



**MINNESOTA WEST COMMUNITY AND  
TECHNICAL COLLEGE  
LIVERNE, MINNESOTA**



**PHLEBOTOMY  
EXTERNSHIP POLICY MANUAL  
2021**

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**MINNESOTA WEST COMMUNITY AND TECHNICAL COLLEGE**

311 North Spring Street Luverne, MN 56156

1-507-449-2763 504-449-0254 (fax)

**POLICIES THAT GOVERN THE EXTERNSHIP OF  
PHLEBOTOMY STUDENTS**

**Contact Personnel:**

MLT Program Director: Dr. Rita Miller, Ed.D, MS(CLS), MLS(ASCP),  
rita.miller@mnwest.edu

MWCTC Director of Allied Health: Jackie Otkin, RN  
jackie.otkin@mnwest.edu

MWCTC Provost Dr. Jeffrey Williamson  
jeff.williamson@mnwest.edu

MWCTC Website: [www.mnwest.edu](http://www.mnwest.edu)

All of the following rules and regulations will be discussed with the extern student prior to their externship.

**Length of Clinical Phase of Training:** Students are scheduled for 120 contact hours of supervised practice of phlebotomy at an affiliated hospital, private lab, or clinic. Students generally enter clinical practice in the Spring Semester. However, this can vary with the student's progress through the program and/or clinical facility sites that are available.

**Placement of student at Clinical Site:** The MLT/Phlebotomy Program Director will do the initial contact for extern clinical sites. If a clinical site is offered to the student and the student refused the site the Program Director is NOT obligated to find another site for the student. Thus, the student will forgo the externship.

**Alternate Site:** Any unprofessional or unsafe clinical practice or poor performance at clinical site could lead to termination from the program and MWCTC. Neither the Program Director nor MWCTC are obligated to offer an alternative site.

**Background Study:** **Prior to externship** all students will have completed, fingerprinted, and passed the Minnesota State Health Department background study. All students will use Castlebranch for a national background study and criminal check. The clinical site may submit their own background study, drug testing, and other studies according to their policies and procedures.

**Maintenance:** During clinical training, the student is financially responsible for his/her own lodging, board and transportation. The student will provide his/her own uniforms or clothing and will adhere to the dress code of the hospital facility where training is taking place.

**Interviews:** It is recommended that prospective students for the clinical training be interviewed by the hospital's laboratory manager or designee before placement. The facility has the right to decline a student for externship. The facility has the right to ask for the student's transcript, resume, and any other information needed to make a final decision.

**Name Badges:** Some clinical sites will provide the student with a name badge. If they do not, the student will purchase a name badge from MWCTC. Please inform the Program Director if you need to purchase a badge.

**Orientation:** The orientation to the hospital laboratory will be the responsibility of each individual hospital. It is suggested that the clinical supervisors thoroughly explain the student's role in the laboratory. Objectives and evaluation forms should be reviewed so that students know what is expected of them.

**Hours:** The student and hospital lab manager/education coordinator will meet to decide the student's schedule to complete the 120 hours. The student must adhere to the schedule. The schedule must be in writing and a copy sent to the Program Director. The student must be under the direct supervision of a certified or competent medical laboratory professional or phlebotomist.

**Holidays and Spring Break:** Due to liability reasons and Minnesota State's (previously called MNSCU) policy the student **cannot** be at the Clinical site when the college is closed; that includes Holidays and Spring Break.

**Documentation of Hours:** The student must keep track of his/her hours by documenting the arrival time and departure time. **The student will use the Weekly Evaluation/Attendance form. The form will be either faxed or scanned and emailed to the Program Director once a week.** An intolerable act will be initiated if the student fails to submit the form weekly.

**Journal/blog:** The student will **submit a weekly Journal** to the Program Director. The journal must be **written in Word and submitted via email.** An intolerable act will be issued if the journal is not submitted weekly. The journal should not include hours but rather a "blog" of the day events. Do not include patient, healthcare providers, or lab staff names.

**Tardiness:** Tardiness will not be tolerated. If unavoidable circumstances deem that the student will be late, the student must call the facility immediately. If a tardy pattern is seen during the semester, this will be considered an intolerable act. The laboratory manager will define what is considered excused or unexcused tardiness.

