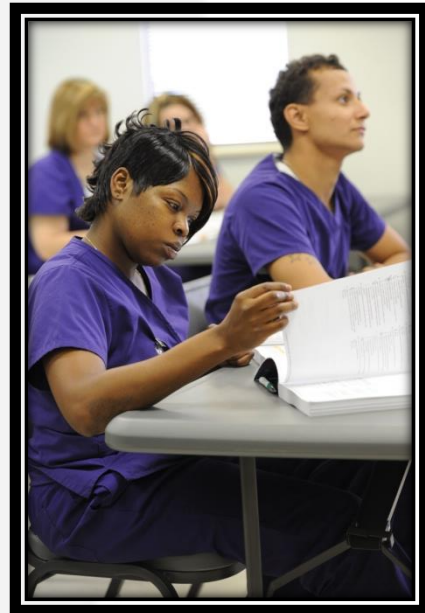




# JEREMIAH'S HOPE ACADEMY

Training You Can Believe In.

[www.jhacademy.org](http://www.jhacademy.org)



## Student Handbook and Catalog

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## **INTRODUCTION**

### **Mission Statements**

St. Vincent's Health System:

*Rooted in the loving ministry of Jesus as Healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.*

Jeremiah's Hope Academy:

*Jeremiah's Hope Academy exists to equip and empower persons, with special attention to those who are poor and vulnerable, for entry-level healthcare positions. Jeremiah's Hope is dedicated to spiritually centered, holistic training which sustains and improves the lives of individuals, their families and communities.*

### **Purpose and Objectives**

Students in Jeremiah's Hope are part of a healthcare- or hospital-sponsored job-readiness and life-skills training program. The purpose is to prepare graduates for employment as entry level healthcare professionals, particularly in a faith-based environment. Students are expected to make the most of this training by preparing for and participating in all classes, clinical experiences and assignments. Instruction design is based upon the employment standards for hospitals and healthcare providing organizations.

Students who complete the program will be eligible and sufficiently prepared to successfully sit for the National Health Career certification examination in their particular field of study.

### **History**

What began in 2003 as an informal outreach of the Daughters of Charity to assist young women to enter the healthcare profession has evolved into the full-time training program for students of all ages and backgrounds today. Jeremiah's Hope was formally established as a curriculum-based learning program for the greater community in 2007. Jeremiah's Hope Academy offers individuals a "first step" into the field of health care while fulfilling a need for quality health care providers in Birmingham and the surrounding area. Many graduates have continued on to pursue higher education in the healthcare field.

At the 2006 Ascension Health Leadership Convocation in Washington, D. C., Jeremiah's Hope was one of three recipients of the prestigious "Living the Mission and Values" awards. In 2007, the program also received a national award from the Catholic Healthcare Association.

St. Vincent's Birmingham owns and operates Jeremiah's Hope Academy.

The name "Jeremiah's Hope Academy" comes from Jeremiah 29:11, "'For I know the plans I have for you,' says the LORD, 'Plans for good and not for evil, to give you a future and a hope.'" The program emphasizes hope for individuals to have a positive outlook for the future and the faith to believe anything is possible.

### **Affiliations**

Jeremiah's Hope Academy (JHA) operates in partnership with community programs and/or federal workforce initiatives, when available. More information is available upon request.

### **Programs of Study**

As of this printing, JHA offers eight programs of study:

Billing and Coding Specialist;

Clinical Medical Assistant (which includes preparation in Phlebotomy and EKG);

Electronic Health Records Specialist;

Mental Health Technician (which includes preparation in Phlebotomy and EKG);

Patient Care Assistant (which includes preparation in Phlebotomy and EKG);

Phlebotomy;

Medical Administrative Assistant; and,

Sterile Processing Technician;

**Billing and Coding Specialist:** *The Billing and Coding Specialist program is a twelve - week program that consists of classroom, computer lab and clinical (preceptorship) instruction. At the conclusion of the program, graduates will be eligible to sit for the national certification examination (NHA; those with experience may be eligible for AHIMA) for Billing and Coding Specialist (CBCS). Billing and Coding specialists are employed by hospitals, clinics, physicians' offices and other health care provider locations for the purpose of converting medical records to invoices/bills for medical care and services that have been provided.*

**Clinical Medical Assistant:** *The Clinical Medical Assistant program is a 24 week (2 term) program that consists of classroom, computer lab, clinical skills lab, and clinical instruction. At the conclusion of the program, graduates will be eligible to sit for the national certification examination (NHA) for Clinical Medical Assistant (CCMA). Graduates will also be qualified to sit for the Phlebotomy (CPT), Patient Care Assistant*

