

Truman Medical Center  
Hospital Hill  
**MEDICAL LABORATORY  
SCIENCE PROGRAM**



2801

**TMC**

TRUMAN MEDICAL CENTER  
*Hospital Hill*





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## Mission Statement:

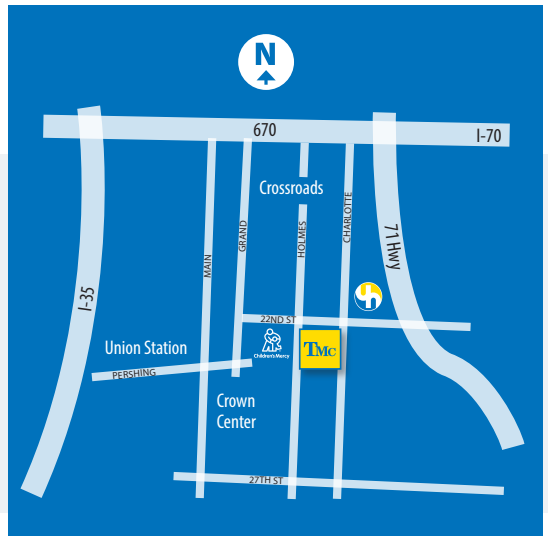
*“To educate and train professionally competent and ethical laboratory scientists committed to life-long learning, who are prepared to meet the future health care needs of our facilities and the surrounding communities.”*

## Program Goals:

- Developing scientists competent in accessing and applying medical laboratory data.
- Instilling a strong sense of integrity and professionalism.
- Promoting critical thinking skills with a desire to continue to seek knowledge and perfect technical skills.
- Developing effective communicators to educate others on laboratory practices and policies.
- Increasing awareness of the ever changing Healthcare landscape and the importance of essential hospitals to the uninsured.

All classes and clinical training will be provided at Truman Medical Center Hospital Hill campus,

**TMC Hospital Hill**  
2301 Holmes Road  
Kansas City, Missouri 64108  
Phone: 816-404-1000



# Accreditation

The Truman Medical Center Hospital Hill MLS Program is pending accreditation through:

## National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)

5600 N. River Road, Suite 720

Rosemont, IL 60018-5119

Phone: 773-714-8880 | [info@naaccls.org](mailto:info@naaccls.org)

## Description of the Medical Laboratory Scientist Profession\*

The medical laboratory scientist is qualified by academic and applied science education to provide service and research in clinical laboratory science and related areas in rapidly changing and dynamic healthcare delivery systems. Medical laboratory scientists perform, develop, evaluate, correlate and assure accuracy and validity of laboratory information; direct and supervise clinical laboratory resources and operations; and collaborate in the diagnosis and treatment of patients. The medical laboratory scientist has diverse and multi-level functions in the principles, methodologies and performance of assays; problem-solving; troubleshooting techniques; interpretation and evaluation of clinical procedures and results; statistical approaches to data evaluation; principles and practices of quality assurance/quality improvement; and continuous assessment of laboratory services for all major areas practiced in the contemporary clinical laboratory.

Medical laboratory scientists possess the skills necessary for financial, operations, marketing, and human resource management of the clinical laboratory.

Medical laboratory scientists practice independently and collaboratively, being responsible for their own actions, as defined by the profession. They have the requisite knowledge and skills to educate laboratory professionals, other health care professionals, and others in laboratory practice as well as the public.

The ability to relate to people, a capacity for calm and reasoned judgment and a demonstration of commitment to the patient are essential qualities. Communications skills extend to consultative interactions with members of the healthcare team, external relations, customer service and patient education.

Medical laboratory scientists demonstrate ethical and moral attitudes and principles that are necessary for gaining and maintaining the confidence of patients, professional associates, and the community.

# Description of Entry Level Competencies of the Medical Laboratory Scientist\*

At entry level, the medical laboratory scientist will possess the competencies necessary to perform the full range of clinical laboratory tests in areas such as Clinical Chemistry, Hematology/Hemostasis, Immunology, Immunohematology/Transfusion medicine, Microbiology, Urine and Body Fluid Analysis, Laboratory Operations, and other emerging diagnostics, and will play a role in the development and evaluation of test systems and interpretive algorithms.