### **Attendance Policy:**

Students are expected to report to the clinical site promptly and remain there during the designated hours. If the student is going to be late, the clinical site AND the Program Director must be notified prior to the start time. Two incidents of tardiness for any reason will be considered one unexcused absence. The academic penalty for each unexcused absence is the subtraction of 5% points from the final percentage grade. If the student needs to leave early from Clinicals, it must be approved in advance by the Program Director and Clinical Supervisor.

If a student cannot be present during a clinical day the clinical instructor AND Program Director must be notified at least thirty minutes before the scheduled reporting time. The student must notify both the Program Director and Clinical Instructor prior to the missed clinical day or the absence will be unexcused.

Students may not miss more than one day of Clinicals. Each subsequent day missed from clinicals will result in reduction of the student's final clinical grade by 5%.

Each unexcused absence will result in a reduction of the student's final clinical grade by 5% and an Intolerable Act. Unexcused absenteeism will not be tolerated. Two unexcused absences will result in dismissal from the program.

A physician excuse is required if three or more clinical days are missed due to poor health. The excuse must be provided to the Program Director no more than one week after the missed day.

All missed Clinicals time must be made up.

Any not conforming to the attendance policy will be subject to disciplinary action. Two Intolerable Acts will be cause for dismissal from the Program.

### **If the student fails to show up without an excuse they will receive an intolerable act.**

When absences become abused, the program director has a right to investigate the student's absences. The facility has the right to excuse a student from the Clinical site if they feel the student has too many absences, excused or unexcused. The student must remember that the clinical sites schedule their employees in accord with their student's requirements and that they are volunteering their time and energy to educate the student. The Program Director will not find another clinical site.

**Contract:** A contract must be approved and signed by the college and facility before a student can begin externship.

**Medical and Liability Insurance:** MWCTC has a Medical Professional Liability coverage covered through State of Minnesota Risk Management division which covers student interns. A copy will be sent to each facility prior to externship. In the case of a medical incident or need, the student's medical insurance will be first payer. Individual professional liability insurance is with the discretion of the student.

**Immunization and Physical:** A completed physical form (MWCTC Website) and all Immunizations are **required** and **must be current prior to externship**. If requested, a copy will be sent to the facility by the MLT Program Director.

**Telephone/cell phones:** Personal phone calls are to be done during breaks or at lunch time. If a call must be made during work hours the student must ask the lab manager's permission. Students should not talk or text on their cell phone while they are externing.

**Injuries:** Students who sustain a needlestick injury during clinical assignment must notify MWCTC Program Director and complete a MWCTC incident report. Procedures will be followed according to the Bloodborne Pathogen Standards. If other type of injury involves treatment, the student has the option of denying treatment. If the student refuses treatment, they must fill out a treatment waiver form. If the clinical instructor feels that the student cannot perform efficiently or effectively due to the injury, the clinical instructor can send the student home. All injuries sustained in the clinical site must be communicated to MWCTC immediately. (Treatment Waiver Form: page 11).

If emergency care is required, the student will be responsible for costs incurred. Students who have been directly exposed to any communicable disease (chicken pox, TB, measles, hepatitis, etc.) must report to the laboratory manager in the affiliated hospital in order for infection control procedures to be followed. The incidents must be reported to MWCTC. Students whom contract contagious infections (or are a carrier) may not be allowed to work with patients until the infection is resolved.

**Uniform/Grooming:** The student will follow the dress code of the clinical site. The student is expected to look their best at all times. When you look like a professional, you will find it easier to act professionally and be treated as a professional. Lab coats and gloves are provided by the clinical site.

1. Hair must be neat, clean, and one natural color. Long hair must be pulled back.
2. Men's beard must be neatly trimmed.
3. Jewelry worn should be appropriate and should not be a hazard or interfere with the performance in the lab. No dangling jewelry, bracelet or earrings. No large rings. Ask your facility about piercings.
4. Makeup should be used in moderation
5. Fingernails should be short and clean. Artificial nails are not allowed.  
Fingernails should not be longer than ¼ inch. Breath should be inoffensive, especially after smoking breaks. Use a breath mint please
6. Appropriate undergarments should be worn when wearing white or light weight clothing. No halter tops or spaghetti straps. No bra straps can be

- showing.
7. Closed toed shoes must be worn in lab.
  8. No perfume or cologne should be worn because it can be offense to patients; especially those who are very ill.
  9. The clinical site has the right to require the student to wear specific colored scrubs. Scrub pants must not drag on the floor.

