



**Monmouth
Medical Center**

**RWJBarnabas
HEALTH**

300 Second Avenue, Long Branch, NJ 07740

Medical Laboratory Science Program



Established in 1954

**John A. Mihok School of Medical Laboratory Science
Monmouth Medical Center**

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INTRODUCTION

Welcome - Overview

The staff at Monmouth Medical Center welcomes you to the John A. Mihok School of Medical Laboratory Science and are happy to assist you in your journey to become Medical Laboratory Scientists.

Medical Laboratory Scientists (MLS) are a valued part of the Healthcare Team. MLS are commonly referred to as the *Healthcare Detectives*. The rigorous education and extensive training, which includes clinical chemistry, hematology, immunology, immunohematology, microbiology, allows MLS to perform, analyze, and report patient test results frequently assisting physicians in uncovering the condition, diagnosis, and/or treatment. According to the [Centers for Disease Control and Prevention](#), “70% of today’s medical decisions depend on laboratory test results.” This high percentage unveils the importance of Medical Laboratory Scientists in the team of healthcare.

The field of Medical laboratory Science is one of continuous improvement – new methodology, state-of-the-art instrumentation, tests to offer better patient care and improve outcomes.

Career Opportunities

Opportunities for medical laboratory scientists are vast with employment options in various settings and organizations, such as clinical laboratories (hospital, forensic, reference), pharmaceutical industries (technical specialist, sales), education, and research institutions.

Career Outlook

The projected growth for the field of Medical Laboratory Science, according to the US [Bureau of Labor Statistics](#) is 11% through 2030, faster than the average for all occupations. The median annual wage for laboratory scientists continues to increase due to the shortage of qualified professionals.

Students of Monmouth Medical Center’s Medical Laboratory Science Program will acquire the knowledge and skills to become certified Medical Laboratory Scientists and join the dedicated professional field in healthcare.

PROGRAM INFORMATION

Mission Statement

To administer a program where students learn the theoretical background, clinical skills, values, and professionalism to become Medical Laboratory Scientists and ensure quality patient care.

Program Values

- To develop and foster such affective behaviors as professional conduct and interpersonal communication skills with patients, laboratory staff, other health care professionals, and the public.
- To observe and practice safety at all times and to respect the rights of patients and hold confidential all laboratory results.
- To provide ongoing Continuing Education Resources to students, staff members, and other clinical professionals.
- To represent the interests of the Department of Pathology on all in-services within and outside the laboratory.

Program Goals & Objectives

- Provide a structured approach to the study of the pathology of various disease states as they relate to laboratory results as well as extensive training in the technical aspects of performing these analyses.
- Provide training and educational resources in didactic and clinical instruction, physical plant, clinical instrumentation, information systems and guidance to our students to ensure entry level competencies.
- Represent the Interests of the Department of Pathology on all in-services within and outside the Laboratory.
- Provide an atmosphere of integrity and professionalism to prepare the student for his/her role within the health care system.
- Develop and foster affective behaviors, such as professional conduct and interpersonal communication skills with patients, laboratory staff, other health care professionals, and the public.
- Maintain a durable, positive attitude and a flexible acceptance for change.
- Ensure learning and practice of patient's rights and confidentiality policies.
- Observe and practice safety at all times.
- Provide an education to qualified candidates without regard to race, creed, color, religion, age, national origin, sex, sexual orientation, gender identity, disability, or protected veteran status.
- Instill the importance of networking and a life-long pursuit of continuing education in one's personal development.

- Contribute to the team concept in laboratory decision-making.

In keeping with *NAACLS Preamble and description of the profession, our graduates will achieve entry-level competencies in all areas of clinical pathology: chemistry, hematology and hemostasis, immunochemistry, immunology, microbiology, urinalysis and body fluids, and laboratory operations which includes laboratory and quality management, lab statistics, phlebotomy, education methodologies, research, and professionalism.

The goals are achieved by the combination of didactic and clinical practice designed to develop the students' abilities through objectives. These objectives are fulfilled and are categorized utilizing three domains: Cognitive, Psychomotor, and Affective.

Psychomotor skills (development of fine motor skills by completion of the program):

- Possess the physical dexterity to manipulate laboratory equipment as needed, collect samples (e.g. venipuncture), and perform repetitive testing (e.g. serological dilutions, pipetting) to perform tasks involved in testing.
- Perform, using standard laboratory equipment, a list of tasks determined by the program to be essential, transferable skills within the clinical laboratory as practiced in hospitals, clinics, independent laboratories, and physician office laboratories.

Cognitive skills (development of knowledge and understanding of laboratory practices):

- Show a full understanding of MLS program content by applying theory learned in didactic courses with that of clinical practice using various modalities.
- Understand and explain specimen processing, collection, labeling, storage, physiological or immunogenic theories, and describe methods and analyses of testing applicable to each clinical service within pathology, including Clinical Chemistry, Hematology, , Immunology/Serology, Transfusion Medicine, Microbiology, and Molecular Diagnostics, Urinalysis/Body Fluids
- Describe the various stages (pre-analytical, analytical, and post-analytical) involved in testing of patient samples from collection to reporting results.
- Describe staining characteristics, specimen collection, media selection, and incubation conditions of routine and unusual bacteria, parasites, fungi, and viruses, where appropriate. The student will recognize colonial morphology, biochemical and serological reactions, and antibiotic sensitivity patterns of routine bacteria, parasites, fungi, and viruses where appropriate.
- The student will be able to evaluate results to recognize health and disease states, assess validity and accuracy of procedures, determine inconsistent results; take corrective action, and report the need for additional/confirmatory testing.
- The student will be able to describe the essential components, principles of operation, preventive maintenance of representative equipment used in the Laboratory.
- The student will be able to discuss the essential components of Educational Methodologies as they apply to the clinical experience.

Affective skills (soft skills - behavior and communication)

- Demonstrate professional work ethics (including Patient Confidentiality), honesty, and integrity.
- Communicate succinctly and effectively and understand written and verbal instructions in the English language.
- Accept constructive feedback.
- Demonstrate the ability to work independently and/or as a collaborative team member completing tasks under time constraints.
- Read typewritten text from hard copy and computer monitors.
- Prioritize requests and possess ability to multitask when necessary.
- Accept constructive criticism or feedback.
- Maintain alertness and concentration during a normal learning period.
- Apply knowledge, skills, and values learned from work and life experiences to new situations.
- Show respect for self and others.
- Project an image of professionalism including appearance, dress, and attitude.
- Demonstrate safety measures.