*(CPCT) and EKG (CET) national certification examinations. Clinical Medical Assistants usually work in medical clinics, but can be employed in hospitals and other health care facilities as well.*

**Electronic Health Records Specialist:** *The Electronic Health Records Specialist program is a twelve-week program that consists of classroom, computer lab and clinical (preceptorship) instruction. At the conclusion of the program, graduates will be eligible to sit for the national certification examination (NHA) for Certified Electronic Health Records Specialist (CEHRS). EHR Specialists may be employed in hospitals, clinics, physicians' offices, other health care provider locations or in the health insurance industry to create, monitor, review and maintain accurate and complete medical records.*

**Mental Health Technician:** *The Mental Health Technician Program (NCPT – Nationally Certified Psychiatric Technician) is a twenty-four-week program (2 terms) that consists of classroom instruction, skills lab, and clinical experiences in a hospital setting. At the conclusion of the program, graduates will be qualified to sit for national certification examinations in Patient Care Assisting (CPCT), Phlebotomy (CPT), EKG (CET), and Mental Health Technician (AAPT). Duties may include providing personal care, participation in clinical and vital sign assessment, leading group activities, and phlebotomy. Mental Health Technicians usually work in behavioral units within hospitals, but can be employed in clinics, physician offices and other health care facilities as well.*

**Patient Care Assistant:** *The Certified Patient Care Assistant Program is a twelve week program that consists of classroom instruction, skills lab, and clinical experiences in a hospital setting. Patient Care Assistants, also called Patient Care Technicians, are entry-level nurses who work directly with patients under the supervision of a registered or licensed practical nurse. They have a variety of duties depending on the type of facility and the type of patient. These may include taking vital signs, feeding, bathing, and giving massages and assisting doctors in examinations as well as performing advance skills such as Phlebotomy, glucometer testing and EKG's. Many people become Patient Care Assistants/Phlebotomists as a first step toward nursing, medicine and other patient care careers. Patient Care Assistants usually work in hospitals, but can be employed in clinics, physician offices and other health care facilities. Graduates are eligible to sit for the Phlebotomy (CPT), EKG (CET) and Patient Care Assistant (CPCT) national certification examinations.*

**Phlebotomist:** *The Certified Phlebotomy Program is a twelve week program that consists of classroom instruction, skills lab, and lab clinical experiences in a hospital setting. A Phlebotomist (Medical Lab Technician) performs the task of drawing blood. Besides ensuring accuracy and safety, a Phlebotomist comforts patients and answers their questions. The Phlebotomist is trained to collect blood samples and works under the supervision of the clinical laboratory scientist. Many people become Phlebotomists as a*

*first step toward nursing, medicine and other patient care careers. Phlebotomy graduates find employment in hospitals, clinics, physician offices, diagnostic laboratories, and blood banks. Graduates are eligible to sit for the NHA national Phlebotomy (CPT) certification examination.*

**Medical Administrative Assistant:** *The Certified Medical Administrative Assistant Program is a twelve week program that consists of classroom instruction, skills lab, and clinical experiences in a hospital setting. Medical Administrative Assistants work under the general direction of the supervising physician or institution administrator. They have a variety of duties depending on the healthcare employment organization. Duties may include greeting patients, assembling and organizing patient's medical records, office accounting and bookkeeping, filing office documents, data entry, basic billing & coding tasks, completing insurance claims, verifying insurance coverage and responding to office correspondence. They may also schedule outpatient procedures and hospital admissions, coordinate consultations with physicians, answer incoming calls, and manage office inventory. Medical Administrative Assistant graduates can work as a Hospital Unit Secretary, Medical Receptionist, Medical Scheduler, Patient Advocate/Access Representative or Admission Clerk. Graduates are eligible to sit for the NHA Medical Administrative Assistant (CMAA) national certification examination.*

**Sterile Processing Technician:** *The Certified Sterile Processing Technician Program is a twelve week program that consists of classroom instruction, skills lab, and clinical experiences in a hospital setting. This course is designed to introduce the student to working in the healthcare setting with emphasis based on requirements and expectations to be successful as an entry-level Sterile Processing Technician. Course content includes but is not limited to identifying and communicating with members of the surgical operating team, describing regulations and standard expectations, promoting safety within the workplace, medical terminology, anatomy and physiology, infection control procedures, sterilization processes, decontamination procedures, and a basic understanding of the transmission of disease. Student competencies include correctly stating, defining, and utilizing medical terminology, safety expectations, infection control measures, and decontamination/sterilization processes. Sterile Processing Technicians may be employed in hospital settings, by organizations contracted by hospitals, or in outpatient surgical facilities. Graduates are eligible to sit for the CPSPD national Sterile Processing Technician certification examination.*