### **HIPAA**

The Health Insurance Portability and Accountability Act is referred to as “HIPAA”. The HIPAA privacy regulations protect individually identifiable patient and health plan member information, no matter what form it is in—paper, oral, or electronic. This information is called Protected Health Information or PHI. The HIPAA security regulations cover only electronic forms of this information called Electronic Protected Health Information or E-PHI. The HIPAA security regulations are enforceable as of April 20, 2005. Student will follow the laws set by HIPAA and will sign the clinical site’s confidentiality statement.

**Objectives:** Objectives begin on page 27. Student MUST meet all objectives. If an objective cannot be met by the Clinical Site the Program Director will make other arrangements.

**Exam:** The phlebotomy student will take a comprehensive exam during the externship. The student will have three attempts to achieve at least a 75% on the exam. The exam is on D2L. The exam must be monitored either at the hospital site or a Minnesota West Campus or Center. **The student CANNOT take the exam at home.** A Phlebotomy Review Book is to be purchased at MWCTC Worthington Bookstore or online. The student is highly encouraged to study the book prior to taking the exam.

**Intolerable Behaviors and Unsafe Acts:** Unsafe or intolerable behavior or acts are to be reported to MWCTC’s Program Director (Form: page 12). The clinical site staff who witnesses the act will give an explanation of the event and sign the form. The student will give their explanation and sign the form. The form will be mailed or faxed to the MWCTC clinical coordinator/instructor who will then give recommendations. **When two behaviors/acts are committed, the student will fail the externship.**

The following are considered Intolerable or Unsafe Behaviors/Acts:

1. A noncompliance with attendance and punctuality policies
2. Did not provide patient’s privacy or maintain confidentiality of patient information. Note: even one account of breach of confidentiality could results in suspension from the Phlebotomy program.
3. Did not utilize correct level of authority to problem solve
4. Did not perform all assigned duties or follow laboratory procedures as taught, or follow through with specific staff instructor’s directions for lab assignments.
5. Did not anticipate or provide for patient’s physical safety
6. Did not perform clinical assignments: exams, worksheets, journal, etc.



7. Did not obtain supervision from staff/instructor as required
8. Used language, actions, or told jokes/stories that are offensive to others
9. Exhibited breach of integrity, honesty, or professionalism
10. Exhibited physical or mental condition that would endanger patient and others in the laboratory
11. Committed laboratory errors such as:
  - a. mislabeling of specimens
  - b. Misidentification of patient during phlebotomy
  - c. Deviation from established procedure
  - d. Transcription error
  - e. Documentation error
12. Physical violence
13. Any student who reports to their clinical site under the influence of alcohol or drugs will be dismissed immediately from the Phlebotomy program
14. Did not maintain confidentiality of laboratory and/or facility information, discussions, etc.
15. Voiced negative expressions regarding the laboratory personnel or facility within the facility or outside of the facility
16. Undermined the authority and decisions of the laboratory personnel and/or healthcare providers
17. Other acts that may be constituted unsafe by the facility or MWCTC
18. Wasting time or using time inappropriately as deemed by the lab manager or designee

**Contact with MWCTC Program Director:** E-mail and phone calls will be used to keep in contact with the clinical site and student at all times during the externship.

**Certification Exam:** Upon satisfactory completion of the Phlebotomy curriculum and upon meeting all other graduation requirements, the graduate will receive diploma. The graduate is then eligible to take a national certification examination. Medical Laboratory Technician, American Society of Clinical Pathology Board of Registry. [www.ascp.org](http://www.ascp.org)

The issuance of the degree is NOT contingent upon the student passing the external certification or licensure examination.

**Failure to perform a task:** If a student is unable to perform a skill and the clinical site deems that they cannot perform this task will result in an “F” for the semester.