Essential Functions

Essential Functions are general (non-academic) skills, related to the knowledge and practice of Medical Lab Science, which applicants and students must possess and master to successfully complete the program. The program's essential functions are listed below:

- Understand and apply all material provided in the MLS Program
- Accurately follow guidelines for handling, storing, and/or disposal of chemical and biological substances.
- Follow laboratory standard operating procedures and safety protocols during all phases (e.g. pre-analytical, analytical, and post-analytical) of laboratory testing.
- Accurately interpret oral and written instructions in the English language.
- Analyze laboratory results and determine accurately.
- Recognize and troubleshoot or problem-solve lab test errors, discrepancies, and system malfunctions to reconcile issues in a timely fashion.
- Observe and appropriately handle all biological samples for clinical laboratory testing.

- Differentiate sample characteristics, such as turbidity, color, odor, viscosity, and shape/form.
- Have the physical dexterity to properly use and/or manipulate all laboratory equipment, instruments, and supplies such as pipettes, test tubes, forceps, inoculating loops, and slides to ensure accurate results.
- Visualize and interpret all icons, text, numbers, and graphs.
- Ability to hear and differentiate alarm sounds.
- Physically stand and/or sit for extended periods of time, reach for laboratory bench and supplies to perform daily job-related tasks, and navigate through narrow corridors or spaces to access the various sections of the department and hospital.
- Collect patient samples using safe and sterile techniques.
- Ability to perform repetitive practices such as pipetting and computer typing.
- Lift heavy materials, reagents, instrument parts up to 20 lbs.
- Demonstrate professional behavior and empathy at all times when communicating with patients, colleagues, and clinical staff.
- Practice professional behavior by accepting constructive criticism.
- Ensure patient confidentiality measures are followed.

All applicants and students are required to acknowledge receipt, understanding of content, and agree they are capable of successfully fulfilling these requirements with or without corrective devices and/or reasonable accommodations.

Career Entry Level Competencies

Through the accomplishment of the above objectives and successful completion of the clinical program, the core set of transferable laboratory competencies which the student can perform at the entry level in clinical laboratory science include:

1. Applies:
 - principles of basic laboratory procedures in order to perform tests
 - principles of special procedures related to testing
 - knowledge to identify sources of error in laboratory testing
 - knowledge of fundamental biological characteristics as they pertain to laboratory testing, in order to interpret laboratory findings
 - knowledge of theory and practice related to laboratory operations
 - knowledge of standard operating procedures
2. Selects:
 - procedural course of action appropriate for the type of sample requested
 - reagents/media according to established procedures
 - instruments to perform tests appropriate to test methodology, according to established procedures
 - appropriate controls for the test performed
 - routine laboratory procedures to verify test results according to established

- protocol
 - special laboratory procedures to verify test results
 - instruments for new laboratory procedures
3. Prepares:
 - reagents/media for tests according to established procedures
 - instruments to perform tests
 - controls appropriate for testing procedures
 4. Calculates:
 - results from test data obtained from laboratory procedures
 5. Correlates laboratory data with:
 - clinical data to assess test results
 - quality control data to assess test results
 - other laboratory data to assess test results
 - physiologic processes to assess/validate test results and procedures
 6. Evaluates:
 - laboratory and clinical data to specify additional tests
 - laboratory data to recognize common procedural/technical problems
 - laboratory data to verify test results
 - laboratory data to determine possible inconsistent results
 - laboratory data to recognize health and disease states
 - laboratory data to assess validity/accuracy of procedures for a given test
 - laboratory data to take corrective action according to predetermined criteria
 - laboratory data to recognize and report the need for additional testing
 - laboratory data to determine alternate methods for a given result
 - various methods to establish new testing procedures, laboratory, and clinical data to assure personal safety
 - laboratory operational policies
 - test results obtained by alternate methodologies
 - laboratory data to establish reference range criteria for existing or new tests
 - laboratory data to make identifications

Application of knowledge and skills is emphasized. Performance of manual and automated procedures is required. After demonstrating proficiency, students may be permitted to perform procedures under qualified supervision. By the conclusion of the clinical practice, students are expected to have acquired the knowledge and skills necessary to function as entry-level Medical Laboratory Science professionals.

Admission Criteria

To be eligible for Monmouth Medical Center's John A. Mihok MLS Program, students must have at least a Baccalaureate Degree (BS) or have attained ≥ 90 credits in Medical Laboratory Science / Medical Technology at an accredited college or university.

A cumulative G.P.A. of 2.95 with a minimum G.P.A. of 2.95 in science courses is preferred.

Each Application Packet is reviewed by the Program Director and Applicant Review Committee.

Students currently enrolled in an accredited MLS Baccalaureate Program (3+1):

Prerequisite course work is determined by the affiliate university/college and must be completed prior to starting the MLS Program at Monmouth Medical Center. A letter or email confirming completion will be requested from the affiliate college/university's program director. Upon successful completion of our program, these students **are awarded thirty-two (32) credits** to fulfill the remaining requirements towards a baccalaureate degree in Medical Laboratory Science/Medical Technology at the affiliate university.

Students that have earned a baccalaureate degree from an accredited academic university/college (4+1):

Students with a baccalaureate degree in biology, chemistry, or related science, must meet Monmouth Medical Center MLS Program admission requirements. These include a minimum of 16 credits in Biological Sciences and 16 credits in Chemistry.

Program prerequisite courses:

- Human Anatomy & Physiology
- Cell Biology
- Microbiology
- Immunology
- General Chemistry
- Organic Chemistry
- Biochemistry
- Statistics

Students who have not completed the prerequisites noted above may apply, however cannot begin the MLS Program until these courses are completed.

Graduates with degrees earned outside the United States must have their transcript(s) evaluated from an evaluation agency listed on the [American Society for Clinical Pathology website](#).

All International applicants and applicants whose first language is not English must submit scores received on the Test of English as a Foreign Language (TOEFL): minimum TOEFL score of 79/80 on the Internet-based test, 213 on the computer-based exam, 550 on the paper-based exam. The TOEFL is administered by the Educational Testing Service (ETS). Applications may be obtained from ETS, Box 6151, Princeton, New Jersey 08541-6151. The results of these tests help applicants determine whether they are prepared to undertake study conducted in English before making extensive plans for study in the US.

Academic Affiliations

Currently, MMC MLS Program's academic affiliates include

- Commonwealth University of Pennsylvania
- East Stroudsburg University
- Farleigh Dickinson University
- Georgian Court University
- Kean University
- Monmouth University
- St. Joseph's University
- SUNY Fredonia
- SUNY Plattsburgh

A new affiliation agreement is initiated upon a student's acceptance into Monmouth Medical Center's MLS Program.