**\*Length of program is dependent upon clinical experience course placement. Students may be scheduled part-time for four weeks or full time for two weeks, as clinical placement facilities are available.**



## **JHA GOVERNANCE AND STAFF**

Jeremiah's Hope Academy is governed by St. Vincent's Birmingham. The governing members are:

Market Executive and CEO St. Vincent's Health System  
President, St. Vincent's Birmingham

Jeremiah's Hope Staff:

Director, Community Service and Outreach  
Manager, Jeremiah's Hope Academy

## **ADMISSIONS, RECORDS, AND FINANCE**

### **Admissions**

Jeremiah's Hope Academy is committed to providing quality training programs to individuals seeking employment in the healthcare field. It is important that applicants meet all requirements for successful completion of the program, and for future employment in healthcare. To this end, applicants must complete a detailed and competitive application process. Applicants must be at least 18 years of age at program entry, possess a GED Certificate or High School diploma, successfully complete a background check, have a clean drug screening, and successfully complete a basic health screening to be considered for admission. **It is the policy of Jeremiah's Hope Academy to provide equal opportunities without regard to race, color, sex, age, religion, national origin, or disability.**

The following 5 steps **are required** in the standard application process to be considered for acceptance:

1. Submit a completed and accurate application form, copy of state issued photo identification, copy of Social Security Card, copy of education verification, and a \$100 (non-refundable) Application and Processing fee. \*\*
2. Complete an interview with JHA staff.
3. Successfully complete a health and drug screening.
4. Successfully complete a background check.
5. Applicants will be notified in writing of the status of their application and required action. Applicants must satisfactorily complete all portions of the application process to be considered for acceptance, and final selection for admission is at the discretion of the JHA staff. Applicants that are proven to have falsified any application information, misrepresented themselves, or fail the drug screening will be disqualified. The applicant will be notified in writing of the failure and their application will be made inactive. Applicants

that have not completed steps within the required time limit will be notified and given the option to use the application for the subsequent term.

Class size is limited, so applicants accepted into the program for whom there is no available student space will be notified of such, and will be placed on a waiting list. Should a class space become available prior to the first day of class, the space will be offered to students in the order of the waiting list. To enroll in class from the Wait List, the applicant must pay tuition before the first day of class. Wait list applicants for whom a class space is not available will be offered a place in the subsequent term.

A course of study will be offered only when the minimum number of students has been accepted for admission for the term, however any applicants that would have qualified for placement will be offered a place in the next available term.

Tuition and fees for each program appear on the Academy website, in the admissions information packets, and in the program informational flyers. **Tuition and fees must be paid by accepted applicants on the published registration date in order to be enrolled in the program.\*\***

Once accepted, students must successfully complete a Two Step TB Skin Test and complete other necessary medical clearances for eligibility to enroll in the required clinical experience class (provided by the Academy).

***Classroom assignments, and class days and times are subject to change based upon the needs and availability of St. Vincent's Health System.***

\*\* All payments to Jeremiah's Hope Academy (application, tuition, fees) must be in the form of cashier's check, money order or cash. If making payment at the Business Office at St. Vincent's Birmingham Hospital, a debit or credit card may be used when a payment invoice is provided in advance by the Academy Registrar or authorized Academy personnel. **Personal checks are not accepted.** Go to [www.jhacademy.org](http://www.jhacademy.org) for current application process deadline dates.

### **Students Requesting Accommodation**

It is the policy of Jeremiah's Hope Academy to provide equal opportunities without regard to race, color, sex, age, religion, national origin, or disability. Each applicant to the Academy must be capable of fulfilling the requirements of the job in the specific health career program for which they are making application.

Applicants/students accepted into the Academy who require accommodation must make that request known in writing to the Academy in advance of the enrollment and registration date for the term to which they have been accepted. For more detailed information, please refer to the **Accommodation Policy: Rights and Responsibilities of Students Requesting Accommodation** which is included in the Appendix of this publication.

## **Records and Record-keeping**

Applicant and student records contain confidential information. The Academy is committed to protecting the privacy and confidentiality of all applicant and student information and records. Requests by individuals or agencies for applicant or student information must present a current, written Release of Information signed by the applicant/student before any information (written or oral) will be released, and Jeremiah's Hope Academy reserves the right to refuse to release information to any person or organization (other than the applicant/student) even when a signed Release of Information is presented. Requests for information or attempts by anyone other than the student/applicant to speak on behalf of the student/applicant that are accompanied by threat, disrespect or confrontation may be construed as hostile and will not be tolerated. Such incidents can be grounds for automatic expulsion for a student or no admittance to a program for an applicant.

Students may voluntarily select to sign a Release of Information form at JHA Orientation to allow JHA to share limited information to potential employers.\*\*\* This is offered as a service to graduates to assist them in their job search following completion of the program.