**Evaluations:** The Phlebotomy/Lab Manager of the clinical site will determine who will complete the final evaluation form (see page 21). It is recommended that if more than one person is mentoring the student than the evaluations are done as a group. The student must sign the evaluation form. The student is responsible for submitting the completed form to the Program Director. No grade will be issued until the Program Director has received the evaluation and the student has successfully passed the final exam. The evaluation form will be submitted to MWCTC Program Director who will enter the grade into D2L which displays the student's grade. The final grade will be compiled by the Program Director. Refer to syllabus for points.

**Repeating Externship Course:** If the student fails Externship, they will only be allowed to repeat it one time which must be done the following year. The Program Director has the right to refuse the student from repeating the Externship.

### **Dealing with Problems while at Externship**

**Follow the Chain of Command:** It is important for you to know the formal and informal reporting structures within the hospital's organization. Once you understand them, follow them! The unspoken rule is this: do not go around, behind or over anyone. Follow the chain of command in all your communication and actions. That means go to your site supervisor first, You are encouraged to communicate feelings in a tactful way through the chain of command and to resolve your own work-related problems. However, if you believe that you have done all you can and you are still not satisfied, you should contact the MLT Program Director.

For other information regarding complaints see Student Handbook on the college website.

**Respect the Laboratory staff.** The laboratory staff have been at the facility longer than you. They can be terrific allies in helping you in accomplishing your goals if you treat them with respect.

**Be a Good Ambassador:** Be cognizant that you reflect Minnesota West Community and Technical College and the Laboratory profession. How you perform and behave in your externship will affect the future of other Phlebotomy students. Think about the long term benefits of good externship etiquette. Many of you will ask your site supervisors for job recommendations or contacts. Some of you will apply for a job at your externship site. Have you proven that you can make it in that type of environment? Have you earned a positive recommendation?

**Weather Policy:** The weather in this area varies from area to area. In case of bad weather the student should call the laboratory manager or education coordinator at their clinical site to discuss if the student should travel. We want the students to be safe and not attempt to drive on ice, slippery or snow packed roads or during a snow or ice storm. The student **MUST** call the externship site at least ½ hour before the state of their day to notify them that they will not be attending their externship site due to the above

condition(s). If they do not talk to the lab manager or education coordinator then they must call back and talk to them in person.

**MINNESOTA WEST COMMUNITY AND TECHNICAL COLLEGE  
LIVERNE HEALTHCARE CENTER  
LIVERNE, MN**

**MDLT 2200 PHLEBOTOMY EXTERNSHIP  
SYLLABUS**

Instructor: Dr. Rita Miller, Ed.D., MS (CLS), MLS(ASCP)  
Office: Room 121 Luverne Center, Luverne MN (office hours are posted by the door)  
Office Telephone: 507-449-2763  
E-mail: [rita.miller@mnwest.edu](mailto:rita.miller@mnwest.edu)

**TEXTBOOK:**

Beacon-McBride, K., & Garza, D. (2010). *Success in Phlebotomy Q & A Exam Review*, 7<sup>th</sup> Ed., Prentice-Hall: New Jersey. ISBN-10: 013510100X

**Pre-requisite:** MDLT1100 Introduction to Laboratory Science and at least a semester of required courses.

**COURSE FOCUS:** This course focuses on the practical experience the phlebotomist needs prior to the job. The student will be exposed to real life situations that a phlebotomist will experience during their employment.

**COURSE DESCRIPTION:** The Phlebotomy Technician Externship consists of 120 contact hours of supervised practice of phlebotomy at an affiliated hospital or clinic. Learning activities are specifically planned and implemented at the clinical affiliated site. Student clinical experience is standardized using specific objectives and checklists to document competency. The student will make arrangements with the Medical Laboratory Technician (MLT) Program Director regarding their externship and clinical site.

**COURSE SCHEDULE:** The course is 4 credits of on the job training. The externship consists of 120 contact hours. The student is assigned an affiliated hospital or clinic for the purpose of allowing them to gain practical experience in the area of phlebotomy. The student will be under the direct supervision of a qualified laboratory professional or phlebotomist. The student will work directly with the laboratory professional or assigned personnel to schedule the days and time for externship because the student may be taking other courses during the semester. The student must complete the hours and a final comprehensive exam within the semester. The clinical site has the right to request the student to exceed 100 hours in order to show competency or meet the objectives.

