

**PHLEBOTOMY ADVISORY COMMITTEE - MINUTES**

**Wednesday, May 16, 2018 \* 5:30-7:30 p.m.**

**Clark College at WSU-V, Room 105**

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

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

**Guests:** Kelli Adams and Natalya Tkachenko – Students in the program

**Clark College:** Dr. Amy Castellano, Lead Phlebotomy Instructor; Jennifer Obbard, Assoc. Dean of Health Sciences; Carmen Roman, Educational Planner – HEOC; Cathy Sherick, Associate Director of Instructional Planning & Innovation; Sarah Thorsen, Program Coordinator; SueAnn McWatters, Program Specialist – Advisory Committees

Committee Chair Lisa Parkman called the meeting to called to order at 5.39pm and introductions were made.

**Minutes of Previous Meeting**

*The minutes of November 15, 2017 were presented: Michael made a motion to approve which was seconded by Svetlana and was approved by the committee.*

**Next Meeting Date**

The committee will next meet on **Wednesday, October 10th, 2018 at 6:00pm.**

**Office of Instruction Announcements**

Cathy Sherick made the following announcements:

**Welcome SueAnn McWatters,** for those who may not have met SueAnn, she is the new Advisory Coordinator. The position was formerly held by Nicola Farron, and she started in January of this year providing meeting coordination and support to the twenty-seven Career and Technical Education Advisory Committees in addition to administrative support in the Office of Instruction. Sue Ann comes to us most recently from WSU Vancouver where she worked in the College of Business, Finance and Operations, and Development and Alumni. She is a former Clark student and graduate of WSUV, attaining a Bachelor’s in Business Administration.

**Career and Technical Education Insert** was sent in February, unfortunately we were not able to produce the insert as a focus on the high school partnerships as we had originally envisioned. It is however, a very nice look at our professional technical education programs and the students they serve.

* Amy pointed out that a McKayla, a recent student that completed her cohort in March, is in the insert on Page 5.
* Cathy mentioned that if the department has any students or stories, we would be happy to post it on the advisory committee’s web page.

**Healthy Penguin Walkabout** Saturday June 2, 2018, registration opens at 9:00 with the event beginning at 10. Community members and anyone interested in good health are invited to participate in this FREE event to stroll the beautiful campus and receive free health assessments.

**Spring Recognition event** planned for Wednesday, June 13th. The event will be held in PUB 160. This is our opportunity to share some refreshments and acknowledge and thank each of our community advisory members for their service to the college. Watch for a save the date, coming to your email soon.

**Need for new Advisory Members** we are asking our advisory members to think about others in the community that you know that might be interested in being a part of building student success at the college. Our committees are shrinking and we are in need of folks to provide that employee as well as employer perspective.

**PPI Exercise and handout:** Academic plan Goal 6: *Infuse the study of* ***Power, Privilege and Inequity*** *throughout the curriculum.* Last year advisory members asked why this was happening at Clark. To answer that question, we have been working with the Office of Diversity and Equity to put together some basic information to share with everyone.

* Cathy stated that faculty will be trained by the Office of Diversity and Equity who will help provide support. They will be able to bring in the Diversity office to do trainings and talks.
* Jennifer spoke about a certificate for PPI. For example, nursing will have designated courses that follow those guidelines.

**Department Updates**

Amy discussed the Mock Interview Night for Phlebotomy&198: Seminar class. There is opportunity for industry members to come and participate; Robin and Lisa have participated previously. It will be in held in July, either week 3 or 4. Have had Robin and Lisa before. It is set up as speed interviewing. The students feel like it’s meaningful and enjoy getting a lot of feedback for interviewing for phlebotomy positions. Many students are age 25 and older (mature learner). English as a second language is heavy in the program; at least 6 per cohort. Currently, the program has a smaller cohort with only 18, but normally it is between 20-24.

The committee discussed the difficulties of getting state licensed. In Washington, students have to pay $145/application to start the process of getting licensed. Many businesses that are considered to be “medical homes (working with patients where Medicare is paying for their care),” will only hire phlebotomists that are nationally certified. Amy mentioned that it is considered to be a higher standard of healthcare worker. Unlike Washington, which has a state license, the national certification is a replacement. It still prepares students for the ASCP (American Society for Clinical Pathology) testing; mock tests and application processes. Many students have contacted Sarah for their paperwork. Sarah explained that she provides the application for the ASCP testing, which lets her know how many people are applying. Svetlana stated that Providence will hire students from the program with no license or certification, however there is a certain time period that it needs to be completed. It must be maintained every three years with a certain amount of hours to meet. Providence will also pay for the continued education but not the application for certification.

Robin posed the subject of obtaining multiple licenses; a student has a Washington license but wants to work in Oregon. The committee explained that students can work in Oregon as long as they pay for it with documentation and transcripts. They would not need to take the test again, but would need to reapply for the other state’s license. It will need to be renewed every two years. Michael stated that there are certain phlebotomists on the OHSU staff that have been grandfathered in who do not require certification or license. New hires are required to demonstrate national certification in any of the programs within 12 months of hire. OHSU also has a reimbursement program. If a student can demonstrate that they have certification and passed, they can apply and get reimbursed. Lisa also mentioned that The Vancouver Clinic has started reimbursing.

Amy spoke about scoring. 400-999 is passing and most of the students that have taken the test get around 660 points. The closest facility is at Pearson Testing Center in downtown Portland.