All official business between the Academy and the applicant/student will be conducted in writing. Official business includes, but is not limited to: change of address; program change requests; student advisement; withdrawal or dismissal from a program; requests for individual education plans; requests for copies of transcripts and permanent records; and full-time/part-time status change requests.

The permanent student record will include the student's original application form, relevant financial records, official student transcript, certification examination results (when provided), and certain awards and skills validation records. To request a copy of the permanent record, the student/graduate must present a written request and pay the \$20 permanent record fee. The Academy will provide the copy within 30 days of the written request. To receive a copy of the transcript OR certificate only, the student/graduate must present a written request and the \$10 transcript fee, and the Academy will provide a copy of the official transcript within 30 days of receipt of the request. *Students do receive one (1) copy of their official transcript, at no charge, upon graduation.*

**Students are NOT employees of St. Vincent's Health System, and do not receive the benefits of employment.**

*\*\*\* Referral information includes confirmation of student status, class term dates, graduation date, academic and student performance levels, and eligibility for employment.*

## **Finance**

*Jeremiah's Hope Academy Financial Policy:* All tuition, fees and financial obligations required for the course of study must be paid in full or paid in accordance with the individual payment plan agreement **on or before the scheduled due date\*** for the student to be eligible for enrollment in the program. All students must satisfy any financial obligations to the program by the 10<sup>th</sup> week of study to qualify for placement in clinical rotations. **All payments to Jeremiah's Hope Academy must be made in the form of cashier's check, money order or cash. Personal checks are not accepted.** For the benefit of the student's personal recordkeeping, JHA recommends payment by cashier's check or money order, since those provide receipts and records of deposit that protect the applicant/student.

(\* Scheduled due dates are provided on the website and to students in writing upon formal acceptance.)

### **Jeremiah's Hope Academy Refund Policy:**

**Students dismissed** from the program for failing academic performance or disciplinary/behavioral infractions will be ineligible to receive a refund, and will be responsible to pay all tuition, fees and other charges assessed by Jeremiah's Hope Academy.

**Students that voluntarily withdraw** from the program may be eligible for a refund, according to the following procedures: Students choosing to cancel or withdraw must comply with notification procedures for official business records. Students are required to submit a written withdrawal statement **IN PERSON** to the JHA Manager no later than the Monday following the end of the 5<sup>th</sup> week of class (Midterm). The statement must include the reason for cancellation/withdrawal and the effective date of the cancellation/withdrawal. When the cancellation or withdrawal occurs within seventy-two (72) hours of the enrollment date, all tuition paid by the prospective student shall be refunded. When the cancellation or withdrawal occurs after seventy-two hours (72) of the enrollment date, but before classes begin, a refund shall be made of all tuition paid. When withdrawal occurs after classes begin or after receipt of school materials, a biweekly pro-rated refund will be made of all unearned prepaid tuition, fees and charges for books and supplies not issued to the student. **Once books and supplies are issued, and received by the student, they are the property of the student and no refund will be made for the books and supplies.** Only tuition refunds will be made after books and supplies are received by the student. **No refunds are made for withdrawals after the deadline date.**

When a student is a St Vincent's Foundation Scholarship recipient, the student forfeits all of the scholarship funding upon withdrawal from the program, and will be charged for and responsible to pay the account balance. Failure to provide written notice of withdrawal within 5 business days of leaving the program will result in a student status of Dismissal and the loss of eligibility for refund.

**Withdrawal from selected class(es)** must have School Counselor approval, and must occur before the deadline date for withdrawal from the program (above).

**There are no exceptions to this policy.** Refunds will be issued within 40 days of the date of withdrawal/cancellation and submission of required accounting forms. Students must supply required information in a timely manner before a request for reimbursement can be submitted to St. Vincent's Health System.

### **Financial Assistance and Payment Plans**

JHA strives to make the programs affordable for all students. For students that require assistance, there are opportunities available for those that qualify.

**WIOA** – JHA is an authorized WIOA Training Provider in the State of Alabama for those who qualify for Workforce Development programs. ***Programs eligible for WIOA funding are determined annually by WIOA. Please check with the Academy or the WIOA for currently approved programs at JHA.***

Applicants must contact the Career Services Center (formerly the State Unemployment Office) for information on this assistance. JHA does not determine WIOA eligibility, only the WIOA office can qualify an applicant for their financial assistance programs. Applicants must complete both application processes (to JHA and to WIOA) to take advantage of this opportunity.

**GI Bill Veterans' Program** – JHA is an authorized GI Bill Training Provider for eligible military veterans. Veterans and qualifying dependents must contact the Veterans Administration and the JHA Registrar to complete necessary documents.