Any unprofessional or unsafe clinical practice or poor performance at the clinical site could lead to termination from the clinical site. Neither the MLT/Phlebotomy Program Director nor Minnesota West Community and Technical College are obligated to offer and alternative site.

**See Phlebotomy Externship Manual for additional information regarding Externship policies and procedures.**

**OBJECTIVES:**

By the end of the course the student will have:

1. Completed orientation
2. Completed a minimum of 100 venipunctures
3. Completed 100 clinical hours
4. Performed dermal punctures
5. Learned and followed safety and infection control procedures
6. Organized phlebotomy tray equipment
7. Communicated with patients in a professional manner
8. Passed the comprehensive final exam by at least a 75%.
9. Met all competencies and objectives as described in the Externship Manual via documentation by laboratory and/or phlebotomy professionals.

**STANDARDS USED FOR ASSESSMENT:** Students will be assessed based on evaluation from the clinical site and a comprehensive final exam.

Final Exam	348 points
Final skill checklist/evaluation	150 points
Journals	10 points
Attendance logs	10 points
TOTAL	518 points

No grade will be issued until the Program Director has received the evaluation and the student has successfully passed the final exam.

**Grading Scheme:**

Grade	%
A+	98-100
A	93-97
A-	90-92
B+	88-89
B	83-87
B-	80-82
C+	78-79
C	75-77
C-	70-74
D+	68-69
D	65-67
F	64 or below

**Repeating of course:** The Externship course can only be repeated once with the discretion of the MLT/Phlebotomy Program Director. The course must be repeated the following year (Next Spring semester).

**STUDENTS NEEDING ACCOMMODATIONS**

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the

Student Services Advisor or by calling 800-658-2330

or via your preferred Telecommunications Relay Service.

A Member of the Minnesota State Colleges and Universities System

An Affirmative Action Equal Opportunity Educator/Employer

***The information in this course syllabus is subject to revision.***



**MINNESOTA WEST COMMUNITY AND TECHNICAL COLLEGE  
MEDICAL LABORATORY/PHELEBOTOMY PROGRAM**

**IMMUNIZATION/VACCINATION RECORD CHECK**

**MINNESOTA WEST COMMUNITY AND TECHNICAL COLLEGE  
PHLEBOTOMY EXTERNSHIP**

<b>Immunizations</b>	<b>Student's documentation</b>
MMR (measles/mumps/rubella 2 shots or titer	
Varicella (chicken pox) 2 shots or titer or healthcare provider documentation of varicella (chicken pox) or herpes zoster (Shingles)	
Tuberculosis (TB) <ul style="list-style-type: none"> <li>• 1 step TB skin Test</li> <li>• 2 step TB skin Test</li> <li>• QuantiFERON</li> </ul>	
Influenza Vaccine 1 dose annually	
Hepatitis B series 3 doses of vaccine or titer	
Td/Tdap (tetanus-Diphtheria/Tetanus- Diphtheria-Pertussis Less than 10 years old	
MDH Background Check with fingerprinting	
Federal Background Check (Castlebranch)	





**MINNESOTA WEST COMMUNITY AND TECHNICAL COLLEGE  
PHLEBOTOMY EXTERNSHIP  
REPORT OF INTOLERABLE BEHAVOIR OR UNSAFE ACT**

*This form is concurrent with the description of unsafe or intolerable behavior or acts as stated in the Externship Manual.*

**1. Clinical site's description of what happened. Please be very detailed**

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

**2. Student's Factual Description of What Happened:**

Student's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**2. MLT Program Director's Review and comments:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Page 2 **REPORT OF UNSAFE OR INTOLERABLE BEHAVIOIR/ACT**

If case of a second offense the incident will be brought before a panel. The following are notes, recommendations and actions from that panel. The panel shall consists of at least the MLT Program Director, Clinical site Laboratory manager and a neutral party from both entities.

**Notes:**

**Signature and titles of personnel present:**

**BEHAVOIRAL CONTRACT**

The following contract is set up with the MLT Staff and/or MLT Program Director and student because of the following unacceptable behavior or intolerable act.

Behaviour or Intolerable act

What course of action will be taken by the student?

What will be the follow-up and date of follow-up?

Student signature indicates that he/she understands and agrees with the above.