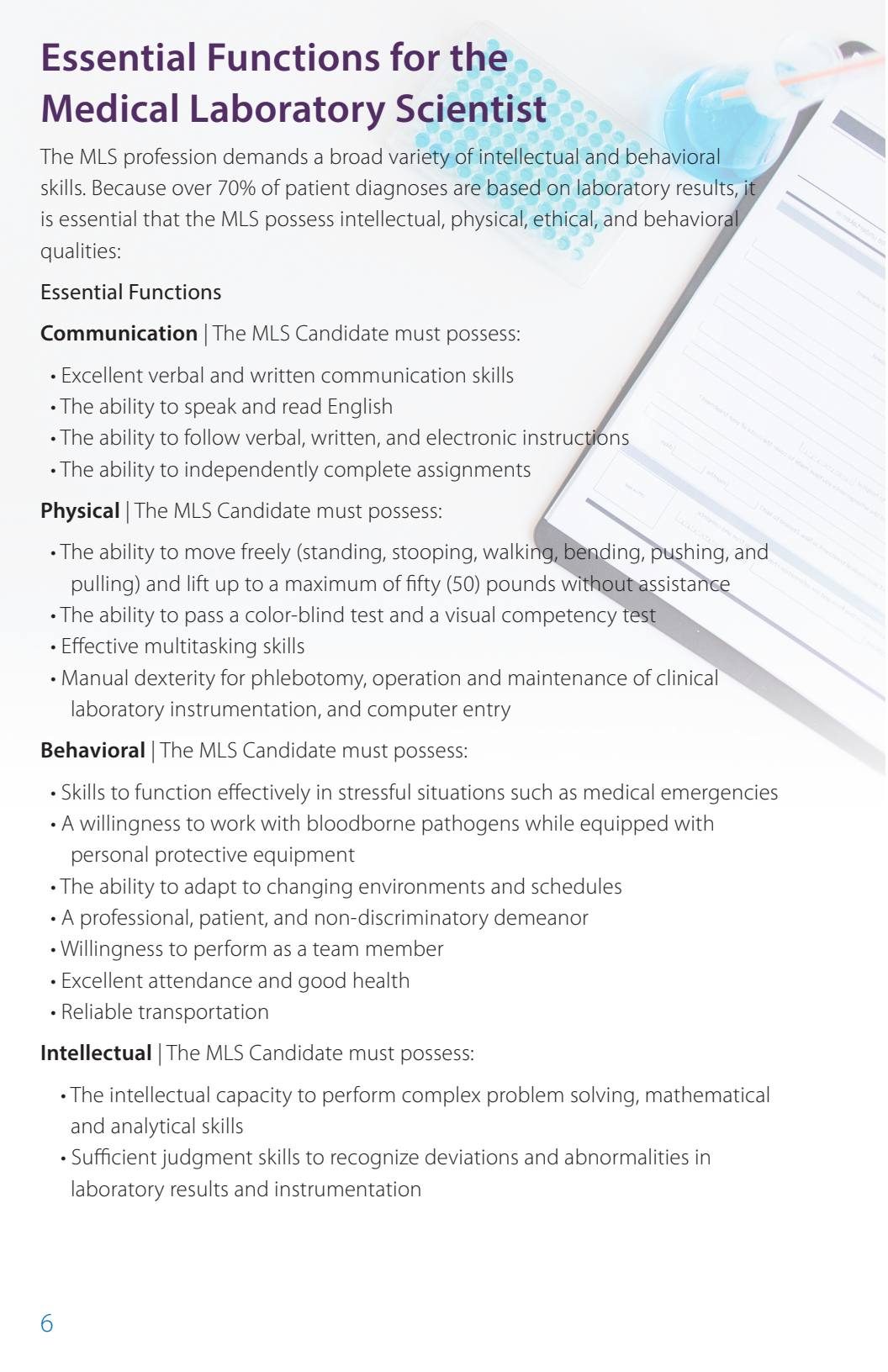
The medical laboratory scientist will have diverse responsibilities in areas of analysis and clinical decision-making, regulatory compliance with applicable regulations, education, and quality assurance/performance improvement wherever laboratory testing is researched, developed or performed.

**At entry level**, the medical laboratory scientist will have the following basic knowledge and skills in:

- A. Application of safety and governmental regulations and standards as applied to clinical laboratory science;
- B. Principles and practices of professional conduct and the significance of continuing professional development;
- C. Communications sufficient to serve the needs of patients, the public and members of the health care team;
- D. Principles and practices of administration and supervision as applied to clinical laboratory science;
- E. Educational methodologies and terminology sufficient to train/educate users and providers of laboratory services;
- F. Principles and practices of clinical study design, implementation and dissemination of results.

*\*Adapted from MLS Standards for Accredited and Approved Programs, 2012*

# Essential Functions for the Medical Laboratory Scientist



The MLS profession demands a broad variety of intellectual and behavioral skills. Because over 70% of patient diagnoses are based on laboratory results, it is essential that the MLS possess intellectual, physical, ethical, and behavioral qualities:

## Essential Functions

**Communication** | The MLS Candidate must possess:

- Excellent verbal and written communication skills
- The ability to speak and read English
- The ability to follow verbal, written, and electronic instructions
- The ability to independently complete assignments

**Physical** | The MLS Candidate must possess:

- The ability to move freely (standing, stooping, walking, bending, pushing, and pulling) and lift up to a maximum of fifty (50) pounds without assistance
- The ability to pass a color-blind test and a visual competency test
- Effective multitasking skills
- Manual dexterity for phlebotomy, operation and maintenance of clinical laboratory instrumentation, and computer entry

**Behavioral** | The MLS Candidate must possess:

- Skills to function effectively in stressful situations such as medical emergencies
- A willingness to work with bloodborne pathogens while equipped with personal protective equipment
- The ability to adapt to changing environments and schedules
- A professional, patient, and non-discriminatory demeanor
- Willingness to perform as a team member
- Excellent attendance and good health
- Reliable transportation

**Intellectual** | The MLS Candidate must possess:

- The intellectual capacity to perform complex problem solving, mathematical and analytical skills
- Sufficient judgment skills to recognize deviations and abnormalities in laboratory results and instrumentation

- Mechanical skills sufficient to perform troubleshooting and maintenance procedures
- Psychomotor skills sufficient to operate a computer keyboard, computer interfaces, and complex laboratory equipment

As part of the application and retention process, Truman Medical Center candidates must attest to possessing the requisite skills listed above.