Application

Process

The application period runs from Sept. 1 through December 1 prior to the August start date. Late applications will be accepted until program capacity is reached. Thus, you are encouraged to apply as soon as possible.

Required documents to include in the application packet: Letter/Statement of Interest, Official Transcripts, and three Letters of Recommendation. Detailed instructions for submission are found on the application.

Each application is reviewed by the Program Director and Applicant Review Committee. Individuals* who submit all requested documentation and fulfill admission and performance requirements will be invited to an interview.

*Note: Acceptance is based on academic achievement, career interest, and interview. All qualified applicants will receive consideration without regard to race, national origin, religion, age, color, sex, sexual orientation, gender identity, disability, or protected veteran status.

Applicants are assessed and the Applicant Review Committee will either determine acceptance into the program or invite candidates for a second interview, which includes an on-site tour of Monmouth Medical Center Clinical Laboratories.

Program Acceptance

Candidates are notified of acceptance via email. A signed receipt of the Acceptance Letter and the deposit confirms a seat in the MLS Program.

Final acceptance is contingent upon successful completion of prerequisite courses, drug screening test, and criminal background check.

A final transcript is required prior to beginning the program.

Accepted applicants must confirm their desire to enter the program by the given deadline. Any misrepresentation by the applicant throughout the application process will be cause for non-acceptance.

The program capacity is ten.

Expenses

Tuition: The tuition for MLS Program 2023-2024 is \$6,500.00. A deposit of \$500.00 applicable toward the tuition is due upon confirmation of acceptance. The balance of

\$6,000.00 is due 60 days prior to the start of the program. If necessary, payment plans are honored on a case-by-case basis; to make arrangements, contact the MLS Program Director before the tuition deadline. The \$500.00 deposit is nonrefundable. Arrangements for payment may differ depending on the affiliation agreement; contact Program Director/Advisor to inquire.

Textbooks: Textbooks are a separate expense. The list of required textbooks will be sent to each student along with purchasing details one month prior to class start.

Liability Insurance

During the term of the Medical Laboratory Science Program, the Hospital maintains Professional Liability Insurance with respect to any liability arising from their participation in the program. Limits of liability are \$1,000,000 per incident and \$3,000,000 aggregate.

Attire

Business casual is the expected attire for students and employees. Scrubs are also acceptable. Non-slip closed shoes must be worn at all times. T-shirts, shorts, jeans, exercise wear, and sandals (or other open shoes) are **not** acceptable.

Withdrawal Policy

If a student withdraws in writing after the tuition is paid in full, the refund policy is as follows:

- *100% refund one month prior to first day of class*
- *75% refund during first week of class*
- *50% refund during second week of class*
- *25% refund during third week of class*
- ***No refund after the third week of class***

Program Leadership:

Jasminka Balderacchi, MD, FCAP
Regional Medical Director
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Director, Medical Laboratory Science Program
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Program Schedule

Contact the program director for the MLS Program's start date. Note: a mandatory hospital-orientation may begin prior to the start of the MLS Program. The MLS Program's first week begins with orientation and the initiation of the Lab Principles and Operations course. The first half of the year-long program offers formal lectures in each of the principle areas followed by student lab activities or assignments in the afternoon; the latter half completes formal lectures and includes the clinical laboratory practice rotations. The student:instructor ratio per clinical rotation is either 1:1 or 2:1. There is one instructor per course taught by the Program Director and Program Educators. Additionally, there are scheduled guest lecturers which includes Medical Staff, Laboratory Director, Managers, and Scientists.

The students are typically present from 8:30am – 4:00pm for the didactic portion and 8.0 hour (shift may vary) during the clinical rotations. Students may be required to slightly alter their start and end times to accommodate the learning activities.

Holiday/Time-off is scheduled for major holidays (e.g. Labor Day, Thanksgiving, Christmas, New Year's Day, Memorial Day, Independence Day). For additional or extended time-off, see program calendar.

Graduation

After satisfactorily completing all laboratory and lecture requirements, including all assignments and passing a comprehensive final examination, students will be awarded a Certificate in Medical Laboratory Science. A completed transcript (32 credits) will be emailed to the student's affiliated college. A record of all students grades and transcripts is permanently maintained electronically by the Program Director and in an administrative restricted shared drive on Monmouth Medical Center's network. Paper documents are maintained in student's file in Program Director's office. The issuing of a degree (by the student's academic institution) or MMC certificate is not contingent upon the student passing any type of external certification or licensure examination (see below).

Certification Examinations

A student who has successfully completed the hospital program, and has received their baccalaureate degree, is eligible to take the ASCP Board of Certification Examination for Medical Laboratory Scientist and/or any examination for which they satisfy the eligibility requirements. Applications may be obtained from the www.ascp.org website. Scores from the above examinations will be sent to the Program Director.

Clinical Laboratory Science Courses

Course Structure

A course syllabus, which contains the course title, duration, instructor(s), textbook, requirements, description, and grading policy and rubric, is given to each student at the beginning of each course. This includes lecture and laboratory courses.

Course Descriptions:

MLS Laboratory Operations & Management I (1.5 credits): this course provides instruction and practice for general knowledge and skills which involve all clinical laboratory services, such as specimen preparation and transport, infection control, safety, quality management, basic laboratory calculations, phlebotomy, use of laboratory information systems, professionalism and ethics in healthcare, and general laboratory management such as organization structure and processes.

MLS Laboratory Operations & Management II (1.5 credits): this course provides instruction and practice in education methodologies and writing: objectives, lesson plans and assessments; research design including terms and methods, and perform a research project; additional management topics, such as styles of management, standard operating procedures, job descriptions, interviewing techniques, performance appraisals, and calculating expenses and productivity.

MLS Clinical Chemistry (4 credits): The course includes instruction of techniques used to measure various analytes (e.g. proteins, carbohydrates, lipids) found in blood and other body fluids. Monitoring their levels is pertinent to determine diagnosis and/or treatment of condition. Course includes interpretation of test results and data correlation, operation, maintenance, quality management, and troubleshooting of instruments.

MLS Clinical Hematology (4 credits): The course includes instruction on blood cells, their formation and function; identification and quantitation of cell types, and hematologic disorders, such as hereditary, metabolic, inflammatory. Laboratory practice will include manual and automated testing, such as complete blood counts, studies of peripheral blood and bone marrow smears, special tests for hematologic disorders.

MLS Hemostasis/Coagulation (1.5 credits): The course involves instruction and practice for general knowledge of the Hemostatic process (e.g. coagulation and fibrinolytic processes), abnormal hemostasis, thrombosis, and disease manifestation. Additionally in the lab, the student will become competent in the performance of techniques and methods used to monitor normal and abnormal hemostasis and correlate findings with diagnosis.

