	2000	2
Metropolitan Hospital	Grand Rapids, MI	1994	2 – 3
Mid Michigan Medical Center	Midland, MI	2006	1
Munson Medical Center	Traverse City, MI	1998	2 – 4
South Bend Medical Foundation	South Bend, IN	2000	1 – 2
West Michigan Clinical Laboratory	Holland, MI	1994	1

**Disclaimer:** These are the affiliated laboratories as of the date of publication of this handbook. While you may already have a “favorite” laboratory where you hope to be assigned for your clinical experience, be aware that the CLS programs have written agreements only with the facilities listed above. The program cannot send a student to a facility with which it is not affiliated. The laboratories have the right to accept or reject any student. In addition, the ever-changing structure of health care organizations is beyond the control of the CLS programs. If laboratories merge, or go out of business, or choose to remodel their facilities, they may not be able to accept students when you want to go there. Every effort will be made to place every eligible student in a clinical site when he/she is ready to go. Since the beginning of the CLS programs at Ferris State University, there have always been enough clinical sites for the students eligible for clinical experience.

## **B. How to Be Assigned to Clinical Experience**

### **1. Eligibility**

To be eligible for clinical experience, you must first satisfactorily complete all prerequisites including earning a C or better in the courses with a CLLS prefix other than the internship. In addition, you must meet the non-academic requirements outlined in part C below.

### **2. Criminal Background Check**

Before each student is assigned to an affiliated laboratory it will be necessary to undergo a criminal background check **AT THE STUDENT'S EXPENSE**. This is an accreditation requirement for the clinical laboratories, so it is **NOT OPTIONAL**. If there is something in your background that might make a clinical laboratory refuse to accept you for internship, then perhaps you should consider enrolling in another educational program.

Details concerning the process for undergoing a criminal background check are changing rapidly. If you have questions about this process, contact the Clinical Coordinator, Mr. Dan deRegnier.

### **3. Interview and selection process**

Before you can be assigned to a clinical site, you **MUST** be enrolled in a CLS program! This applies especially to Phlebotomy Certificate Program students. If you are on the waiting list for another program in CAHS, you can still complete the Phlebotomy Certificate, but you **MUST** list Phlebotomy as your secondary program. See Mrs. Barbara Ross to complete the necessary paperwork. If you are not enrolled in a CLS program, we are not going to find you a clinical slot.

About one semester before you are ready to be assigned to a clinical site, you will be asked to interview at one or more of the sites listed above. We will also ask for your permission to share your grades with the sites. Most interviews will require you to travel to the site. While you are there, you will be given a tour of the laboratory, and will meet with the person who will be in charge of your clinical experience and possibly some of the clinical instructors. A few sites travel to Ferris State University to interview you on campus, and then schedule a laboratory visit later.

**Disclaimer:** You are eligible for clinical placement when you are 1) enrolled in a CLS program; and 2) have taken the required courses and earned satisfactory grades. When you have met those requirements, we will find a place for you. **BE AWARE** that your behavior and interviewing skills will also affect your clinical placement. If you don't meet the affiliated laboratory's requirements (you fail to bring a resume, you dress for the interview unprofessionally, or you behave inappropriately, the affiliated laboratories can refuse to accept you as an intern. If that happens, the CLS program has met its obligations to you- we gave you the opportunity to go to a clinical site, and **YOU BLEW THE OPPORTUNITY**. This is a professional program, and we expect professional behavior.

You should take a resume to the interview to leave with the clinical education instructor. If you are unsure how to assemble a resume, the Career Services Office will be happy to

help you. They can help you develop interviewing skills, too. For more information, click on: <http://www.ferris.edu/HTMLS/OTHERSRV/Placement/resources.htm>

After you have completed your interviews, you will give the on-campus clinical coordinator your list of preferences for assignment. The clinical affiliates will also rank the students that they prefer to accept. The clinical site will make their choices based on your interview, your grades, and any other criteria that they choose. Most affiliated laboratories are looking at interns as prospective employees, so if you can honestly say that you are interested in a permanent job after you graduate, that will be a plus for you.