**Installment Payment** – Applicants must complete and submit a JHA Installment Payment Application form to be considered for a tuition payment plan. Installment Payment Applications must be complete and will be reviewed by JHA to determine ability to pay. All JHA Installment Payment Plans require that the fees for books and supplies, plus a portion of the tuition be paid at registration, and that the balance and any additional charges be paid by the 5<sup>th</sup> week of the program in order to qualify to enroll in the clinical experience class and to sit for national certification examinations.

**Scholarships** – When scholarship funds are available through JHA and/or St. Vincent's Foundation, current applicants will be notified that they may apply. Scholarships are awarded based on financial need, skill assessments, recommendations, and interview results. Scholarships awarded are partial scholarships. Scholarship recipients that withdraw, or are dismissed, will have the scholarship award rescinded, and will be obligated to pay Jeremiah's Hope Academy the full account balance.

## ACADEMY POLICIES AND PROCEDURES

Jeremiah's Hope Academy abides by the Core Values and Behavioral Standards of St. Vincent's Health System: Attitude; Stewardship; Professionalism; Advocacy; Responsiveness; and, Communication (**A-SPARC**). JHA Policies and Procedures are based upon these, and each student is responsible for learning and adhering to these policies and procedures. The JHA staff is responsible for explaining and clarifying all policies and procedures to the students upon request. Jeremiah's Hope Academy reserves the right to make any changes and revisions to the policy during a term of study. Any revision made to this policy will be given to all current students in writing. Revisions will be effective on the date presented to the student body.

### ***A-SPARC***

#### A – Attitude

Service of the Poor – *Generosity of spirit, especially to persons most in need. I am called to a mission of Service to the Poor and Vulnerable. Bringing that mission to life is to demand the giving of myself without hesitation in a spirit of generosity. I will express this value by demonstrating an “I care” attitude as I:*

1. Do my best, demonstrate a positive attitude, attend the program as required, maintain a professional appearance and give my best academic and clinical performance at all times.
2. Respect, and strive to maintain, the good reputation of Jeremiah's Hope Academy.  
I am an ambassador for Jeremiah's Hope Academy. Whether in class, in clinical experiences, or at a new job, I will be a good representative by demonstrating the skills, patient-focused care and strong work ethic learned while in the program.
3. Increase my knowledge and performance of skills. I will maintain an attitude that is positive, respectful, open to learning and focused on the patient. I will strive to do my best on homework, quizzes, exams, validations and projects. I will be awake and alert in class, return all tests/exams to the instructor promptly upon completion, and study and practice to build knowledge and skills with unnecessary review. I will work positively to create a class environment that is free of intimidation, harassment, hostility, profane or abusive language, inappropriate behavior and interference with the ability of others to learn or perform their assignment.
4. Participate in class. I will practice good listening skills, ask appropriate questions, contribute to discussions, follow directions and take an active part in small groups as well as hands-on learning. I will help my classmates learn material and develop skills.
5. Promise to willingly abide by the policies and procedures of Jeremiah's Hope Academy and the St. Vincent's Health System.

### S- Stewardship

Wisdom – *Integrating excellence and stewardship. Wisdom is needed to see excellence and stewardship as working together, not as opposing forces. I understand carrying out our mission is a challenge of balancing mind and heart, business and healing, doing our best while managing resources. To do this, I will:*

1. Keep the JHA Attendance Policy.(see Appendix).
2. Comply with the St. Vincent’s Parking Policy (see Appendix)
3. Comply with the JHA Food and Beverage Policy (see Appendix)
4. Keep the assigned schedules for class and clinical experiences, limit restroom breaks, and adhere to the lunch break schedule.
5. Use all space appropriately. Use only the designated areas for eating and drinking, abide by the parking policy
6. Maintain areas (class, study, breaks, clinical, lab and common use) to be clean, free of litter and organized
7. Protect patient confidentiality and abide by all compliance laws and policies.
8. Conserve supplies and care for equipment. Respect and properly use the equipment and property of Jeremiah’s Hope Academy and St. Vincent’s Health System. I will not remove property of Jeremiah’s Hope Academy and St. Vincent’s Health System unless granted written permission from a JHA staff member.
9. Voluntarily withdraw from the program if I discover that this is not the job for me, with the assurance that the JHA staff will assist me with referrals for career counseling or will provide me with information on options available to me.
10. Take all necessary steps to protect my health and safety and that of my classmates during pre-clinical skills training. I acknowledge that training will include skills practice including, but not limited to: phlebotomy, EKG testing, and vital signs assessment. To avoid a safety risk to me or a classmate, I will report to JHA staff any medical condition, health issue, and/or safety concern that requires special precautions to be taken.