## Admission Criteria

No Advanced Placement will be granted to students with laboratory experience or laboratory-related experience. All students must complete the entire program

### **Candidates for the 4+1 program must possess the following:**

A 2.5 GPA with:

- 16 credit hours of Biological Sciences including one semester of microbiology, immunology, and genetics
- 16 credit hours of Chemistry with one semester of organic or biochemistry
- College algebra or Calculus
- A baccalaureate of science from a regionally accredited college or university

Upon successful completion of the Truman Medical Center Hospital Hill MLS Program, students will be awarded a certificate and will be eligible for the Board of Certification examination.

### **Candidates for the 3+1 Program must possess:**

Completion of requisite course work for Clinical or Medical Laboratory Science from an accredited college or university with a minimum GPA of 2.5.

- 16 credit hours of Biological Sciences including one semester of microbiology, immunology, and genetics
- 16 credit hours of Chemistry with one semester of organic or biochemistry
- College algebra or Calculus

Upon successful completion of the Truman Medical Center Hospital Hill MLS Program, 30-45 credit hours or credits will be transferred back to the affiliated institution for a Bachelor of Science in Medical Laboratory Science.

# Tuition, Fees, Refund Policy

All checks and money orders must be made payable to TMC Hospital Hill and mailed to the address below.

Truman Medical Center Hospital Hill  
Attn: Laboratory, MLS Program  
2301 Holmes St.  
Kansas City, MO. 64108

**Application fee \$25** – non-refundable

**Tuition** is \$3,000

- Due before classes begin
- 50% refund during first calendar week
- 0% refund following first calendar week
- 0% refund if student is dismissed for behavioral reasons

**Books and laptop** – Students are responsible for purchasing books and laptop; these expenses separate from and are not included in tuition.

- Books are around \$700 if new—rentals and used are available online for much less
- Laptop must have Google Chrome installed to access Canvas
- 0% reimbursement to students for books or laptop if student unenrolls or is dismissed for any reason

Background check, nursing assessment physical, and any vaccines required are provided to the student at no cost, and not eligible for refund.

Truman Medical Center Hospital Hill does not reimburse students for relocation expenses whether the student enrolls, disenrolls, or is dismissed for any reason.

Truman Medical Center Hospital Hill does not reimburse students for medical expenses incurred while enrolled in the MLS Program.

- Health insurance – benefits are offered to students, who may enroll at their own expense at the same cost as employees
- Students are responsible for paying all copays or expenses not paid for by insurance.


**Dress Requirements** –

- Business Casual
- Hunter Green scrubs are required if students wish to wear scrubs (purchase by student)
- Disposable lab coats and all other personal protective equipment will be provided at no cost



**TRUMAN MEDICAL CENTER  
HOSPITAL HILL PROUDLY  
PROMOTES A CULTURE  
WHERE **EVERYONE IS  
WELCOMED****





Nursing Assessment Physical are provided at no cost to students

### **A completed application requires:**

1. The online application form and application fee of \$25
2. Official college transcript from each school attended
3. Signed Student Waiver of Rights
4. Applicant Recommendation Form
5. Essential Functions acknowledgement form

Applicants are not considered candidates for admission unless all application requirements are met. Applicants will be evaluated based on GPA, Volunteer work, and references.

After applications are received, consideration for admission will be based on not only GPA, but work experience, volunteer experience, and references.

<https://tmchealthsciencesdistrict.org/medical-laboratory-science-program#application>

**Advanced Placement** will not be offered to candidates with laboratory experience of other certifications. All students must attend and complete the one-year program, including the didactic and clinical rotations.

In 2004, The Joint commission instituted a regulation requiring all persons involved in health care activities, including students, to have a criminal background check. Students must submit to the following:

- Criminal background check with both the local jurisdictions as well as the Missouri Highway Patrol to assure that no student has been convicted of a felony or is otherwise disqualified pursuant to the Missouri Regulations. Admission into the MLS Program will not be final unless the student's background check is complete and acceptable.
- Multi-State Criminal/Sex Offender check to assure that no student is a convicted sex offender;
- Perform a Social Security Number Tracer;
- Review the Government Services Administration Excluded Parties Listing System to assure that the student is not on the list;
- Confirm that any outstanding warrants are resolved prior to the start date of the rotation;

- Review the Missouri Department of Mental Health Disqualification Registry Report to assure that the student has not been reported to the registry or is otherwise disqualified pursuant to the report;
- Perform orientation/training on Corporate Compliance and HIPAA privacy issues pursuant to teaching curricula and materials provided by TMC Hospital Hill;
- Review the Missouri Family Care Safety Registry to assure that student is not on any ineligibility list or otherwise disqualified to perform services for a health care provider.
- **Notification to TMC.** For 3 + 1 students, the affiliated school shall provide to TMC Hospital Hill, at least thirty (30) days prior to assignment to TMC, the proposed number of students and their faculty supervisor(s); length and dates of practicum; intended clinical unit for the practicum; and other information provided for by TMC Hospital Hill's Student Assignment Form. The proposed assignment shall be effective when TMC Hospital Hill has executed the form and returned it to School.

**Health Requirements** include documented proof of immunization for, Tdap, Hepatitis B Vaccination Series, a negative TB symptom review, 2-Step TB Skin Test (if history of a positive TB Skin Test then a normal 2-view chest x ray is required), and proof of immunity to measles, mumps, rubella, and varicella. Students are also required to have any other seasonal immunizations required of workforce members, including a flu shot.