Then the clinical coordinator will assign each student to a site. We do our best to give each student his/her first choice, but it doesn't always work out that way. The affiliates don't always get their first choice of student, either!

After you are assigned to a site, you will get specific information, such as when you will start, hours when you are expected to be at the laboratory, where to park, what the dress code includes, and other details.

#### **4. What if There Are More Students than Sites Available?**

The programs have always had enough clinical sites for the number of students available. If you refer to the tables above listing the current affiliates, it appears that we could accept 13 MLT students per year, and 28 MT students. If more students apply for admission to the program, we will inform the students IN WRITING so that they can choose to be put on a waiting list. Meanwhile, they can take on-campus courses, while we will try to find additional clinical sites. If students drop out, or we gain additional sites, we will assign each eligible student based on the date when they entered the program. Throughout the process, we will keep all students informed of our progress in finding sites for everyone who is eligible.

### **C. Clinical Experience Requirements**

In addition to the Criminal Background Check requirement described above, the following requirements must be met:

#### **1. TB test**

The clinical affiliates require documentation of a negative test for tuberculosis within the past calendar year. If you have received BCG vaccine, or if you have a positive screening test for TB, you will need to submit a report from a chest X-ray or other documentation that you do not have active tuberculosis.

#### **2. Hepatitis B vaccination and disclaimer**

In order to participate in clinical experience, you will need to provide either proof of hepatitis vaccination or demonstrate a titer of anti-HBs. You can get the vaccine for protection from hepatitis B at the Birkam Health Center. The charge there is generally less than you would pay at your doctor's office. But you can get the vaccine from anywhere, as long as you can provide written proof of having received it. It's up to you to pay for the vaccine.

If you decline the vaccine, you will be required to sign a waiver acknowledging having been informed about the vaccine, the risks associated with NOT being vaccinated, and that you understand that you can change your decision at any time and be vaccinated. If you do not get the vaccine, we may require you to re-sign the waiver form each year you are in the program.

Our affiliated clinical laboratories want you to be vaccinated against hepatitis B, or to show proof of antibody titer before you begin your clinical experience. If you sign the waiver declining the vaccination, you may risk your eligibility for a specific site assignment, or to attend any site at all. If you don't get an internship, you won't graduate.

### **3. Health insurance**

Ferris State University provides liability insurance for students during the clinical experience. You should provide your own health insurance during the clinical experience, at your own expense. We may require that you show us documentation of health insurance coverage BEFORE you can begin at a clinical site.

### **4. Other requirements**

A few affiliates require proof of other immunity, such as to rubella and/or varicella. Your clinical coordinator will let you know when you are assigned to your site if there are any additional requirements that you need to meet.

## **D. Clinical Experience Policies**

### **1. Attendance Policy**

Your clinical experience will usually consist of an 8 hour day (40 hour week). Usually this will be during the day shift. Exact times of starting and ending your shift will vary among the affiliates, and may even vary between laboratory sections. You may be scheduled briefly on the evening shift, night shift, or on weekends as part of your clinical experience. You will always be working under the supervision of a qualified instructor.

We expect you to have no absences. Every day at the clinical site is important. Certain activities are scheduled each day within each section of the lab. If you miss time, you interrupt the schedule. The technologists at each site are performing both service work and teaching you. If you are absent, this puts even more pressure on the teaching technologists to schedule make up time for you.

You may be absent due to illness. In this case, you MUST conform to the laboratory's procedures for reporting your absence. A death in your family or severe weather that closes roads and highways are other valid reasons for absence. Again, you must follow the lab's procedures for reporting your absence. You will not get time off for job interviews or for medical or dental appointments other than true emergencies.