### P-Professionalism

Integrity. *Inspiring trust through personal leadership. Every time I take a stance on behalf of what is right and honest, I am providing the most personal form of leadership to everyone around me. This consistency between what I say and what I do inspires trust. I will express this value by being professional at all times by:*

1. Engaging in professional and courteous conduct.
2. Following the Academic Code of Honor of JHA, the Professional Courtesy Policy, and having a clear understanding of the JHA Grading and Failed Course Policies (see appendix)
3. Doing my own work (homework, quizzes, exams, projects, skills).
4. Adhering to the Drug Use Policy and Medication Policy of JHA, and maintaining a drug free training academy (see Appendix) and reporting to class drug and alcohol free (this includes prescription drugs which may impair my performance).
5. Complying with the JHA Dress Code (see Appendix)

6. Adhere to the JHA Child Care Policy.
7. Being free of criminal offenses or convictions which have an impact on my performance or future hiring potential.
8. Adhering to the No-Tobacco Policy of St. Vincent's Health System (see Appendix)
9. Using cell phones and Bluetooth devices only during breaks and lunch periods and only in areas that do not interfere with class, patient care, or the delivery of services by hospital personnel.
10. Always identifying myself to others by wearing the issued name badge, free of alteration or defacement and in a location that is easily read.
11. By being awake and alert in order to learn and perform assignments (sleeping during class or clinical schedules is strictly prohibited); and, seeking permission before leaving a class or clinical assignment that is in session.

#### A – Advocacy

Creativity. *Courageous innovation. It is clear that the future will require more openness, insight, and creativity than ever before if we are to maintain a strong ministry and continue to be advocates for those we serve. As an advocate for those we serve, I will approach innovative changes with a positive attitude, constantly looking for ways to improve safety, performance and service delivery. I will demonstrate this core value as I:*

1. Maintain the confidentiality of patient and student information. I will protect the integrity of information about patients, their families, my classmates, and the staff of JHA and St. Vincent's Health System. I will not discuss any private or confidential information in public areas or where it could be overheard by anyone without a legitimate need to know. I will guard the confidentiality of student and patient records by properly handling all documents and files.
2. Always use appropriate safety equipment and precautions.
3. Strictly follow the directions of my supervisors (instructors, preceptors and mentors) and comply with the safety and infection control policies and procedures provided to me in class and clinical courses.
4. Transfer what I have learned in the classroom and lab to the care of my patients. I will successfully complete the program's clinical expectations and ask questions of my instructors when necessary. I will *immediately* report any incident that is considered outside of routine care to my clinical instructor and other supervisors.

#### R-Responsiveness

Dedication. *Affirming the hope and joy our ministry. Even though our business is big, our ministry will always be personal. It is a ministry that offers joy and hope to both giver and receiver. I will live the value of dedication by being responsive to the needs of patients, families, and co-workers. I will demonstrate this when I:*

1. Focus on teamwork. I will fulfill my responsibilities as a team member by making contributions in class and in small groups whether in class, lab or clinical.
2. Am attentive to my surroundings and those around me, so that I respond to the needs of others with courtesy and concern.



3. Follow directions from instructors, mentors and supervisors and when I comply with the policies of JHA and St. Vincent's Health System.
4. Assist patients, their families and visitors when they need directions to various areas of the hospital (to the elevators, parking, cafeteria, etc.)

### C-Communication

Reverence. *Respect and compassion for the dignity and diversity of life. I will act with a deep respect and compassion for the dignity and diversity of people. I do this when I:*

1. Treat classmates, instructors, guests, hospital associates, patients, visitors and customers in keeping with the manner in which I would want to be treated in a similar situation.
2. Demonstrate behavior aligned with the JHA and STVHS policies.
3. Speak kindly and thoughtfully to and about others.
4. Choose to take conflict concerns first to the person that has been hurtful to me, and then, if resolution and reconciliation did not occur, to JHA instructors or staff.
5. Learn and, if ever necessary, use the JHA Grievance Policy to resolve difficult issues.
6. Willingly participate in the Community Service "Giving Back" curriculum requirement.

## **STUDENT SERVICES**

### Employment Readiness

**Admittance to a Jeremiah's Hope Academy program does not guarantee a job to the student upon completion of the training program, nor does it guarantee a student will be ready for employment.** It is the responsibility of each student to take full advantage of all aspects of training in order to achieve maximum benefit from the training. All eligible students will be informed of opportunities to apply for open positions at local health care facilities. Students are expected to take advantage of opportunities to apply for open positions. Failure to correctly complete an application, and/or attend an interview will prohibit a student from receiving a job offer.

