

**PHLEBOTOMY ADVISORY COMMITTEE - MINUTES**

Wednesday, May 10, 2017 \* 5:30-7:30 p.m.

Clark College at WSU-V, Room 124

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

**Members Absent:** Heather Harris, Legacy Salmon Creek; Theetea Fell, OHSU

**Guests:** Eva Buttrell and Brenda Sarensen – Students in the program

**Clark College:** Amy Castellano, Lead Phlebotomy Instructor; Lori Anderson, Adjunct Instructor; Dr. Brenda Walstead, Dean of BHS; Kira Freed – HEOC Advising; Cathy Sherick, Associate Director of Instructional Planning & Innovation; Scott Clemans, Careers Services

Committee Chair Lisa Parkman called the meeting to order and introductions were made.

Minutes of the Previous Meeting

*The minutes of November 16, 2016 were presented: Michael made a motion to approve. This was seconded and passed by the committee.*

Next Meeting Date

The committee will meet again on Wednesday October 25, 2017 at 5.30pm.

Office of Instruction Updates

Cathy made the following announcements:

Clark is completing the series of Business and Community Learning events on campus this spring. The 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.

* Friday May 19th The Power of Completion

Join us here on campus Saturday June 3 10:00 a.m. registration opens for the FREE Healthy Penguin Walkabout. There are several stations set up across campus, with health activities and information about one quarter mile apart. A great way to get some exercise, some health information and have fun.

In keeping with the college campus theme, TRANSFORMATION work on the committee composition continues! We are seeking nontraditional members, those folks who are not typically associated with the field (like women in welding). Your assistance is appreciated, if you know of someone who might be interested in joining a committee, let us know.

We are also going to be making a big push to engage students and Clark Alumnae in the work of the committees. Students will be able to earn a small stipend and a letter of recommendation for their attendance and participation. Piloted this year, have not had students waiting in line – but we want to have them be a regular and vital presence on every committee in the future.

July 13, 2017 – Evening event to recognize our committees and the terrific volunteers that come to meetings two times a year to support students. Watch for additional details to arrive via email.

Clark College will hold graduation at the Sunlight Supply Amphitheater on Thursday June 22 at 7:00 p.m. It is a great way to celebrate the work of the committees. There is always a need for volunteers at the event, if you are interested please let us know.

Program Development & Outreach

The committee discussed *The Columbian* insert that was issued this year as part of the outreach for Professional Technical day and which featured phlebotomy. However, there is difficulty in making the program attractive to high school students who are not always fully aware of what the field entails. In addition, the placement of the program at the WSU-V facility and away from the main campus means it is not always possible to offer tours.

Amy will be meeting with Advising and trying to work on identifying the ‘best-fit’ students to target for entry into the program, and to address obstacles to enrollment (such as not being financial aid eligible). Amy is trying to find a good method to share financial aid information that will support the program, for example, a one-sheet handout that provides information on funding. Collaborative outreach with BMED and Medical Assisting is also being investigated, such as looking at Pathways and determining how phlebotomy can be eligible for financial aid by aligning with the Medical Assisting Pathway. The thought is that students would enter the program on the BMED (medical office/medical assisting) track, and if they wanted to opt out with just the phlebotomy qualification that would be a valid exit point. The Dean is working on a grant to enlarge medical assisting, potentially by providing a Vancouver clinic scholarship for employees. Providence also has an employee program. Across the industry, Legacy is hiring a Bachelor level candidate for a lead role in their dept. but are finding it hard to attract qualified applicants due to the pay differential. Across local employers, more applicants are needed. However, changes at PeaceHealth have made entry difficult.

Pathway in Medical Assisting

As mentioned, the development and expansion of the BMED program into a pathway that contains Phlebotomy is being investigated as an option to increase enrollment and bypass financial aid obstacles. However, Amy expressed reservations about this. There is a similar program in existence at Clackamas with the 2-internship option: the clinical lab assistant program contains phlebotomy. She continued that many of the medical lab skills are already taught during the phlebotomy course. However, this pathway option does present a good opportunity for integrating the basic skills and the potential for on the job training.

The committee also discussed the need to increase awareness of the phlebotomy program: both students present at the meeting said they had heard about the program through word of mouth rather than any targeted marketing.

High School Partnerships

Dean Walstead spoke to her efforts to expand articulation agreements through connecting with High School Directors. In addition, there is a benefit to offering health care exploration courses. The committee also discussed the need to reach out to those students who are home-schooled.

Removal of BMED138

The removal of BMED138 (Legal Aspects of the Medical Office) has been approved by the College IPT (Instructional Planning Team): it was deemed redundant to the needs of the phlebotomy students. Beginning fall registration, it will no longer be required. HIPAA training is now integrated into HEOC104. It was also noted that OHSU provide on-the-job training as part of onboarding and do not require certificate. Whilst employers may require internal HIPAA training, there are not any requirements for state licensure or certification. In addition, Amy read the revised description for PHLE116, Basic Laboratory for the Phlebotomist.

Program Improvement Process (PIP)

Dean Walstead provided background on the PIP process. As part of the phlebotomy review, Dr Castellano noted in an outcome assessment that there is an issue of preceptors wanting to be ‘friends’ rather than ‘reviewers’ of students. This was suggested by consistent high scores for students and raised the question as to how the preceptors were trained. Whilst there is a guidance packet in existence as required by accreditors, it conveyed some incorrect strategies. The Department is planning to create a guideline on what is required.

Amy asked for committee members’ feedback and suggestions as to what should be included in preceptor guidance. It was remarked that, at OHSU, students work with approved trainers who hold students to the OHSU standard and are on rotation. Legacy moves students from staff to staff, with supporting documentation for trainers. There may be opportunity to change that protocol. Peace Health has one lead trainer; but the Quest take-over is likely to change that.

There was a suggestion from committee members to make the document concise and to consult the organizations that students are sent to when drawing up contents. There also needs to be more communication regarding any potential issues, and students should be encouraged to provide feedback as well. It is important to build a ‘culture of safety’ so students feel they have the ability to ask any question. Whilst clinical affiliation agreements help to define what is agreed upon and is largely legal, perhaps an additional agreement is needed.

Action Item: Members to share organization competency agreements with Amy

It was discussed how it might be more effective to also have a review process that works with the student, rather than after the student has completed the program. There are challenges with structure, time, and the person who is doing that: often the supervisors are completing the forms not the trainers. It has been suggested that the forms go to all trainers.

Survey Results

Ten students responded to post program completion survey. The majority felt very well prepared, with the clinical site placement providing good preparation. None have opted to take the national certification exam. Most Oregon sites now require certification within 6 months of hire. Amy shared some of the students’ suggestions for improvement: more processing, more practice time and review of common tests performed.

Test Questions from Patients

Amy showed an example of the test memorization sheet she provides students that goes over five standards, then students are asked to look up tests in books and various websites provided – different labs will have different requirements. The committee responded that it might be better to train students in what *not* to say, and the soft skills to have the ability to end conversations and manage dialogue more effectively.

The meeting adjourned.

Prepared by C Sherick/Nichola Farron