All students must undergo a nursing assessment physical examination provided by TMC Hospital Hill at no cost to students. Admission into the MLS Program will not be final unless both are completed successfully.

TMC Hospital Hill shall furnish all equipment and supplies necessary for students to participate in the selected learning experiences and assignments with the exception of a laptop and textbooks, which must be purchased or rented by the students. A list of textbooks will be furnished upon request from the Program Coordinator.

## Service Work

Because Truman Medical Center Hospital Hill is Kansas City's only downtown hospital, giving back to the community is essential. As a Safety Net hospital, there are numerous opportunities for service work. The MLS Program will require 10 non-paid, Professionalism Points, as part of curriculum, in order to complete the program. Points will be granted for such activities as participation in community blood drives, health care fairs, high school student healthcare recruitment activities and other community health outreach programs. Opportunities will vary according to those being currently offered by TMC Hospital Hill.

The Program Coordinator will inform students of opportunities as they are posted and will record points electronically in the student record.

# Courses and Descriptions:

## Introduction to Laboratory Operations

This course begins with a brief history of clinical laboratory science as an introduction to the profession. An emphasis is placed on the importance of quality and responsibilities of the Medical Laboratory Scientist. Common medical prefixes, suffixes, and the metric system with scientific notation, significant figures, and conversions and concepts unique to the laboratory such as diluents, molarity, normality, centrifugation, pipetting, and dilutions will be covered. An introduction to the phases of laboratory testing, laboratory safety, microscopy, general laboratory workflow, and regulatory agencies is provided. Quality control and the Westgard Rules are covered in detail.

## Phlebotomy and Specimen Processing

Provides instruction in performing venipunctures, finger sticks and heel sticks, and proper urine collection procedures. The course begins with instruction on professionalism, patient rights, and privacy. The following topics are covered: blood flow, blood vessels, choosing phlebotomy sites, anticoagulants, specimen containers, reviewing test requests, patient labeling requirements, choosing appropriate equipment, and handling problems during phlebotomy. The processing segment provides instruction on assessing specimens for pre-analytical acceptability, specimen rejection, operation of a centrifuge, and distribution of specimens to testing departments.

## Clinical Urinalysis

Covers theory, practical application, and basic laboratory skills for chemical and microscopic analysis of urine in the clinical laboratory. Other testing covered includes semen analysis, vaginal wet prep analysis, urine pregnancy testing, occult blood testing, fecal fat and leukocytes, fetal fibronectin, and placental alpha macroglobulin-1.

## Clinical Immunology and Molecular Diagnostics

Topics covered include innate and adaptive immunity; differentiation of T- cells and B-cells; vaccines; autoimmune causes and diseases; the major histocompatibility index and HLA roles in immune response; the structure and function of immunoglobulins; the complement pathway; serological assays, rapid immunoassays, competitive and non-competitive immunoassays including ELISA and immunofluorescence; hypersensitivity disorders; transplant rejection mechanisms; tumor markers; plasma cell malignancies; immunodeficiency and its diseases; hepatitis and HIV causes and testing. Molecular diagnostics theory and procedures will be introduced, including PCR, nucleic acid probes, sequencing, and other techniques.

## Clinical Chemistry

Beginning with essential concepts of spectrophotometry and enzyme kinetics, the course progresses sequentially into the discussion of ion/fluid balance, proteins,



carbohydrates, and non-protein nitrogen compounds. The student will learn correlation of results with disease states such as diabetes, cardiovascular disease, liver and kidney disease. Endocrinology, toxicology, therapeutic drug monitoring, and acid/base systems are included. Instrumentation concepts such as electrophoresis, immunoassay, electrochemistry, and manual methodologies, accompanied by quality control, calibrations, and specimen acceptability are covered. Workflow, maintenance, troubleshooting, and utilization of a laboratory information system will be part of the clinical experience and enable the student to function independently upon completion of the program.

### **Hematology and Coagulation**

The production and differentiation of blood cells by the body; identification of blood cell abnormalities; instrumentation and associated computer technology; microscopic evaluation and quantitation of normal and abnormal patients; disease states in hematology and coagulation; evaluation of blood coagulation mechanisms, including monitoring anticoagulant therapy; identification and enumeration of cells in bone marrow, blood and other fluids; clinical interpretation of tests; correlation of results with patient condition; problem solving and validation of results.

### **Microbiology**

This course will describe in detail the practice of Clinical Microbiology as

performed by laboratory employees. Standard techniques such as culture processing, stain utilization, biochemical tests, manual and automated susceptibility testing will be addressed, in addition to microorganism nomenclature, identification methods, and clinical relevance. Practical experience in these disciplines will be obtained through hands-on laboratory exercises as well as by side-by-side review and processing of patient cultures in real-time.

### **Immunohematology**

Beginning with an introduction to the ABO/Rh blood group systems, the course progresses to more complex blood group systems, with an emphasis on antibody/antigen detection and processes required to provide compatible blood products for transfusion. Donor blood collection, blood component preparation and storage will be discussed, as well as adverse effects of transfusion and correlation of immunohematology results with hematology, hemostasis, and immunology. Training in providing blood products in emergency/trauma situations will also be covered.