**Enrollment Updates**

Amy explained that there are 18 in the cohort right now, with numbers fluctuating. Before 2014, the program number was down so they are trying to rebuild the curriculum. The program has had a couple of cohorts that were full or close to being full (22-24). But there have also been a few that have been lower (17-20). Sarah mentioned that traditionally the fall cohort is heavier and those that don’t make it in get carried over to spring. Summer quarter is very short and intense so a lot more apply in the Fall. There is always the issue of financial support; we try to let the students know right up front that there is alternative funding (scholarships, grants, etc.). There are funds out and available; if students qualify, most of it doesn’t require payment back because it is a grant, not a loan. Kelli stated that many students coming in don’t realize that summer is the first term. When students apply for FASFA, they don’t realize that it opened the year prior in October and phlebotomy isn’t covered. The department is working with advising to make sure we are transparent that there is no traditional financial aid through the program. Carmen agreed that it is part of the advising checklist; additional resources with workforce and worksource.

**Financial Aid Pathways in MA Program**

Jennifer discussed the Medical Assisting Program. The director starts in summer and we will start taking a look at the curriculum to incorporate phlebotomy in so that it can qualify for financial aid. The potential for the program is that you could go the MA or phlebotomy route. It could also potentially be stackable; multiple certificates.

**Guided Pathways**

Amy spoke on the areas where the program can improve on the course structure to satisfy course outcomes. CMCT&230 and CMST&210 are the main courses of discussion. Students coming into the healthcare field were not meeting the standard of communication skills. They are able to take either one of the courses, however CMST&230 is small group communication, which doesn’t exactly align with CMST&210, which offers interpersonal communication. The program is looking to offer more sections in CMST&210 as there have been some frustrations with CMST&230 because some people don’t do their work. Jennifer concurred that student needs aligns with guided pathways. Amy explained that Deena, the Communications Division Chair, seemed very open to adding more sections of CMST&210 that fit around the Phlebotomy schedule and possibly creating it to fit more healthcare areas. The committee discussed making sure that students are able to get into the classes. Pharmacy Tech has 24 students, Phlebotomy has 24 students, and Medical Assisting has 26 students; all are hoping to get into the CMST&210 fall class. Since summer of 2015, only 22 out of 98 completions in the program took CMST&230. Carmen added that communications classes never have low enrollment. It’s a huge bottle neck because people don’t want to do public speaking and also don’t want to work in a group.

Amy stated that many students aren’t passing BIO&164 and BIO&165. These courses are targeted towards healthcare programs that are shorter term. It is heavy on scientific theory, leaving out muscular/skeletal/immune/senses/all nervous system. It is a very intense course, but it doesn’t meet the needs of the students. There was some discussion about these courses being on the pathway for another program, but found that it didn’t meet the needs of students for either MA or Pharm Tech. Only 22 students completed the courses. Carmen mentioned that it is on the pathway for MA, billing & coding, and pharmacy tech, but it is not recommended to students to take.

HEOC&100: Developed Intro to Anatomy is not as in depth as the higher lever 200s. It is covering a large amount of body systems (survey course).

* Recommended by committee to remove CMST&230 as it does not meet the needs of the students, with additional CMST&210 sections
* Recommended by committee to remove BIO164/165 because it is not applicable.

Robin motioned to approve the above changes, Michael seconded, and the rest of the committee approving unanimously.

**Clinical Evaluation Forms**

Lori has been working on revising the site evaluation of students and on the site/supervisor evaluation. Michael mentioned that there’s nothing on it to actually access student skills (quantity of work and quality of work). Some suggestions:

* Revising the language so that the person evaluating understands that they comparing them to other students; not entry level or advanced phlebotomists. Questions could include:
  + Why don’t you know how to do this procedure?
  + Why don’t you feel confident?
* The scale needs to change; removing the low/high standard. The numerical meets the expectations in some of the categories but is adequate on others.
  + It has been difficult to differentiate between a number scale as some preceptors will return an evaluation back with all high (5s), however this information doesn’t reflect how the student is actually doing. Michael suggested taking away the numerical and using excellent, proficient, developing, etc.). Lisa agreed that providing definitions with the scale would be helpful (i.e., knowledge of field, properties, skills, etc.). There is also an area for the preceptors to write comments.

The committee discussed more on what goals preceptors set. Svetlana mentioned that in the past the students brought a goal form. There needs to be a connection between program outcomes and the evaluation. The form needs be a combination of what the field wants, program outcomes, as well as the assessment. It’s too confusing for the student and preceptor if they are different. Amy spoke about the 5s on evaluations preceptors give out to a student, however they won’t hire them. The committee discussed more about employment. Sometimes the preceptors aren’t the ones hiring.

**Action Items:**

* Amy will take what we’ve said in this meeting and update the new form. Compare all three forms and get suggestions/approval from committee at next meeting (draft of committee form, draft of current form, and draft of old form).
* Sarah will find the old form

**Industry Updates**

Sarah mentioned that the Washington licenses has been a big change.

Holli stated that Legacy has been very busy; always looking for more phlebotomists. They are currently looking for a full-time variable shift (4 tens or 5 eights), only outpatient, for salmon creek and fisher’s landing locations. Applicants need to have a WA license.

Svetlana mentioned that Providence might be creating a new position.

Robin explained that Quest diagnostics is awaiting approval for a half-time employee.

Michael announced that OHSU is drafting for 22 positions. Morning run will be from 3-11am to pull people into outpatient. The will be hiring for a full 5 positions between the end of May and into June.

Lisa spoke about The Vancouver Clinic having 5 full-time positions new and opened by next June 2019. They are also planning to open a new clinic, so there is the potential for another 6 more job openings. There are no new internship sites. The new Ridgefield site doesn’t open until June, and with required training, it’ll bump back the timeline even more.

The meeting adjourned at 7:39pm

Prepared by SueAnn McWatters