MLS Clinical Immunohematology/Blood Bank (4 credits): The course and laboratory provides instruction on the understanding of the major (and some minor) blood group systems, antigen-antibody reactions, antibody screening, donor eligibility and requirements, compatibility testing, transfusion reactions, transfusion therapy, and the processing and distribution of blood products.

MLS Clinical Immunology (2 credits): The course offers an understanding of the organs and cells of the immune system. Topics include immunoglobulin structure and function, cytokines, complement system, abnormalities (e.g. hypersensitivity, autoimmunity), and various clinical applications and methods. In the laboratory, they will practice the immunologic techniques learned.

MLS Clinical Microbiology (5.5 credits): The course and laboratory practice provides understanding of the principles, applications, performance and interpretation of Microbiology lab findings including Molecular Diagnostics. Topics include quality management and safety including infection control. Additionally, identification of bacterial, fungal, mycobacteria, viral, and parasitic microorganisms through microscopic and macroscopic processes, biochemical testing, susceptibility methods, antimicrobial therapy, antibiotic resistance. In the laboratory, the student will gain practical experience in both manual and automated test methods (including molecular testing) and processes.

MLS Clinical Urinalysis/Body Fluids (1.5 credits): The course and clinical rotation provides an understanding of renal physiology, formation and composition of urine, principle and analysis of various tests performed in the lab both manually (dipstick and microscopic) and through automation instrumentation, and interpretation of test results and their correlation to the diagnosis. Additional topics include body fluid chemistry for cerebrospinal, semen, synovial, serous, and amniotic fluids. In the lab, they will gain experience performing both manual and automated testing.

MLS Clinical Practice Courses (7 credits): Four courses include Hematology/Hemostasis, Urinalysis-Body Fluids, Microbiology/Molecular, Chemistry/Immunology, Immunochemistry/Phlebotomy. All include three components: Practical Exam, Skills checklist, and Affective Evaluation.

Comprehensive Exam: Students are required to pass a comprehensive examination given at the end of the program. The format follows the national certifying examination. Students must achieve a 70% in each content area in order to pass the exam. Three attempts are allowed. Grade is Pass/Fail.

PROGRAM POLICIES

Absenteeism

It is **mandatory** that students call **before 8 a.m.** if they are going to be absent due to illness. The student should **call the Program Director and extension of the department to which they are assigned.** Refer to the following list of phone numbers for the laboratory.

- Chemistry: 732-923-7382
- Client Services/Phlebotomy: 732-923-6266
- Hematology, Coagulation and Urinalysis: 732-923-7371
- Microbiology: 732-923-7289
- Blood Bank: 732-923-7373
- Program Director: cell 732-245-6262; office: 732-923-7367

It is the student's responsibility to fulfill lecture and laboratory objectives within the time allotted for the subject. Lecture material missed due to absence can be made up by self-study of resource material. Depending on the student's progress, laboratory work not completed must be made up at the discretion of the instructor and/or manager. If an exam is missed, a make-up exam will be given, the very next day the student returns. A total of five absences for illness will be allowed for the year. **Lost time due to excessive absenteeism (greater than five days) may be grounds for dismissal from the program.**

All students must personally sign in upon arrival and out daily, and a member of the staff must be apprised of the student's general whereabouts at all times. **Failure to sign in and out daily will result in dismissal from the MLS Lab Internship Program.**

Bereavement time will be granted as follows: three days for immediate family (parent, spouse, sibling, or child); one day for grandparent, mother or father-in-law.

Academic Probation

All students are expected to achieve a final grade of 73% (minimum). This pertains to both laboratory rotations (practical) and lecture series (didactic). Approximately midway through each practical and didactic section, the instructor and/or manager will review the student's progress. If the student's performance requires improvement, the student will be advised and counseled. Confidentiality and impartiality will be maintained through the program when advisement and guidance is needed.

If at the end of either a practical or didactic section, the student fails to achieve a 73%, the student will be placed on probation. Two failures (one practical/one didactic; two practical or two didactic sections) constitute grounds for dismissal. If only one laboratory section is failed throughout the year, the student may repeat that section at the end of the program. If only one lecture series is failed throughout the year, arrangements will be made for the student to repeat the subject during the next program cycle. No makeup exams will be given; however, tutorial may be assigned.

If the student cannot pass the repeated laboratory rotation or lecture series with a 73% on the first attempt, he/she will be given an incomplete and dismissed from the program. The student's college advisor will be notified when he/she is placed on academic probation.

Affective Behavior Objectives

During the clinical experience, the student will be expected to demonstrate and be evaluated on the following professional characteristics:

- Being prompt and attentive.
- Functioning within the realm of one's learning ability.
- Being attentive and showing interest by asking questions for clarification or to gain additional information.
- Checking work for errors and adhering to quality control criteria.
- Organizing daily assignments without constant direction.
- Following through on problems to the extent of his/her knowledge.
- Being cooperative and responding positively to constructive criticism.
- Maintaining a professional attitude in dealing with both instructors and peers.
- Not allowing distractions or disinterest to cause repetition of mistakes.

- Showing initiative through additional reading and/or investigation in order to enhance the educational experience.
- Following all ethical conduct guidelines.
- Maintain patient confidentiality

Dress Code

All students are expected to be neat and well-groomed at all times, and abide by the following standards:

- Identification badges are to be visible while on duty.
- Students are to wear the designated laboratory attire, comfortable closed shoes or clean leather sneakers, and socks.
- Long hair must be tied back off the shoulders while in the laboratory for your safety.
- For male students, hair, beards and mustaches must be neat and trimmed.
- Protective lab coats and gloves are supplied to each student at no charge. These coats are to be worn in the laboratory **only**.

** T-shirts, jeans, exercise wear, shorts, and sandals (or other open shoes) are **not** acceptable.

Cell Phone Use

Use of cell phones or ear plus is prohibited during lectures, student lab, and clinical practice except at designated breaks. Taking pictures of exams during testing or review is not permitted at any time.

Ethics and Code of Conduct

Monmouth Medical Center's Medical Lab Science Program has established the following as acceptable ethical conduct:

- The student provides services with respect for the dignity of others, unrestricted by considerations of nationality, race, creed, color, status, or physical limitations.
- The student safeguards the individual's right to privacy by judiciously protecting information of a confidential nature, sharing only that information relevant to his/her care. This information is never to be discussed in the presence of the public or outside of the Hospital.
- The student performs all assignments, exams, and lab practicals with honesty.
- The student demonstrates respect for self as a professional and human being by:
 - Not coming to the laboratory under the influence of intoxicants or narcotics
 - Not bringing such items to the Hospital, nor using such items during working hours
 - Not stealing or deliberately destroying Hospital property
- The student's attitude shall not impede his/her progress and/or the progress of others. Negative attitudes include being uncooperative, belligerent, chronically complaining, or frequently leaving the laboratory without permission from the department Manager/Supervisor or Program Director.
- The student is willing to accept the professional, ethical, and moral responsibilities to patients, and other members of the health care team.
- The student maintains appropriateness of dress, cleanliness, neatness, and good grooming.
- The use of obscene language is degrading and will not be tolerated. Infractions of this policy will result in action by program officials.