### **Clinical Laboratory Management**

This course provides an introduction to laboratory management principles, including educational methods, quality control, ethics, point of care testing, scope of practice, leadership skills, problem-solving, and professionalism. The course concludes with the job application and interview process.

# Course Sequencing

## Course Sequence and General Academic Calendar, 2020

Upon admission, a more detailed calendar and class schedule will be issued to students. All days are 7 am to 3:30 pm, 40 hours per week, unless otherwise noted.

### June 15-19:

Orientation, Introduction to Clinical Laboratory Lectures and labs, Urinalysis lectures and student labs; specimen processing lecture

### Late June:

Hematology Lecture and student labs begin; Immunology Lectures begin

### July:

Hematology lectures and student labs continue; Immunology lectures continue;

Fri., July 3 OFF; the last 3 Fridays, Blood Bank Lectures 1-3 and student labs begin

### Late July:

Chemistry lectures begin; clinical rotations begin for Chemistry, Hematology, UA, and Blood Bank

### August:

First 3 weeks, clinical rotations continue; Third week: Immunology, Hematology, Chemistry lectures and Hematology student labs continue; one Blood Bank Lecture on Aug 21

### September:

Chemistry, Hematology, Molecular, and Blood Bank Lectures and student labs;

### Sept. 7: Labor Day OFF

Mid-3 weeks in September, Clinical Rotations for Chemistry, Hematology, and Molecular

### October: First 2 weeks:

Chemistry and Hematology Lectures and Hematology student labs for first two weeks; Blood Bank Lectures conclude; Microbiology Lectures begin the second week of October with student labs

### October: Last 2 weeks:

Clinical rotations in Chemistry, Special Chemistry, Microbiology, Hematology, and UA/Body Fluids

### November: First 2 weeks:

Clinical rotations continue from October

### November 10-12:

Community Blood Center Supplemental Learning Experience; clinical rotations continue

### Last 2 weeks:

Coagulation and Microbiology Lectures

### November 25-29: Thanksgiving Break

### December 1-22:

Clinical rotations in all departments; Microbiology Lectures continue

### December 23-Jan 1: Holiday Break

### January first week:

Microbiology Lectures continue; Laboratory Management begins; Jan 11, Phlebotomy Lectures and clinical experience begin

### Jan. 18: MLK Day Off

### Last 2 weeks:

Phlebotomy clinical experience continues; Microbiology and Lab Management Lectures continue

### February:

Microbiology and Lab Management Lectures continue all month; clinical rotations in all departments from Feb 4-24

### March 1-7: Spring Break

### Second 2 weeks:

Clinical rotations in all departments, as Microbiology and Lab Management Lectures continue

Mock Job interviews March 22-24; Final Case presentation topic due March 29.

### April:

Clinical Rotations in all areas, all month, with Thursday and Friday night shift maintenance rotations in core lab

### April 19-25:

National Lab Week—student involvement

### Early May:

Clinical rotations May 3-12; mock BOC Reviews and Exams; final case study presentations May 3-5

### May 13: Off

### May 14:

Graduation!

# Faculty

Truman Medical Center Hospital Hill MLS Program has the lowest student to instructor ratio of any local program. There are 4 students to 1 faculty member in the classroom and all clinical rotations have one-on-one training. Our staff is committed to training and giving students hands-on experience to enable them to function as confident technologists upon graduation.

Course	Faculty	Contact
Introduction to Laboratory Operations	Mary Tiano, MHCL, BS, MT(ASCP-C) MT(ASCP-H) <sup>cm</sup> Lori Hall, MT(ASCP) Deb Engblom, MT(ASCP)	816-404-5503 816-404-0587 816-404-0567
Phlebotomy	LaNatasha Davis, PBT, ASCP, Phlebotomy Supervisor, Laboratory Mary Tiano, MHCL, BS, MT(ASCP-C) MT(ASCP-H) <sup>cm</sup>	816-404-5524 816-404-5503
Urinalysis	Mary Tiano, MHCL, BS, MT(ASCP-C) MT(ASCP-H) <sup>cm</sup> Jodi Schwartz, MT(ASCP)	816-404-5503 816-404-1206
Clinical Chemistry	Dr. Sohelia Hamidpour, Pathologist, Assistant Professor, Director of Laboratory Mary Tiano, MHCL, BS, MT(ASCP-C) MT(ASCP-H) <sup>cm</sup> Jeffrey Kelleher, MBA, BS, MLT(ASCP) Core Laboratory Supervisor Aaron Salisbury, MLS(ASCP) <sup>cm</sup> Keith Evans, MLS(ASCP) <sup>cm</sup>	816-404-0600 816-404-5503 816-404-1186 816-404-1185 816-404-1187
Hematology and Coagulation	Dr. Valerica Mateescu, Pathologist, Director Hematopathology, Assistant Professor Jeffrey Kelleher, MBA, BS, MLT(ASCP) Core Laboratory Supervisor Jodi Schwartz, MT(ASCP) Mary Tiano, MHCL, BS, MT(ASCP-C) MT(ASCP-H) <sup>cm</sup> Constant Goda MT(ASCP) Jennifer Old-d'Entremont, MLS(ASCP) <sup>cm</sup>	816-404-5503 816-404-1206 816-404-1206 816-404-5503 816-404-1206 816-404-1206
Immunology	Mary Tiano, MHCL, BS, MT(ASCP-C) MT(ASCP-H) <sup>cm</sup> Jeffrey Kelleher, MBA, BS, MLT(ASCP) Keith Evans, MLS(ASCP) <sup>cm</sup>	816-404-5503 816-404-1186 816-404-1185
Microbiology	Tamara Lindsey, MT(ASCP) Briana Stewart, MLS(ASCP) Kristina Furdek, MLS(ASCP) Corey Watkins, MLS(ASCP)	816-404-1160 816-404-1160 816-404-1160 816-404-1160
Immunohematology	Vanessa Tylka (MT(ASCP) Levi Moore, MLS(ASCP) <sup>cm</sup> Jonathan Meador, MLS(ASCP) <sup>cm</sup>	816-404-1170 816-404-1170 816-404-1170
Clinical Laboratory Management	Nan West, MBA, BS, MT(ASCP), System Director of Laboratory Operations Candida Corona, MHA, CLT (NYS), M (ASCP) Jeffrey Kelleher, MBA, BS, MLT(ASCP)	816-404-0558 816-404-0587 816-404-1186