\_\_\_\_\_  
Student's signature

Date: \_\_\_\_\_

**Minnesota West Community and Technical College Phlebotomy Program**  
**Weekly Evaluation/Attendance Log**

Student Name \_\_\_\_\_

Clinical Affiliate/Clinical Rotation \_\_\_\_\_

<b>ATTENDANCE</b>						
	Mon	Tue	Wed	Thurs	Fri	Weekly Total
Date						
Time In						
Time Out						
Total Hours						

*Clinical preceptor/trainer: Student should log their daily time in and out. Please confirm and complete the following sections. Check the value you believe represents the student's performance for each criteria listed. If necessary, use the back for additional comments. Thank you!*

Student was: Check if applicable & add comment	On Time	Tardy	Did not Show
Comments:			

<b>PERFORMANCE</b>			
<b>Job Knowledge</b>			
This week, the student exhibited the ability to perform the task(s) given: (check one)			
Ineffective	Somewhat Effective	Effective	Outstanding
<b>ADAPTABILITY</b>			
This week, the student willingly participated in the duties or activities assigned and showed ability to respond to changes as needed: (check one)			
Ineffective	Somewhat Effective	Effective	Outstanding
<b>INITIATIVE</b>			
This week, the student was prepared and showed a willingness to take on additional appropriate responsibilities and new tasks: (check one)			
Ineffective	Somewhat Effective	Effective	Outstanding
<b>COMMUNICATION</b>			
This week, the student sought supervision appropriately, functioned as a member of the clinical team, was open to feedback, and performed professionally in interactions with hospital personnel and patients: (check one)			
Ineffective	Somewhat Effective	Effective	Outstanding

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

Clinical Instructor's Signature \_\_\_\_\_ Date \_\_\_\_\_

**MINNESOTA WEST COMMUNITY AND TECHNICAL COLLEGE  
PHLEBOTOMY EXTERNSHIP EVALUATION FORM**

**Student Name:** \_\_\_\_\_ **Clinical Site:** \_\_\_\_\_

**Date of Externship:** \_\_\_\_\_ to \_\_\_\_\_, 20\_\_\_\_\_

**Please circle the number that most accurately reflects the Student's behavior observed. The student is required to make copies for all evaluators.**