Eligibility for employment at most institutions is determined by successfully completing all course and lab work, passing all quizzes and exams, satisfactorily completing skills check-offs, adhering to these written policies, successfully completing CPR training (if offered during class), demonstrating a positive attitude and willingness to accept a viable job offer.

### Giving Back

Jeremiah's Hope Academy students are required to complete unpaid community service hours during the academic program. Students are provided with a list of community service opportunities at Orientation and must complete at least 5 hours of service within the first 10 weeks of class. Students are encouraged to volunteer additional time to the service of others. The volunteer service program is supervised by the School Counselor, and all volunteer service experiences must be approved by the School Counselor in

advance. Only when students complete the community service requirement will they be eligible to enroll in the clinical experience class.

**PROGRAM REQUIREMENTS, COURSE DESCRIPTIONS AND ADDITIONAL INFORMATION** (Jeremiah’s Hope Academy reserves the right to amend the course names and descriptions and will officially notify students, in writing, of those changes.)

Program Requirements All Programs successful completion of classroom and skills courses to proceed to the clinical experience class.

**Billing and Coding Specialist Program – Required Courses**

MA 101	LS 101	MA 702
GS101	LS102	GS 102
MA 201	MA 501	EHR 201
MA 401	MA 601	

**Clinical Medical Assistant – Required Courses**

PCA 301	PHL 101	PCA 101
MA 201	PCA 302	PHL 102
LS 101	EKG 101	GS 101
GS 102	LS 102	PCA 401
CMA 101	CMA 301	CMA 302
CMA 501	EHR 201	

**Electronic Health Records Specialist Program – Required Courses**

MA 102	EHR 101	GS 102
GS101	EHR 102	
MA 201	EHR 202	
LS 101	EHR 301	
LS 102	EHR 401	

**Medical Administrative Assistant Program – Required Courses**

MA 101	MA 301	GS 102
GS101	MA 401	LS 102
MA 201	MA 501	EHR 201
MA 701	LS 101	

**Mental Health Technician Program – Required Courses**

PCA 101	EKG 101	GS 101
PCA 301	PHL 101	PHL 102
PCA 302	LS 101	GS 102
PCA 401	LS 102	
MHT 101	MHT 501	

**Patient Care Assistant Program – Required Courses**

PCA 101	GS 101	LS 101
PCA 301	PCA 302	LS 102
PCA 401	PHL 101	PHL 102
PCA 501	EKG 101	GS 102

**Phlebotomist Program – Required Courses**

PCA 101	PCA 401	LS 101
PHL 101	PHL 102	
LS 102	PHL 501	
GS 101	GS 102	

**Sterile Processing Technician Program – Required Courses**

SP 101	SP 501
LS 101	LS 102
GS 101	

**Course Descriptions**

**Credit Hours (contact hours)**

**CPR FOR THE HEALTHCARE PROVIDER**

**PREREQUISITE REQUIREMENT FOR CLINICAL EXPERIENCE CLASS**

Patient Care Assisting, Mental Health Technician, Clinical Medical Assistant and Phlebotomy students must successfully complete an approved Cardiopulmonary Resuscitation class for Healthcare Providers and receive an American Heart Association CPR certificate prior to placement in the clinical experience class. Other program students may select to enroll in CPR as an elective. CPR classes will be offered at JHA at no charge for currently enrolled JHA students.

**CPI FOR THE HEALTHCARE PROVIDER**

**PREREQUISITE REQUIREMENT FOR CLINICAL EXPERIENCE CLASS FOR MENTAL HEALTH TECHNICIANS (optional for other programs)**

Mental Health Technician and Clinical Medical Assistant students must successfully complete an approved Crisis Prevention Institute class for Healthcare Providers and receive a CPI certificate prior to placement in the clinical experience class. Other program students may select to enroll in CPI as an elective, if class space permits. This class is offered as part of the curriculum at no additional charge.

**CMA 101 CLINICAL MEDICAL ASSISTING OFFICE SKILLS**

**4.0 credit hours (36 hours)**

This course is designed to provide the student with additional keyboarding skills and introduce medical office skills. Emphasis is placed on diagnostic and procedural coding, Patient Bill of Rights, reporting illegal and /or unsafe activities in the healthcare environment to appropriate agencies/authorities, and collecting/managing patient information and medical records. Upon completion of this course, the student will be able to apply theoretical concepts and perform skills to fulfill the responsibilities of a clinical medical assistant in the front/business office.