# Program Officials:

**MLS Program Director:** Nan West, MBA, BS, MT (ASCP) 816-404-0558  
nan.west@tmcmcd.org

**MLS Program Coordinator:** Mary Tiano, MHCL, BS, MT(ASCP-C), MT(ASCP-H)<sup>cm</sup>  
816-404-5503 | mary.tiano@tmcmcd.org

## Advising

Laboratory Department Supervisors and the Program Director will serve as advisors. Students and their advisor will work as a team with the common goal of helping the student achieve success. All concerns will be kept confidential upon request.

Advisor Expectations:

- Knowledge of curriculum and completion requirements
- Accurate documentation of grades and performance
- Encouragement and guidance of students toward a successful goal

Student Expectations:

- Reach out for advice and guidance before it is too late
- Become familiar with course expectations and develop appropriate study habits
- Take responsibility for decisions

**Clinical Assignments** will be guaranteed by Truman Medical Center Hospital Hill, and performed at the Hospital Hill Campus; a short, supplemental learning experience may be conducted at the Community Blood Center of Kansas City. Students will not be assigned to any other facilities to complete clinical assignments except in the event of a Teach-Out due to a natural disaster at Hospital Hill, in which event students would complete clinical assignments at Truman Lakewood.

**Supervision** — Truman Medical Center Hospital Hill shall provide a designated practitioner to provide direct supervision to all students while undergoing training. No student shall provide care or services to any patient while not under direct supervision. The designated practitioner shall have sufficient experience to provide guidance to the student in meeting course objectives. Students may not be substituted for staff at any time.

## Grievance and Appeals

Students have the opportunity to bring academic or behavioral concerns to a Laboratory Department Supervisor or the Program Director. Every opportunity will be given to address concerns. The Advisory Board will be consulted if necessary by the party to which the grievance is brought. Confidentiality will be maintained. Issues will be handled on a case-by-case basis, with the judgment of the Program Director, department supervisors, or Advisory Board.



## Grade or Record Grievances:

If a student has a legitimate grievance about their grades or records, Truman Medical Center Hospital Hill MLS Program will abide by the FERPA guideline, stated as follows:

- Eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99)
- Students may file a grievance only if they believe a grade has been inaccurately posted. The program will not amend grades otherwise.

## Behavioral Grievances

Students may submit a written grievance if they feel as if they have been wrongly accused of not observing standards of behavior outlined by the program.

# Appeals

A student may not appeal for a grade to be changed unless a recording error was made in posting the grade. **Grades are the purview of the instructor and department or program, and will not be considered for appeals.**

As a healthcare professional, students will be expected to abide by the Truman Medical Center Code of Conduct. Professionalism must be reflected by appropriate behavior, appearance, and personal hygiene beginning on the first day of school and continuing throughout their career. In addition students must abide by the MLS Program Academic Code of Conduct. Any deviations from the codes of conduct will be sanctioned. All non-academic sanctions are eligible for appeal.

A student may appeal *non-academic* sanctions using the following stepwise process:

1. The student must initiate a reasonable effort to resolve the issue before an appeal is necessary; advisors are available for this purpose
2. If resolution is not achieved, the student must submit their appeal in writing within two weeks of the problem or disciplinary action to the Program Director
3. The written appeal must include a statement regarding why the student wishes to appeal the proposed disciplinary action, including suspension or dismissal, with a description of efforts to resolve the matter within the program.
4. The Program Director will assemble an appeals committee of three members, none of whom are involved in the disciplinary action described in the written appeal.
5. The student will be expected to meet with the appeals committee to present their case, and the committee will decide whether the students appeal is legitimate in a fair and impartial manner. The student will bear the burden of persuading the committee that the proposed discipline is without proper cause and is unreasonable.

6. Neither the student nor the program will be allowed to have legal counsel participate in the hearing. However, the student will be allowed to have a faculty or faculty advisor present at the hearing to assist in the student's appeal presentation to the committee. Witnesses to the reason for the appeal may be present.
7. The appeal process will be recorded by audio and the audio record kept for 5 years.
8. Following presentation from the student and all witnesses, a decision will be reached by vote. Majority rules. All decisions made by the committee are final and not subject to further appeal.