- The student uses individual competence as a criterion in accepting delegated responsibilities, including all lecture and laboratory assignments.
- The student recognizes and accepts responsibility for individual actions and judgment.

For more detail regarding RWJ Barnabas Health Code of Conduct Policy, see Compliance Booklet located on RWJBH Website (URL: <https://compliance.rwjbh.org/Resource.ashx?sn=codeofconduct>)

Counseling

Counseling and handling of complaints are the responsibility of the Program Director. If further management of the problem is necessary, it may be referred to the Medical Director, College/University Advisor, or Employee Assistance Program.

Dismissal From the Program

The following factors constitute cause for dismissal from the Medical Lab Science Program:

Failure to maintain an acceptable academic average: If a student does not achieve a 73% average for two sections, this will be considered a failing performance.

Academic Integrity Violations: Cheating is an act of deception by which a student misrepresents his or her mastery of material on a lecture or lab written exam, or lab practical. Examples of cheating are: unauthorized assistance during exam or practical; copying from another person's exam or practical; bringing and using unauthorized materials such as notes, textbooks, preprogrammed calculators and text messaging during exam or practical; collaborating with another person during an exam by giving or receiving information without permission. If any violations occur, the exam or practical will be immediately collected and the person will be given a failing grade for the exam. The MLS

Program Director or Instructor will fill out a Violation of Academic Integrity Form (VAIF). The person in violation of this policy will meet with the Director of the MLS Program on the same day of the occurrence, if possible. Otherwise, within 5 days of the occurrence. At this meeting, the violation will be discussed, and a determination as to whether to place the person on Academic Probation or immediately expel the MLS student from the program will be decided.

Unethical Conduct: Conduct that clearly violates items listed in the "Ethics and Conduct" section of this handbook and policy manual and/or the regulations of Monmouth Medical Center shall constitute sufficient cause as reason for dismissal from the program. Such attitude may be reflected in uncooperative, belligerent, and derisive behavior, chronic complaining, frequently leaving the laboratory without permission from the Manager or Program Director, excessive tardiness or absenteeism. Students will first be given a verbal warning; the second warning shall be a written warning; and the third notice shall be a written notice and constitute grounds for dismissal.

*These factors constitute broad guidelines and are applied with discretion. Each situation involving the possibility of student dismissal from the program will be evaluated on an individual basis.

Employment

Per-Diem positions

Students are eligible to work up to 16 hours per week in evenings, weekends, holidays, or days off from MLS Program. Working during school hours is prohibited. Students will not perform service work, whereby students are substituted for regular staff.

Evaluation System

Students are graded on cognitive (knowledge), psychomotor (manual dexterity), and affective (attitudinal) behaviors following each laboratory rotation. The evaluation is reviewed with the student. The final grade for a subject is computed from both the practical and didactic portions; a student must pass **both** the practical and didactic portions.

The grading policy is explained in the following chart.

Letter Grade	Numerical	Interpretation
A	89.5-100	Excellent: The student must display a comprehensive knowledge of theory and principles and demonstrate excellence in laboratory skills.
A-	87.5-89.4	
B+ B B-	83.5-87.4 79.5-83.4 77.5-79.4	Above Average: The student demonstrates good achievement in the skills and techniques in the laboratory and an understanding of the theory and principles involved.
C+ C	73.5-77.4 69.5-73.4	Average: The student has satisfactory skills and techniques in the laboratory and an understanding of the theory and principles involved.
C- D F	67.5-69.4 63.5-67.4 0-63.4	Unsatisfactory: The student must repeat the subject because he/she does not comprehend the theory and/or failed to develop the skills and techniques required.
Incomplete		The required material or hours have not been completed. All work must be completed before a certificate is awarded.

Comprehensive Exam Policy

Students are required to pass a Comprehensive Exam. Grades are based on pass/fail. Passing is defined as achievement of a minimum score of 70% in each content area of the exam. Students will be given three attempts to pass. If they are unsuccessful after the second attempt, they are required to attend tutoring sessions with a course educator. Their graduation date from the program may be affected.

Students who do not pass the Comprehensive exam on the third attempt may not be eligible to take the Board of Certification Exam until all didactic and clinical practice courses are satisfactorily completed.

Absence from Comprehensive Exam - Any student who is absent will automatically fail the exam unless the absence is due to illness or unexpected emergency. A signed document from appropriate authority must be delivered to the Program Director no later than 5 working days after the exam date; students who do not meet this deadline will fail the exam. If the excuse submitted is determined acceptable by the Program Director, the student will not be given a failure for the exam.

Grievance Procedure

Grievance: Academic

A student may appeal an examination score, evaluation, or course grade using the following procedures:

Within **five (5) business days** after receiving a score or grade which a student wishes to challenge, the student should schedule an appointment with the faculty member administering the grade, stating the reason for the appointment. When meeting with the faculty member, the student should be specific about parts of the examination, paper, etc. for which the evaluation is being appealed. In extenuating circumstances, e.g., where it would be difficult or impossible for the student or the faculty member to schedule an appointment within the designated time limit, the appointment should be scheduled as soon thereafter as possible. In no case, however, will an appeal be considered following **ten (10) business days** from the official date of the posting or receipt of the grade.

Should the issue fail to be resolved in the meeting with the faculty member, the student may request a conference with the Program Director. This conference should be held as soon as possible after the student's request, and will be held at such a time that the faculty member who administered the grade being challenged will be available to participate as well. The Program Director, after hearing and considering relevant information from all parties, shall render an opinion regarding the student challenge of the grade within **two (2) business days** of the conference with the student.

In the event that the student remains dissatisfied with the outcome, the student may request that the Program Director review the appeal, including the specific grade challenge made by the student, and relevant information from all involved faculty. The Program Director will render the final decision in the informal appeal process.

The informal academic appeal procedure is designed to facilitate open communication between the students and the faculty. Hopefully, the majority of student grievances will be resolved at the informal level, involving only essential parties to assist with preservation of confidentiality. Should the student remain dissatisfied with the Program Director's decision, the student has the right to appeal in writing to the Administrative Director of the Laboratory. This appeal must be made within **five (5) business days** following the rendering of a decision by the Program Director. The written appeal must state clearly and concisely the circumstances and particulars relating to the score or grade which is being appealed.