**1. SPECIMEN IDENTIFICATION**

**10.0**

**9.5** Consistently careful, resolves any improper labeling.

**9.0**

**8.5** Needs supervision for resolving labeling problems.

**8.0**

**7.5** Inconsistent about checking specimen for proper labeling.

**7.0**

**6.5** Ignores proper labeling requirements.

**6.0**

**Comments:** \_\_\_\_\_

**2. ADHERENCE TO PROCEDURES**

**10.0**

**9.5** Adheres strictly to established procedures; consistently performs with accuracy.

**9.0**

**8.5** Needs minimal guidance regarding proper protocol, but then performs tests with accuracy.

**8.0**

**7.5** Hesitant in decision as to proper protocol, needs moderate amount of reinforcement from the instructor

**7.0**

**6.5** Makes errors because of failure to follow procedures; makes inappropriate modifications, takes shortcuts

**6.0**

**Comments:**

### **3. TECHNICAL PROFICIENCY**

**10.0**

**9.5** Performs tasks with moderate speed, efficiency and dexterity without sacrificing accuracy.

**9.0**

**8.5** Able to complete tests in reasonable amount of time.

**8.0**

**7.5** Needs moderate amount of direction as to desk organization for speed, efficiency.

**7.0**

**6.5** Works slowly and inaccurately OR works rapidly and carelessly.

**6.0**

**Comments:**

### **4. PROBLEM SOLVING**

**10.0**

**9.5** Needs minimal guidance in approach to problem resolution.

**9.0**

**8.5** Needs moderate amount of supervision for problem investigation.

**7.5** Can handle only problem-free situations; needs maximum amount of supervision for problem investigation

**7.0**

**6.5** Total evasion of problems; tends to rely on others to resolve problems.

**6.0**

**Comments:**

### **5. POLICIES/RULES**

**10.0**

**9.5** Understands and adheres to policies/rules.

**9.0**

**8.5** Understands routine policies/rules.

**8.0**

**7.5** Understands only very basic policies/rules.

**7.0**

**6.5** Ignores policies/rules.

**6.0**

**Comments:**

---

**6. ATTENDANCE AND PUNCTUALITY (Start time, Lectures, Breaks)**

**10.0**

**9.5** Arrives on time, begins work promptly. Notifies well in advance of expected absence.

**9.0**

**8.5** On occasion is tardy to work and student responsibilities.

**8.0**

**7.5** Is consistently a few minutes late.

**7.0**

**6.5** Does not arrive on time or justify tardiness.

**6.0**

**Comments:**

**7. PRIORITIES**

**10.0**

**9.5** Assumes responsibility readily. Requires minimal direction or supervision.

**9.0**

**8.5** Usually recognizes needs of the area. Some direction required for completion of tasks.

**8.0**

**7.5** Unwilling to proceed without direction and/or desires responsibility but handles with difficulty.

**7.0**

**6.5** Requires constant direction or supervision.

**6.0**

**Comments:**

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**8. DEPENDABILITY (Ability to accept responsibility)**

**10.0**

**9.5** Assumes responsibility readily. Requires minimal direction or supervision.

**9.0**

**8.5** Usually recognizes needs of the area. Some direction required for completion of tasks.

**8.0**

**7.5** Unwilling to proceed without direction and/or desires responsibility but handles with difficulty.

**7.0**

**6.5** Requires constant direction or supervision.

**6.0**

**Comments:**

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## **9. INTEGRITY**

**10.0**

**9.5** Readily admits and takes immediate, appropriate steps to correct

**9.0**

**8.5** Admits mistakes, but needs direction to take corrective action.

**8.0**

**7.5** Recognizes mistakes but blames others or rationalizes.

**7.0**

**6.5** Ignores or covers up mistakes.

**6.0**

Comments:

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## **10. ABILITY TO WORK UNDER PRESSURE**

**10.0**

**9.5** Works under time/volume pressure without loss of accuracy or composure

**9.0**

**8.5** Handles interruptions skillfully.

**8.0** Accomplishes work but with some difficulty and loss of composure.

**7.5**

**7.0** Easily becomes flustered or distracted.

**6.5** Unable to handle stress situation; cannot cope with pressure.

**6.0**

Comments:

## **11. MOTIVATION**

**10.0**

**9.5** Completes assignments and advance preparation. Use slack time constructively.

**9.0**

**8.5** Assumes responsibility for learning.

**8.0**

**7.5** Assignments usually completed on time. May need reminding to complete tasks and prepare in advance

**7.0**

**6.5** Has difficulty achieving assignments. Fails to utilize available time in a constructive manner.

**6.0** Minimal effort expended to achieve program objective. Performs task only when requested.

Comments:



## **12. RESOURCEFULNESS**

**10.0**

**9.5** Uses previous knowledge in an attempt to correct problem.

**9.0** Utilizes appropriate resources when necessary.

**8.5** Attempts to use previous knowledge. Hesitates to utilize available resources.

**8.0**

**7.5** Goes to instructor after minimal effort expended to resolve solutions.

**7.0**

**6.5** Seeks help immediately without thinking through situation.

**6.0**

**Comments:**

## **13. INTERPERSONAL RELATIONSHIPS WITH PATIENTS/COWORKERS**

**10.0**

**9.5** Tactful; considerate of others. Mature attitudes in dealing with conflict.

**9.0**

**8.5** Usually sensitive to needs of others; respectful.

**8.0**

**7.5** Moody; complains excessively; may be harsh, abrupt or intolerant.

**7.0**

**6.5** Insensitive; disrespectful; argumentative.

**6.0**

**Comments:**

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## **14. ACCEPTANCE OF SUPERVISION**

**10.0**

**9.5** Accepts criticism and guidance openly.

**9.0**

**8.5** Usually accepts and utilizes criticism and direction.

**8.0** Complies but may show hesitance or voice dislike.

**7.5** Reluctant to accept change; complains often.

**7.0**

**6.5** Inflexible; overly critical; shows negative attitude.

**6.0**

**Comments:**

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**15. ADAPTABILITY (Responsiveness to changes in schedules, assignments, working conditions)**