## Academic Code of Conduct

Acts of academic dishonesty will be handled on a case-by-case basis and will be subject to disciplinary action, including failing and dismissal from the program. These actions include, but are not limited to:

### 1. Cheating

- Copying or attempting to copy from an examination of another student.
- Using or attempting to use unauthorized materials, information, notes, study aids, or other devices for an academic test.
- Engaging or attempting to engage the assistance of another individual in misrepresenting academic performance.

### 2. Fabricating or falsification

- Any student who has submitted false academic transcripts, records, grades, diplomas, or letters of recommendation for admission to the MLS Program will not be considered for the program, or, if admitted, will be dismissed from the program.

### 3. Complicity in academic dishonesty

- Any student aiding another student in cheating or falsifying academic records will be subject to disciplinary action, including dismissal from the program.

### 4. Misrepresentation to avoid academic work or deadlines

- Falsified information such as illness, family illness, family deaths, car trouble, in order to avoid meeting academic deadlines or for the purpose of absences will be grounds for disciplinary action.

### 5. Abuse of hospital property

- Destroying, defacing, or theft of hospital property, including laboratory supplies or equipment, is strictly prohibited and will be grounds for dismissal.

### 6. Students exhibiting suspicious behavior will be subject to urine drug testing.

# Laboratory Staff Code of Conduct

As healthcare professionals, students will be expected to abide by the Truman Medical Center Code of Conduct:

## Personal Conduct Policy

Truman Medical Center Hospital Hill has established certain rules and regulations regarding the behavior of Workforce Members that are necessary for efficient operation and for the benefit and safety of all Workforce Members, patients, and visitors. Workforce Members are expected to always present a courteous and professional demeanor to all patients, visitors, and other Workforce Members on or off premises.

1. Laboratory Staff and Faculty members are expected to demonstrate respectful and professional conduct and refrain from conduct which is discriminatory and/or harassing in nature, according to the Employee Code of Conduct, which is found in the Employee Guide:
2. Students will evaluate staff during each clinical rotation using confidential Survey Monkey tool
3. Students are expected to immediately report any unprofessional staff behavior so that it may be addressed

## Attendance Policy

- Students are required to attend all lectures and clinical rotations. In the event of serious illness or family events, students must notify the Program Director by phone at least 2 hours in advance of missing a class with an acceptable reason.
- More than 3 sick days in a row will require a physician's note for return to class; failure to provide a note will result in disciplinary action at the discretion of the Program Director.
- Each absence will result in a 5% deduction from the point total for the course. For example, if a course contains a total of 800 points, one absence will bring it down to 760 points. If 2 classes are missed, a 10% reduction in points will occur.
- Reporting more than 15 minutes late for class or a clinical rotation will result in a 5% reduction in points.
- If maternity leave is required during the program, the student will be allowed to continue the program where they left off the following year.
- All exams, quizzes, and graded assignments must be taken or submitted on time. If an absence is excusable, the instructor will allow the student to submit proper documentation and will allow the student to take the exam at the convenience of the instructor.
- Repeated absences when assignments or exams are due will be cause for disciplinary action up to and including dismissal from the program.

# Affective (Behavioral) Competencies

This Affective Skills competency will be used with the following criteria to assess students at the completion of each laboratory clinical rotation with class time and labs included:

1. Did not meet expectations
2. Needs Improvement
3. Meets Expectations

<b>Attendance and Dependability</b>	<b>1</b>	<b>2</b>	<b>3</b>
Arrives on time and ready to attend class and lab			
Arrives on time and ready to perform bench work in the lab			
Notifies appropriate people when reporting absence			
Stays until schedule dictates/does not leave early			
No unexcused absences/participates in all educational experiences			
Begins work promptly without being told to do so			
Takes appropriate breaks			

<b>Initiative and Responsibility</b>	<b>1</b>	<b>2</b>	<b>3</b>
Performs assigned tasks responsibly with minimal supervision			
Completes all assignments and within scheduled time frame			
Demonstrates organizational skills/can read and follow directions			
Maintains an organized, clean workstation			
Complies with hospital safety policies			
Uses the hospital internet system appropriately and not excessively			

<b>Professional Ethics, Communication, and Integrity</b>	<b>1</b>	<b>2</b>	<b>3</b>
Complies with all HIPAA standards			
Complies with all laboratory policies and procedures			
Works as a team member with all laboratory staff			
Acts as a good steward of hospital resources			
Uses appropriate telephone etiquette			
Accepts constructive criticism without argument			
Uses constructive criticism to improve performance			
Demonstrates physical respect for patients, visitors, and all staff			
Demonstrates verbal respect for patients, visitors, and all staff			
Does not use cell phone during class time or while on the bench			
Demonstrates appropriate and respectful use of hospital computer systems			



**THE MEDICAL LABORATORY  
SCIENTIST PROFESSION  
DEMANDS A BROAD VARIETY  
OF INTELLECTUAL AND  
BEHAVIORAL SKILLS.**



# Criteria for Program Completion

The basis for passing each course will be included in the course syllabus. Each course must be successfully completed with at least 70% of total points in order to complete the program. All courses require successful completion of Affective (Behavioral) and those courses with labs require successful completion of Psychomotor Competencies. The Phlebotomy course requires successful completion of required venipunctures. 10 Professional Points for community service are required to graduate.

