

**PHLEBOTOMY ADVISORY COMMITTEE**

**MINUTES**

Wednesday, November 16th, 2016

5:30—7:30 p.m.

Clark College at WSU-V, Room 124

**Members Present:** Lisa Gonzalez (Committee Chair), Providence Medical Center Milwaukee; Lisa Parkman (Committee Vice Chair), The Vancouver Clinic; Svetlana Senchuk, Providence Medical Center Milwaukee; Michael Pitts, OHSU; Robin Conomos, PeaceHealth SW Medical Center; Hollie Krysak, Legacy **Salmon Creek**

**Members Absent:** Roger Lauderbaugh, PeaceHealth SW Medical Center; Jaimie Gaukroger, Kaiser Permanente; Heather Harris, Legacy Salmon Creek; Theetea Fell, OHSU

**Guests:** Benjamin McDonald, Student

Clark College: Amy Castellano, Lead Phlebotomy Instructor; Lori Anderson, Adjunct Instructor; Linda Valenzuela, Interim Assoc. Dean of Health Sciences; Shelley Ostermiller, Associate Director of Advising; Cathy Sherick, Associate Director of Instructional Planning & Innovation; Brianna Lisenbee, Careers Services; Nichola Farron, Secretary Sr.-Advisory Committees

Committee Chair Lisa Gonzalez called the meeting to order at 5.36pm and introductions were made.

Amy took the opportunity to remind the committee members that the Advisory Committee exists so that the College can receive industry insight; as such, she welcomes feedback and questions: this is especially pertinent in terms of understanding developments in the field.

Minutes of Previous Meeting

The Committee reviewed the minutes from the previous meeting of May 11th 2016.

*A motion to approve as written was made by Svetlana, seconded by Robin and passed unanimously.*

Next Meeting Date

The Committee will meet again on Wednesday May 10th 2017 at 5.30pm

Updates from the Office of Instruction

Cathy Sherick made the following announcements:

The theme “Transformation” is being used to describe two large intersecting initiatives. One is the Academic Plan, which will guide Clark’s programs and student services over the next five years. The first goal of the plan is to implement Guided Pathways, the second large initiative.

All Washington State community colleges will implement Guided Pathways. This is aligning schedules and building program *pathways* that have clearer more defined structures, saving students time and money getting to graduation. Training for advisory members on Guided Pathways will be on March 24.

Specific *transformations* that advisory members will see this year include a *r*edesign of the meeting agenda format. This provides faculty and committees with a connection to the academic plan and will streamline the meeting while including committee work plan activities. The committee composition will now include students and Clark Alumnae. Students will be able to earn a small stipend and a letter of recommendation for their attendance and participation. Piloted this year, we hope that students will be a regular and vital presence on every committee in the future.

Transforming the role of committee members, from just meeting attendees to being a part of our learning community. Not just trainings, the series of Business and Community Learning events on campus are set up to be quick and friendly ‘lunch and learn’ opportunities. FREE and open to the public, the workshops will be scheduled from 11:30 a.m. to 1:30 p.m., and held in the Gaiser Student Center, allowing people to attend on their lunch hour. Food is available in the carts on campus, and guests are welcome to bring their brown bag. Additional information to follow in emails.

* Friday December 9th Advocacy
* Friday February 24th Millennials in the Workforce
* Friday March 24th Pathways
* Friday May 19th The Power of Completion

An evening event will be planned in the Spring to thank our advisory committee members for their time and expertise. Look for information during winter term.

A complete computer systems upgrade to campus registration, human resources and finance systems. The ‘go-live’ date for will be January 30. It will not impact the advisory committees, but it will impact campus business so there will be a moratorium on advisory meetings from mid-January to mid-February.

The new Bachelor of Applied Science in Applied Management (BASAM) is accepting students beginning winter term 2017. For additional information go to: <http://www.clark.edu/academics/programs/bus/basam/index.php>

Enrollment Crisis

Amy talked about the college-wide enrollment crisis: this is also seen in the reduced program enrollment. She outlined how the current group is the smallest cohort the program has ever had. The cap was recently reduced from 30 to 24 to optimize safety and observation in the lab: this particular cohort started at 19 students, but 3 recently left the course for personal reasons. Amy asked for suggestions for publicizing the program in the wider community.

Cathy provided some additional context for the enrollment crisis: with the economic upturn, there has been less demand for continued education.

Amy continued that she maintains a private Facebook group for graduates of the program and posts jobs etc. there for their information. She outlined how there is a constant demand for employees, indicating how the industry is growing.

The committee then discussed the potential for connecting with high schools to outline the profession to students. Cathy shared that the College has a meeting with High School partners to talk about promoting professional-technical courses and careers.

The committee then discussed the growing popularity of phlebotomy courses that promise qualifications in an accelerated period and stand as the competition to Clark: for example, PCC offers a 2 quarter program that does not require as many pre-reqs. Students seem to be increasingly attracted to programs that have a shorter duration. In addition, there is the added dimension that Oregon does not require licensing, whereas Washington does, which can act as an incentive for some students.