The Administrative Director will gather all pertinent information related to the appeal, including written statements from the faculty member who administered the grade and the Program Director. The Administrative Director will appoint an Appeals Committee, to consist of the program's Medical Director, along with two neutral third parties. A meeting will then be convened to hear the evidence brought by both student and involved faculty. The student and faculty member will be notified in writing of the implementation of the formal appeal procedure and of the members serving on the Appeals Committee. At a time not to exceed **thirty (30) business days** from the date of the written appeal request submitted by the student to the Administrative Director, a final decision will be reached.

Grievance: Non-academic

It is the policy of Monmouth Medical Center to not discriminate on the basis of race, national origin, religion, sex, age, veteran status, or disability. Grievances related to such forms of discrimination should be made to the

Program Director. The Program Director will address matter to appropriate authorities.

Program Evaluation

The students are given the opportunity to evaluate the program. These evaluations are confidential and anonymous. The evaluations are discussed with each educator, administrators, and/or those directly involved in the experience. Results of the evaluations are used to make constructive changes in the curriculum when appropriate. The students are encouraged to discuss any problems with the Program Director and the individual instructors.

Graduates are also surveyed in order to ascertain how well prepared they were for employment. Subsequently, employers are also asked to evaluate our graduates.

Student Records

An official transcript of grades will be sent to the registrar at the college/university affiliate for those students enrolled in a "3 + 1" program. Letter and/or number grades will be recorded on the transcript depending upon the individual institution's policy.

Students may review **only** their own file with the Program Director, with the exception of interview material. Information contained within the file (grades, evaluations, etc.) will be released only upon written request of the student. Records are maintained indefinitely.

Studying

Study time during the day may be granted by the clinical instructor; however, gaining clinical experience should always be the student's first priority. Always check with the instructor for guidance in this area.

Voluntary Withdrawal From the Program

A student who wishes to withdraw from the program must write a letter of resignation to and consult with the Program Director. The student's college advisor will be notified of the student's intent to withdraw.

Accidents or Illness

If a student has an accident while on duty, it must be reported to the department Manager and the Program Director. The student will be sent to the Emergency Department (ED) for examination or treatment, and may then be referred to their private physician. If a student becomes ill while on duty, the department Manager and Program Director must be informed. The student may be advised to see their private physician; however, if warranted, the student may be sent to the ED to be seen by a physician. The student will be charged for that service by the physician, and will receive a bill from the Hospital.

In the event of an accident involving a biohazardous substance (blood or body fluids), the incident must be

reported to the department manager, technologist-in-charge, or Program Director **immediately**. An "Occurrence Report" will be completed, and the student will have the appropriate treatment and blood tests drawn.

Cafeteria and Lounge

One of the benefits that the Medical Center offers is the use of the employee cafeteria where meals may be purchased at a reasonable cost; you will receive an employee discount with purchases. Meals from home may be eaten in the cafeteria, laboratory lounge, or outside during favorable weather. A food storage refrigerator is located in the lounge and classroom. Microwave ovens can be found in the cafeteria, lounge, and classroom. Everyone is encouraged to clean up after using the facilities. Food may not be stored in any other refrigerator in the laboratory. Check cafeteria for hours of operation.

Lost and Found

Call the Security Department, 732-923-7192.

Parking

Students will be given parking instructions prior to commencement or first day of program. Parking assignments will be in areas designated for employees. Parking assignments may change during periods of construction.

Events

If employed by the hospital, he/she will receive an invitation to the hospital's annual Holiday party. All students are invited to laboratory-sponsored functions.

Safety Rules

All students will be responsible for reviewing the laboratory's current safety manual and will attend an orientation session that reviews Fire and Electrical Safety, Infection Control and Hazardous Materials policies and procedures. The following are general guidelines for laboratory safety:

- Follow Universal Precautions: treat all specimens as potentially infectious; avoid spills and minimize aerosolization.
- NEVER pipette anything by mouth.
- Dispose of sharps in leak- and puncture-proof containers.
- NEVER recap needles or syringes.
- Use protective laboratory coats, gloves, eyewear, and engineering shields.
- Wash hands frequently following all laboratory activities, after removing gloves, and immediately following contact with potentially infectious material.
- Decontaminate work surfaces and wipe up spills immediately.
- NEVER eat, drink, smoke, store food, or apply cosmetics in the laboratory.

Security

The following information concerns the United States Department of Education's directive concerning a student's right to know:

Monmouth Medical Center maintains a security desk in the main building. All complaints and/or investigations originate from this desk. If security assistance is needed for any reason, dial extension 37192. A security officer will be dispatched via two-way radio communication.

The hospital maintains a visitor pass and employee identification system. A closed circuit TV system is used for surveillance throughout the facility. The grounds are patrolled by security on foot patrol and by vehicle. Escort service is available for anyone needing assistance to his or her vehicles by calling the main security desk at extension 37192. There are no students in residence on the campus. Everyone is encouraged to report any security problems of which they are aware to the Security Department.

Monmouth Medical Center conducts continuing education that stresses procedures designed to help provide a safe and secure environment.

Snow Policy

The Hospital administration may declare a "snow emergency." If such an emergency is declared, The John A. Mihok., School of Medical Laboratory Science may be closed for onsite lectures or training. Contact the Program Director for advisement.

During inclement weather, the student should use discretion in traveling and he/she is urged to call the Program Director for advisement. Under all circumstances, the student must call the Program Director and laboratory if he/she will be absent.

Telephone Etiquette

When answering the telephone, be sure to answer courteously with your name and the section of the laboratory. *Example: Good Morning; Chemistry Lab; Cathy Smith speaking. How may I help you?*

Incoming calls for students will be routed to the section of the laboratory in which the student is assigned.

Disaster – Teach Out Plan

In an unforeseen disaster or event where the hospital/program can no longer operate, all didactic materials will be distributed online via the course/computer learning management system while lectures will be presented online via Zoom or an equally appropriate platform. In the event the MLS Program closes – students will be permitted to finish their educational/clinical experience but no new students will be permitted.

Addendum A

Affective Checklist

Essential Affective Objectives must be met 100% of the time.

Achievement of the Additional Affective Objectives will be met when the student receives a “Meets or Exceeds Expectations”.

Exceed Expectations: Demonstrates the behavior/attitude noted below 100% of the time, and his/her actions consistently exceed expectations throughout the MLS Program.