**10.0**

**9.5 Responds with positive attitude; flexible; cooperative**

**9.0**

**8.5 Complies, but may show hesitance or voice dislike.**

**8.0**

**7.5 Reluctant to accept change, complains often.**

**7.0**

**6.5 Inflexible; overly critical; shows negative attitude.**

**6.0**

**Comments:**

**PROFESSIONAL DEMEANOR**

	<b>Satisfactory</b>	<b>Unsatisfactory</b>
<b>Adheres to lab dress code</b>		
<b>Treats lab results as confidential information</b>		
<b>Shows professionalism</b>		
<b>Does not waste time</b>		

**SAFETY**

	<b>Satisfactory</b>	<b>Unsatisfactory</b>
<b>Follows biohazard safety precautions</b>		
<b>Keeps work area neat and clean</b>		
<b>Keeps phlebotomy tray stocked</b>		

**Lab Manager's Additional Comments**

**Lab Manager's signature:** \_\_\_\_\_

**After reviewing the evaluation the student may comment below:**

**Student signature** \_\_\_\_\_

**MWCTC Program Director's comments and signature:**

\_\_\_\_\_

**Overall Grade** \_\_\_\_\_

**(MWCTC Program Director will fill this out)**

**Minnesota West Community and Technical College  
Phlebotomy Certification Program  
MDLT 2200 Phlebotomy Externship Objectives**

MDLT 2200 Phlebotomy Externship consists of 100 contact hours of supervised practice of phlebotomy at an affiliated hospital, private or reference laboratory or clinic. Student clinical experience is standardized using a checklist.

Polices are discussed in the Phlebotomy Externship Manual.

**By the end of the course, the student will:**

<b>Performance Objectives:</b>	<b>Comments or Notes or Dates</b>	<b>E</b>	<b>M</b>	<b>B</b>
1. Complete Orientation as established by the affiliated site				
2. Completed a minimum of 100 venipunctures, at least 10 of them should be a syringe draw and at least 5 of them should be a butterfly draw.				
3. Completed at least 120 clinical hours. Student must use a time card to verify they have completed the needed hours.				
4. Assist with at least one complete Glucose Tolerance Test				
5. Assists with at least one 2-hour post prandial glucose test				
6. Collect at least one trough or peak drug specimen or random drug specimen				
7. Collect at least three blood culture specimens				
8. Collect specimen from at least one patient in isolation (if possible)				
9. Collect at least five specimens by skin puncture				
12. Collect at least 3 specimens requiring special transport methods				
13. Observe at least one arterial blood gas collections				
14. Observe or perform at least 2 specimen collection procedures from a newborn				
15. Observe or perform collection procedures from Intensive Care Unit such as cardiac, medical or surgical				

16. Perform at least three specimen collection procedures in the Emergency Room				
17. Perform at least 2 specimen collection procedures on pediatric patients				
18. Observe collection procedures on psychiatric patient, if possible				
19. Perform at least 3 blood bank specimen collection procedures (ie. Order for type and crossmatch, type and screen, etc.), if allowed				
20. Perform at least one bedside glucose testing				
21. Observe or perform specimen collection procedures on as many of the following patients as possible: (mastectomy patient, dialysis patients, patient with IV, patient receiving blood transfusion				
22. Centrifuge blood and aliquot sample, correctly labeling all tubes Perform as many as possible				
23. Adhere to the standards of professionalism as established by the clinical affiliate site				
24. Adhere to infection control and safety regulations				
25. Perform paper work as established by the clinical site				
26. If possible, operate the Laboratory Information System				
28. If possible, observe the following: draw from a heparin lock or indwelling catheter capillary blood gas collection hand or wrist draw spinal tap any other type of unique collections				
29. Organize phlebotomy tray and equipment				

### **Performance Scale for Training Objectives:**

Exceeds Expectation (E): The student perform procedures easily with minimal supervision. The retain and follow written and oral instructions. They have knowledge about the procedure.

Meets Expectation (M): The student performs procedures at the level expected of someone with limited phlebotomy experience. They may require a little more supervision than someone performing at the highest level.

Below Expectation (B): All Phlebotomy technician students in training are expected to function at level “M” or “E”. When a student does not follow standard operating procedures as described to them, or practice unsafe specimen handling techniques, they are functioning “below expectations”. Additionally students lacking the manual dexterity to perform phlebotomy or failing to understand directions after repeated instructions may be functioning below expectations.