Robin spoke that, as an employer, there is a level of quality you expect from Clark students and their preparation for the role. Michael emphasized that it was important to promote the quality of the program, and the fact that students are expected to complete an internship. For OHSU, the hiring policy is not to employ students unless they have completed an internship. He suggested that pre-reqs that might be regarded as an obstacle could be tackled by fostering a ‘learning community’ amongst the students to learn together. He outlined that as an employer, approximately 50% of applicants do not get given an interview.

Lisa P continued that as an employer, she looks at the value of the education received by applicants, and would be wary of hiring graduates of accelerated programs that would not have such a thorough approach. The committee discussed how these ‘mini courses’ are not setting students with a necessary level of skill.

Shelley discussed how, from the Advising perspective, there used to be a number of students in the pipeline: as such this resulted in a longer completion time. In reality, the program is 1 to 2 quarters of pre-requisites and then 2 quarters of program content. There is some opportunity for applicants to receive credit for prior learning, or for workplace experience that would reduce the pre-requisite requirements. As discussed at previous meetings, the certificate structure does create some difficulties with regard to the extent of financial aid that can be awarded. There could perhaps be future conversations about what kind of pathway Phlebotomy could lead into.

It was agreed that there needs to be better communication about the actual length of the program: but also to emphasize that the Clark program leads to greater employability.

The committee also talked about the potential for promoting the program to students who are retraining or reentering the workforce. Brianna shared that the Careers center has a worksource representative who has allocated funding to help students who meet the criteria. There is assistance available for a range of needs,

Amy will be working on a recruitment plan for the program.

Action Item: Brianna and Amy to connect to discuss potential for worksource funding for future Phlebotomy students.

Lisa G then talked about HeLa High as a model for high school connections, and the potential for articulating classes that would remove the need for pre-reqs. She outlined that interest from students would increase if it could be clearly demonstrated that phlebotomy can be a stepping stone, as well as career in itself.

Shelly noted that a meeting between Clark and local High School representatives is scheduled for this week.

Action Item: Shelly will report to the committee on the Clark College event with local high schools at the next meeting

Removal of BMED 138 from required class list

Amy spoke about the efforts to develop a health care core of classes, but that not all the programs need the content in every class. For BMED138 Legal Aspects of the Medical Office, it is felt that a lot of the content is duplicated. For example, HIPAA certification can be amalgamated into HEOC 104 once superfluous content is removed.

The Committee asked Ben, as a current student, for his perspective; he reiterated that there is a lot of redundant content in BMED138 so far.

The phlebotomy courses cover much of the content needed and it is felt that the BMED138 is more applicable to the Medical Assistant track.

Svetlana asked for confirmation that the removal of the class would still leave enough credits for the qualification: this was checked and confirmed by Shelley.

*Lisa Parkman made a motion to remove BMED138 from required program courses and integrate HIPAA training in to HEOC 104. This was seconded by Michael and approved unanimously.*

Alumni Survey Results

At 11 responses, Amy indicated that there was a higher return than previous years. The majority of respondents indicated that they felt well prepared for the work place. One comment was that there was not enough ordering and processing in the program, whilst another indicated that they would have liked the opportunity to draw from infants or children. Amy explained that these areas fell beyond the parameters of the program. However, suggestions for additional lab processing have been noted and there is now more opportunity for this in the program.

Amy also noted that she reminds students that their internships are the opportunity to develop and refine the skills they learn in the classroom, but she pushes them to try different scenarios in the lab. She has also asked members of the graduate Facebook book for certified volunteers to come in and oversee students in the lab. She was pleased to note a number of students were interested in returning and assisting.

Internship Discussion

Hollie asked the committee if students are allowed to experience both in and out patient environments as part of their internships. This was based on her recent experience that students suffer from a lack of experience of inpatient situations.

Lori explained that Portland Adventist is currently the only location offering both in and out patient experience. Robin outlined that PeaceHealth doesn’t allow students in the inpatient environment as there is too much potential for them to make mistakes. Michael also explained that this is the case at OHSU: students are not allowed to draw from inpatients for a number of reasons, including the time lost which affects productivity. He outlined that their staffing model doesn’t support teaching on the inpatient level.

Addition of Competencies to PHLE 116

Amy outlined the added competency to PHLE116 which allows students more exposure to the centrifuge machine etc. There are also additional tests – hemoglobin, glucose etc. – that are provided for practice.

PHLE 198 Mock Interviews

For the clinical internship course in the program’s second quarter, Amy asked if committee members would be willing to volunteer to participate in mock interviews to give students an insight into the hiring process. It is hoped that the committee will be able to review the current example questions, and also provide insight into interview expectations.

A number of committee members volunteered to assist: this is scheduled for either January 25th or February 1st 2017 from 6.00pm to 7.20pm.

Program Donations

Amy discussed the ongoing need for any donations to help the program. In the past, Lisa P has donated syringes which helps to offset some of the expenses not covered by the student equipment fee. Robin outlined that she may have some example kits. Lori confirmed the College’s commitment to helping students learn with equipment that is relevant to the field.

Election of Officers

*Lisa Gonzalez nominated Lisa Parkman for the role of committee chair; this was seconded by Robin and passed unanimously*

*Lisa Parkman nominated Robin for the role of committee vice chair; this was seconded and passed unanimously.*

The committee adjourned at 7.22pm. Amy offered a tour of the lab to any interested members.

Prepared by Nichola Farron