If you are absent, you must make up the time you missed. You can only make up the time under supervision, which may limit your opportunities to progress on schedule. Depending on the situation, you may make up time after your regular hours, on weekends, or after the end of your scheduled clinical experience. When you can make

up the time is the decision of your clinical supervisor, with the approval of the coordinator at the site.

## **2. Service Work Policy**

At no time during the clinical experience will you be substituted for regular laboratory staff. During your clinical experience, you may be scheduled to perform procedures, run instruments, or man a work station after you have successfully completed all the objectives for that area. However, you will still be working under the supervision of a clinical instructor.

During your clinical experience, you may work as an employee of the laboratory, if the laboratory permits this and if scheduled hours are available. You must be progressing satisfactorily in your clinical experience in order to be employed by the clinical site. You may not work for pay during your regularly scheduled internship hours. You may only work in an area of the laboratory where you have successfully completed the assigned objectives.

Service work must be voluntary on both sides. You do not have to accept paid employment, if you are not interested. The laboratory does not have to offer paid employment to you.

If you are employed by the clinical site, you must be compensated for your work, and you must follow the normal employment policies of the institution.

## **3. Outside Employment Policy**

If you must work outside the laboratory during your clinical experience, please try to limit your hours. Your main job during your clinical experience is to learn the skills outlined by your objectives. You will still need to review theory and you may have formal homework assignments to complete. If outside employment is preventing you from completing your assigned work, we will recommend that you quit your outside job. If you continue to work and continue to perform below expectations, you may be removed from the clinical site.

## **4. Client Rights Policy**

Your clinical experience is likely to be the first time that you come into contact at a professional level with actual patients and clients of the laboratory. The population which you will be serving is likely to be more diverse than the students at Ferris State University or the population of your hometown.

We expect you to remember that each person with whom you interact as part of your responsibilities has inherent worth as a human being. You are expected to honor each person's dignity, and to respect their rights to privacy and their rights to their own religious and political beliefs and observations. Each patient or client also has the right to be informed about what is being done to him, and the right to expect his or her laboratory test results will remain confidential.

Each laboratory will have a policy that covers client rights, and your responsibilities to protect those rights. We encourage you to become familiar with and to observe these policies.

## **E. How You Will Be Evaluated**

### **1. Your skills**

You will be evaluated by assigned instructors at the clinical site. Ferris State University provides specific objectives and check sheets for each laboratory area. These outline the specific tasks you should achieve, with estimated levels of competence for a successful student. You'll have a copy of these too, so you can track your progress. You will be able to monitor your progress every time you log on to WebCT.

### **2. Your knowledge**

At the end of each rotation, there will be an exam for you on WebCT. This will cover how you perform tests in the lab section, clinical correlation of results, and some problem solving questions.

Some affiliated labs will also give you an exam or quizzes, covering the same objectives. Their questions are likely to be directed toward THEIR instrumentation and THEIR procedures. It's a good idea to ask at the beginning of each clinical rotation whether the instructor will be giving you quizzes or exams beyond the one from Ferris State University.

Many labs also will assign "homework," which is designed to help you review your theoretical knowledge. Nobody remembers everything. Some of the exercises will come from the Ferris State University faculty. If the clinical instructors want you to hand in this material, you will be expected to do so, on time, just as you would on campus. You may or may not have time during your laboratory shift to work on these assignments.

This may seem like a lot of work to expect, in addition to the forty hours per week you're already spending in the lab. But remember: you have at least one big, expensive exam looming in your future. The more review you do, the better prepared you are to score well on this exam.

### **3. Your professional behaviors**

At least once during your time at the affiliate, the instructors will evaluate you on your professional behaviors and attitudes, using the form on pp. 26 – 28 above.