Meets Expectations: Demonstrates the behavior/attitude noted below at least 80% of the time.

Needs Improvement: Demonstrates the specific behavior/attitude less than 80% of the time. Program Director will schedule a meeting if obtained.

See section on Ethics and Code of Conduct in the syllabus for a description of actions taken for a “Needs Improvement” evaluation.

Essential Affective Objectives

1. Uphold Monmouth Medical Center Policies in addition to the MLS Program Specific Policies.
2. Always follow safety rules and regulations.

Additional Affective (Soft Skill) Objectives

Attendance

1. Arrive each day and to each class/lab on time.
2. Notify Program Director and instructor when late or absent before 8am.
3. Always attend class whether it is onsite or online; exception is an excused absence.
4. Inform instructor of need to leave class or lab.

Integrity

1. Report mistakes to instructor immediately.
2. Accept responsibility for own actions and mistakes.
3. Accept criticism and make efforts to improve.
4. Demonstrate respect for fellow students, faculty, and hospital staff.

Communication

1. Appropriately follow oral and written instructions.
2. Ask and respond appropriately to questions.
3. Demonstrate effective and appropriate oral and written communication.
4. View MonmouthMLS Moodle course site and MMC’s e-mail on a regular basis (access to both sites are provided first day of program).

Cooperation

1. Demonstrate courtesy and work effectively with others.
2. Willingly perform tasks required of a student.
3. Treat equipment with care and use lab supplies and reagents carefully without unnecessary waste.
5. Provide assistance to other students when appropriate.

Self Confidence/Self Reliance

1. Perform lab procedures without excessive repetition.
2. Demonstrate an appropriate level of confidence
3. Recognize lab results or course situations that should be brought to the instructor's attention.
4. Maintain composure under stress.
5. Be able to work independently.

Organization

1. Maintain a clean and orderly work area.
2. Perform tasks with minimal disruption of others.
3. Follow the flow of tasks in the student lab.

Interest/Initiative/Motivation

1. Be prepared for class activities (e.g. read materials before lectures, labs, etc.).
2. Leave class at the scheduled time.
3. Demonstrate interest in work and eagerness to learn.
4. Begin activities on own initiative.
5. Correlate theory with student lab activities.
6. Actively participate in class, online, and student lab activities.

Effectiveness/Efficiency

1. Submit assignments on time.
2. Work systematically and efficiently.
3. Follow through on assigned tasks.
4. Work under expected time/volume pressure with minimal loss of accuracy.
5. Respond promptly and appropriately in most situations.
6. Concentrate on task being performed.

Professional Decorum/Commitment

1. Be appropriately attired and groomed (see MLS Handbook & Policy and Safety Manuals)
2. Demonstrate speech and manner appropriate for professional and educational setting.
3. Participate in professional activities.
4. Demonstrate respect and commitment to the profession.
5. Comply with policies regarding the use of electronic devices during class and lab sessions.

Additional Affective Objectives that are Desired

1. Volunteer for committees, open houses, and off-campus school events.
2. Assume leadership roles.
3. Join a clinical laboratory professional organization.

Addendum B to MMC Medical Lab Science (MLS) Handbook

Addendum to Class 2022 MMC MLS Handbook & Policy Manual, regarding administrative and academic changes:

Change is inevitable, making it appropriate to include a clause that informs students of possible modifications due to unforeseen events, such as: “An instructor reserves the right to make changes to the syllabus, including test or assignment dates, when unforeseen circumstances occur.” In addition, in accordance to the fluidity associated with business and healthcare operations, MMC MLS reserves the right to restructure the clinical rotations, reassign trainer responsibilities, and make changes to administrative posts. These changes will be announced as early as possible.

I have read and understand the contents of the Class 2022 MMC MLS Handbook & Policy Manual (including addendum). The rules and requirements have been explained in detail to me by the Program Director. My questions and concerns regarding the contents have been addressed. I agree to abide by all policies specified in the document and will remain compliant during my enrollment as a student/intern in the MMC MLS Program.

(Print Name)

(Signature)

(Date)

ESSENTIAL FUNCTIONS

Essential Functions are general (non-academic) skills, related to the knowledge and practice of Medical Lab Science, which applicants and students must master to successfully complete the program. The program's essential functions are listed below:

- Understand and apply all material provided in the MLS Program
- Accurately follow guidelines for handling, storing, and/or disposal of chemical and biological substances.
- Follow laboratory standard operating procedures and safety protocols during all phases (e.g. pre-analytical, analytical, and post-analytical) of laboratory testing.
- Accurately interpret oral and written instructions in the English language.
- Analyze laboratory results and determine accurately.
- Recognize and troubleshoot or problem-solve lab test errors, discrepancies, and system malfunctions to reconcile issues in a timely fashion.
- Observe and appropriately handle all biological samples for clinical laboratory testing.
- Differentiate sample characteristics, such as turbidity, color, odor, viscosity, and shape/form.
- Have the physical dexterity to properly use and/or manipulate all laboratory equipment, instruments, and supplies such as pipettes, test tubes, forceps, inoculating loops, and slides to ensure accurate results.
- Visualize and interpret all icons, text, numbers, and graphs.
- Ability to hear and differentiate alarm sounds.
- Physically stand and/or sit for extended periods of time, reach for laboratory bench and supplies to perform daily job-related tasks, and navigate through narrow corridors or spaces to access the various sections of the department and hospital.
- Collect patient samples using safe and sterile techniques.
- Ability to perform repetitive practices such as pipetting and computer typing.
- Demonstrate professional behavior and empathy at all times when communicating with patients, colleagues, and clinical staff.
- Practice professional behavior by accepting constructive criticism.
- Ensure patient confidentiality measures are followed.

All applicants and students are required to acknowledge receipt, understanding of content, and agree they are capable of successfully fulfilling these requirements with or without corrective devices and/or reasonable accommodations.

_____	_____
Student Signature	Date

LABORATORY AGREEMENT
for
Laboratory Information System

INTRODUCTION

This Agreement as dated below by and between (print name on line),
_____ hereinafter referred to as the “Laboratory employee”
and **MONMOUTH MEDICAL CENTER/ MONMOUTH MEDICAL CENTER SOUTHERN CAMPUS**
hereinafter referred to as “the Hospital” sets forth the terms and conditions for remote access to the Hospital’s
Computer System.

By signing at the end of this Agreement, the above named Employee acknowledges and agrees to all of
the terms and conditions of this Agreement.

AUTHORIZED USE

Laboratory employee shall be authorized to access the Computer System upon:

- Signing this Agreement,
- Successfully completing the Hospital Information and Laboratory Information Systems
Department Training Program; and,
- Establishing and continuing to properly use his/her User Identification Code.

