

# Program Review Year 2011 – 2012

## Name of Program:

PHLEBOTOMY CERTIFICATE PROGRAM

### Program Review Team Members

<u>Name</u>	<u>Title</u>
Brenda Salines, BS, M.Ed.	Phlebotomy Clinical Coordinator Assistant Professor Health Science
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Cynthia Morse CPT	Externship Supervisor Winchester Hospital Outpatient
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**DATE: January 26, 2012**

## SECTION SIX: SUMMARY

### I. CONCLUSIONS: PROGRAM STRENGTHS AND WEAKNESSES

- A. List and describe the program's major strengths, based on information obtained in the Program Review. Cite evidence for each identified strength.

AREA OF STRENGTH	EVIDENCE
<b>Collaboration:</b> Over a dozen clinical affiliations.	See Section II (D)
<b>Faculty:</b> Each faculty member has over twenty years practical, management and educational experience.	See Section IV (D)
<b>High Demand Program:</b> This program responds to the needs of the community.	See Section II (A)
<b>Diversity of Students:</b> The Phlebotomy Certificate program represents the ethnic diversity of the community.	See Section II (D)
<b>Curriculum:</b> Curriculum is sequential to ensure students success.	See Section III (B)

**B. List and describe the program's weaknesses or areas in which improvement is desirable, based on information obtained in the Program Review. Cite evidence for each identified weakness or area for improvement.**

<b>WEAKNESS OR AREA FOR IMPROVEMENT</b>	<b>EVIDENCE</b>
NEED FOR ADDITIONAL LAB SPACE.	Section II
DATA COLLECTION AND DISPERSEMENT.	Section IV (C) Section VI (B)
NEED ADDITIONAL PHLEBOTOMY EXTERNSHIP SITES	Section IV (II)

## II. ACTION PLAN

**For each identified weakness or area in which improvement is desirable, submit an Action Plan.** *(When designing the Action Plan, a suggested plan would include the elements of Process Management using a Plan-Do-Study-Act (PDSA) cycle.) (Note: Add as many of the following tables as necessary.)*

Problem	Improvement Activity	Person Responsible	Date; of Activity	Findings
Need for additional lab space	New; building opening in Fall 2013.	Dean	2013	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date; of Activity	Findings
Data collection and dispersement.	Collection of exit interviews from students, graduate surveys and CPT pass/fail rates to be given to department chair, clinical preceptors and dean.	Clinical Coordinator	Spring 2012	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date; of Activity	Findings
Need; additional Phlebotomy externship sites.	Recruit additional facilities to enter contractual relationship to provide externship experiences.	Clinical Coordinator	Spring 2012	
Analysis:				