## **F. Who Does What at the Clinical Site?**

### **1. Student Responsibilities at the Clinical Site**

YOU have responsibilities at the clinical site, which boil down to doing your best to learn all you can while you're there. Here's a partial list of what you need to do to succeed:

- Adhere to the policies and regulations of the hospital and clinical laboratory.
- Adhere to the attendance policy.
- Adhere to the dress code of the clinical affiliate.
- Arrive prepared to begin your clinical responsibilities on or before the time required by the affiliate.
- Acquaint yourself with where reference materials, reagents, and supplies are located in each area of the laboratory.
- Review material from on-campus courses while in each corresponding clinical rotation.
- Complete all assignments (homework) in time specified by the clinical instructors.
- Read and follow all procedure manuals and policies of the organization.
- Ask appropriate questions.
- Conduct yourself in a professional manner.
- Follow the appropriate organizational structure if a problem arises, as outlined in the CLS handbook.
- Read and take the responsibility for completing the objectives for each clinical course.

## **2. Clinical Instructors' Activities**

Here's what you may reasonably expect the clinical instructors to do while you're there:

- Orient you to that laboratory section(s).
  - a. Explain policies.
  - b. Show where manuals, supplies, and reagents are kept.
  - c. Explain recording and reporting of test procedures.
- Develop a daily rotation schedule.
- Evaluate you in the cognitive, psychomotor, and affective domains.
- Answer appropriate questions. Direct you to possible sources of information if a question cannot be answered.
- Give you basic instructions until you can do the procedures on your own under supervision.
- Assist you in developing a professional attitude.
- Instruct you at the bench in regard to quality assurance, routine maintenance and troubleshooting, and correlation of laboratory data.
- Communicate any problems, no matter how minor they may be, to the appropriate individual.

### **3. Clinical Education Coordinator Activities**

One person at each site is designated as the clinical coordinator. He or she will maintain records of your performance, resolve problems if and when they arise, and generally provide guidance while you're at the clinical site. Here's what you can reasonably expect that individual to do:

- Interview students.
- Submit rank order of students to appropriate on-campus Education Coordinator.
- Distribute materials sent by on-campus Education Coordinator to Clinical Adjunct Instructors.
- Schedule students in rotations, with instructor input, using calendar from Ferris State University.
- Schedule physicals, orientation, and/or other necessary arrangements for beginning clinical experience.
- Oversee clinical experience - meet with instructors and students regularly.
- Keep files of grades and all documentation as to how grades were derived.
- Contact appropriate on-campus Education Coordinator concerning all problems, no matter how minor.
- Establish policies for handling problems with students.
- Establish absentee policy with FSU approval.
- Attend clinical adjunct faculty meetings.
- Make arrangements for other clinical adjunct faculty to attend adjunct faculty meetings.
- Assure adherence to the service work policy.

#### **G. Communication with Ferris State University**

We don't forget you while you're on your clinical experience! For one thing, you're paying tuition to Ferris State University, and you're getting academic credit for the work you do. For another thing, we're interested in how you're doing while you're out there!

Somebody from the CLS program faculty will call or send e-mail about once a week, to see how you're doing. WebCT is also available for email, on-line chatting and bulletin board. We try to communicate with the Clinical Education Coordinator, the instructor you're working with, and with you. This way, we get ideas of how you're doing from several perspectives.

With the exception of the students in the phlebotomy certificate program, we also visit each student at least once during your clinical experience, probably toward the middle of the time that you are at the laboratory. While we're there, we like to see what's new at each site, talk to the Clinical Education Coordinator, as many instructors as possible, and you! Usually these are enjoyable trips.

However, if you are having difficulty in meeting your objectives, we will visit on an emergency basis if we need to. If you see us coming when you're not expecting us, this isn't a good sign! If we have to remove you from your clinical experience, we will need to meet with everyone involved, including you. Your rights will be protected. But bear in mind that your performance is likely to have caused the problems we're addressing.

Don't worry; if you behave yourself and make a good effort, your clinical experience will be a great ending to your Ferris State University education. Most clinical sites will be eager to hire any students who do a good job while they're there. We all want you to succeed, and we'll do what we can to get you a great Ferris State University education.