Patient information shall be available on the Computer System for seventy-two (72) hours after the
patient has been discharged from the Hospital. Authorized persons using the Computer System shall be
responsible for proper use of the information including, but not limited to, obtaining any needed older
information from other sources.

***Laboratory employee shall be permitted to print information from screens, provided the
hard copy be handled with the same degree of confidentiality as any other component of the
Patient’s medical record.***

LABORATORY EMPLOYEE

***All Supervisors shall be solely responsible for the compliance by his/her staff members with
the terms of the System Security Policy and Procedure and the conditions of this document.***

CODES

Codes may be only used by the single authorized person for whom they are designated. Codes may not be shared, loaned, transferred, borrowed or otherwise used by any person other than the specific person to whom they are assigned. The authorized person for whom a code is designated shall be absolutely and unconditionally responsible for the proper use of their code.

At no time shall laboratory personnel authorize, loan, transfer, share or otherwise permit any other person to use his/her code for access to the Computer System. Such actions shall be grounds for immediate disciplinary action up to and including termination of the employee from MMC/MSC and the BARNABAS HEALTH CARE SYSTEM.

Cause for disciplinary action shall include but not be limited to, the following:

- Sharing, lending, transferring or loaning a code to any other person, regardless whether that person is a relative, physician, or another member of the staff.
- Unauthorized use of the code or of information contained in the Computer System
- Unauthorized use of the information on the Computer System.
- Breach of the confidentiality of any patient at the Hospital with regard to their medical record.
- Any tampering with the Computer System, the remote access Computer System to the Computer System, or any patient's medical record.
- Unauthorized use of the code by any member of the laboratory staff
- Any other violation of the terms of this Agreement.

Upon the termination of the employment of any laboratory staff member, the Director or LIS person shall notify the Hospital's IS Department of the termination within twenty-four (24) hours.

TRAINING

The Laboratory Department Section Supervisor shall provide training in the use of the Computer System. All persons seeking authorization for remote access to the Computer System must satisfactorily complete training in the use of the software protocols to the full satisfaction of the Supervisor prior to receiving full authorization to access the System. Any time an authorized person needs or desires, they may obtain additional training from the Training and Development Department upon request.

CONFIDENTIALITY

The right of access to the Hospital and Laboratory Computer System as covered by this Agreement is intended to enhance the efficiency, effectiveness and quality of care for the Hospital's patients. All authorized persons using the right of access shall be personally responsible for maintaining the confidentiality of the patient's medical record information to the fullest extent as required by professional ethics, by any certifying organization standards, and by any and all local, state and federal laws, rules and regulations.

HIPAA COMPLIANCE

A. For the purpose of implementing Section 264 of the **Health Information Portability and Accounting Act** of 1996 as amended, and the written regulations thereto (“**HIPAA**”), Laboratory employee agrees as follows:

- (1) Laboratory employee shall not use or disclose Health Information for any purpose other than the purpose stated in this Agreement
- (2) Laboratory employee shall not use or disclose Health Information in a manner that would violate the requirements of HIPAA if such use or disclosure were done by Hospital.
- (3) Laboratory employee shall maintain such safeguards as are necessary to ensure that Health Information is not used or disclosed except as provided by this Agreement.
- (4) Laboratory employee shall report to Hospital any use or disclosure of Health Information that is not provided for by this Agreement
- (5) In the event that Laboratory employee makes a material alteration to Health Information, the Laboratory shall make such Information available to the subject of that information in accordance with the requirements of HIPAA and guidelines prescribed by Hospital;
- (6) Laboratory employee shall make available its internal practices, books and records relating to the use and/or disclosure of Health Information received from Hospital to the Secretary of Health and Human Services or his or her agents for the purpose of determining compliance with HIPAA
- (7) Laboratory employee shall promptly incorporate any amendments or corrections to Health Information when notified by Hospital that such information is inaccurate or incomplete. For purposes of this Agreement, “Health Information” means any information, whether oral or recorded in any form or medium, that is created or received by Hospital and relates to the past, present, or future physical or mental health or condition of an individual, the provision of healthcare to an individual, or the past, present, or future payment for the provision of healthcare to an individual.

I hereby agree to the terms and conditions as set forth above.

Employee Signature : _____

Dated : _____

Prepared By: KMB
Revised: 02/01/2016 sn
Reference: H.R. Policy # C-3



Hand Hygiene for HCP (Healthcare Personnel) Unit Based Competency

PURPOSE: To ensure that staff know the proper method for hand cleansing.

METHOD: Demonstration and Direct Observation

REVIEWER: Unit Manager

CRITERIA FOR COMPETENCY: All items listed below are completed satisfactorily.

Evaluation Methods key: O=Observed, D=Demonstrated=Verbal Response, Knowledge Assessment, Q and A

Critical Elements	Methods See key	Met	Not Met	Comments
1. Staff verbalizes that proper hand hygiene is the number one way to prevent the transmission of infections.				

Hand Hygiene Using Soap and Water

Critical Elements	Methods See key	Met	Not Met	Comments
1. Wets hands under warm running water.				
2. Applies soap and distributes over hands.				
3. Rubs hands together vigorously for 15 -20 seconds to create lather.				
4. Using friction, covers all hand surfaces including palms, back of hands, fingernails, web spaces and fingers.				
5. Rinse hands under warm running water.				
6. Dries hands thoroughly with disposable towel.				
7. Turns off faucet using clean disposable towel.				

Hand Hygiene Using Alcohol Hand Rubs

Critical Elements	Methods See key	Met	Not Met	Comments
1. Dispenses Antiseptic Hand rub into palm.				
2. Rubs hands together.				
3. Covers all surfaces of hands: palms, back of hands, between fingers and wrists.				
4. Allows product to air dry.				

Indications for Hand Hygiene

Critical Elements	Methods See key	Met	Not Met	Comments
1. Use Soap and Water: <ul style="list-style-type: none"> • When hands are visibly soiled • After caring for a person with known or suspected infectious diarrhea or exposure to spores (C. difficile) • Before Eating • After using restroom 				
2. Alcohol based hand rub is preferred: <ul style="list-style-type: none"> • Immediately before touching a patient • Before/after donning/doffing gloves • Before performing an aseptic task (placing an indwelling device or handling invasive medical device) • After touching a patient or the patient's immediate environment (e.g. when taking a blood pressure, lifting a patient) • After contact with blood, body fluid, mucous membranes, non-intact skin and contaminated dressings or surfaces 				

Reviewer: Department Manager

Competency of:

Name: _____ **Employee ID#:** _____

Department _____

Reviewer: _____ **Date:** _____