(3+1) students are seeking a degree from an affiliated university, and will be awarded a certificate of completion upon successfully completing the TMC Hospital Hill MLS Program. A final transcript for 30-45 semester hours of clinical course work will be released to the university registrar. The decision to assign program grades or clinical course transfer credit is governed by the university. Credit hours for clinical coursework will be assigned by the university. The university degree will not be contingent upon the student passing a national board of certification exam.

(4+1) students have earned a degree prior to entering the MLS Program, and upon successful completion of the program will be awarded a certificate of completion and will be eligible to take a national certification exam (BOC). An official transcript will be given to the student. Graduation from the program is not contingent upon the student passing a national certification exam.

**Probation** — Academic probation will occur if the student falls below a 70% for any course. Assessments are given often enough such that the student will become aware of falling below 70% in enough time to correct it. If a student is approaching 70% or has fallen below 70%, an appointment with an academic advisor is necessary to come up with an action plan.

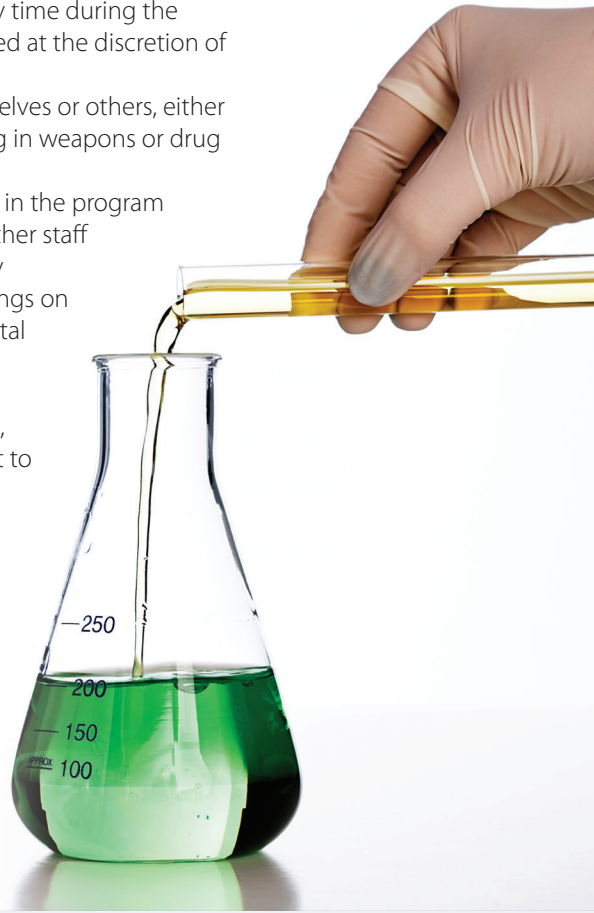
If a student fails only one course in the program, but passes all of the rest, they may enroll for just that course the following year at their own expense. The charge for the course will be that year's tuition divided by the number of courses.

If two courses are failed, the student will not be eligible to re-enroll for two courses, and will have to reapply to the program the following year.

**Suspension** will occur for limited academic reasons, namely, if two or more courses are failed in the program. The student must re-apply to the program in this case. Re-admission is not guaranteed, and will be granted at the discretion of the program director and advisory board.

**Dismissal** will occur if the student is failing behavioral expectations. Automatic dismissal will occur for the following:

- Positive drug or alcohol screen at any time during the program, which may be administered at the discretion of the program director.
- Students who are a danger to themselves or others, either by their own actions or by engaging in weapons or drug offenses
- Conviction of a felony while enrolled in the program
- Mistreatment of peers, patients, or other staff
- Theft or damage to hospital property
- HIPAA violations, inappropriate postings on social media, or misuse of the hospital information system
- The student will have the right to be informed of the reason for dismissal, but upon dismissal, forfeits the right to appeal for re-admission.



*TMC Hospital Hill shall have the unconditional right to investigate any student's or faculty's conduct occurring while on TMC Hospital Hill premises or as part of TMC Hospital Hill's operations. As part of that investigation, TMC Hospital Hill shall have the right to access any student or school records required to complete the investigation. Any student or faculty member not providing consent for TMC Hospital Hill to access any records in School's possession necessary for TMC Hospital Hill to conduct its investigation shall be subject to immediate and permanent removal from TMC Hospital Hill's premises.*

*If TMC Hospital Hill, in its sole discretion, deems a student's performance to be unsatisfactory or detrimental to patient care or TMC Hospital Hill operations, it may temporarily suspend the student, effective immediately, by notice to the student and School faculty. Under no circumstance shall a student be allowed to return to clinical work at TMC Hospital Hill without the consent of TMC Hospital Hill.*



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# ***TMC Hospital Hill: Kansas City's Essential Hospital***

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The MLS Program at TMC Hospital Hill will select students based on a nondiscriminatory basis and follow Truman Medical Center Hospital Hill policy. The following criteria are used to select students: overall GPA, work experience, interview, academic preparation, science GPA, and three references.

Truman Medical Center Hospital Hill serves its patients and community with courtesy, respect, and compassion and has zero-tolerance for discrimination and/or harassment by or against Workforce Members, patients and/or visitors based upon an individual Protected Status (race, gender, national origin or ancestry, color, age, disability status, religion, citizenship, veteran status, or any other Protected Status under applicable law).

**TMC**

TRUMAN MEDICAL CENTER  
*Hospital Hill*