**CMA 301 CLINICAL MEDICAL ASSISTING**

**4.0 credit hours (36 hours)**

This course is designed to assist the student to develop the knowledge, attitudes and skills needed to perform basic clinical medical assisting skills in a medical practice. Emphasis is placed on general patient care in the medical clinic setting, including patient assessment, laboratory procedures, administering medications (oral and parenteral), suture removal, wound care, aseptic techniques and other clinical procedures and practices. Introduction to various age groups, disabilities, and conditions of patients will be included. Students will have an interactive lab to learn the practical application of this theoretical information. Upon completion of this course, student should be able to apply theoretical concepts to appropriately care for the patient in a clinical setting.

### **CMA 302 CLINICAL MEDICAL ASSISTANT SKILLS LAB**

**2.0 credit hours (49.5 hours)**

This course is designed to reinforce the applications taught in CMA 301 through controlled lab settings. The student has the opportunity to practice the procedures and skills under the supervision of the Instructor. These skills and procedures are those specific skills required of the Clinical Medical Assistant. Upon completion of this course, the student should demonstrate beginning competence in skills used in the care of the patient in the medical clinic setting.

### **CMA 501 MEDICAL ASSISTANT CLINICAL EXPERIENCE**

**3.0 credit hours (80 hours)**

**Prerequisites: CPR, CMA 201, EHR 201, GS 101, GS 102, MA 201, PCA 101, PCA 301, PCA 302, PCA 401, CMA 301, CMA 302, PHL 101, PHL 102, EKG 101, LS 101 & LS 102**

This course is designed to equip the student with hands-on experience in a medical clinic setting providing quality care to their patient's while demonstrating the skills necessary to meet the needs of their patients. Emphasis is placed on time management, problem solving skills, planning work and tasks, team work, attitude, punctuality, following directions, and performing CMA skills taught in the classroom and skills lab. Upon completion of this course, the student will have demonstrated competencies in care of patients in the medical clinic setting.

### **EHR 101 INTRODUCTION TO ELECTRONIC HEALTH RECORDS**

**3.0 credit hours (27 hours)**

This course will introduce the student to the use of health information and the electronic health record for any setting within the health care industry. The student will gain a practical understanding of what an electronic health record specialist is and how important they are in the healthcare setting.

### **EHR 102 HIPAA AND MEDICAL LEGAL/ETHICAL ASPECTS OF HEALTHCARE**

**1.0 credit hour (9 hours)**

This course will introduce the student to the privacy and security standards required for the protection and confidentiality of health information that is transported electronically. The student will explore the legal, ethical and moral issues of healthcare.

**EHR 201 MEDICAL KEYBOARDING 1.0 credit hours (18 hours)**

This worktext course reflects the medical transcription field of today. Every aspect of transcription is addressed, with emphasis on proper English grammar as it applies to medicine, formatting and editing skills. Practicum laboratory and classroom presentation are included in this instructional course.

**EHR 202 ADVANCED MEDICAL KEYBOARDING 2.0 credit hours (36 hours)**

This advanced worktext course reflects the medical transcription field of today. Every aspect of transcription is addressed, with emphasis on proper English grammar as it applies to medicine, formatting and editing skills. Practicum laboratory and classroom presentation are included in this instructional course.

**EHR 301 INTRODUCTION TO PRACTICE PARTNER 2.0 cr. hours (36 hrs)**

This course is designed to increase the student's knowledge of Practice Partner software. Upon completion of this course students will have a strong foundation in EHR software that is used in most medical practices today. Practicum laboratory and classroom presentation are included in this instructional course.

**EHR 401 ELECTRONIC HEALTH RECORD SPECIALIST PRECEPTORSHIP 3.0 credit hours (80 hours)**

**Prerequisites: LS 101, LS 102, GS 101, GS 102, EHR 101, EHR 102, EHR 202, EHR 301, MA 102, MA 201**

This course is designed to provide the student with hands-on experience in an allied health environment requiring the use of computers, keyboarding skills and an introduction to electronic health records software. Emphasis is placed on time management, problem solving skills, team work, attitude, punctuality, following directions and performing Electronic Health Record Specialist skills taught in the classroom and computer laboratory.

**EKG 101 INTRODUCTION TO ELECTROCARDIOGRAM TECHNIQUES 3.0 credit hours (27 hours)**

This course is designed to introduce the student to the theory and methodology of 12-Lead EKG testing. Telemetry monitoring, stress testing and Holter monitoring for technician application are introduced. Anatomy and physiology of the cardiovascular system, and basic/abnormal rhythm recognition are included in instruction. Upon completion of this course the student will be equipped to perform 12- Lead EKG and Telemetry monitoring in a healthcare setting.

**GS 101 MEDICAL TERMINOLOGY 2.0 credit hours (18 hours)**

This course is designed to assist the student in mastering medical terminology. This course is designed to provide the student with the basic design of medical terminology. The course will focus on identifying and defining word parts, and analyzing and defining medical terms. Upon completion of this course the student will be able to easily interpret and understand complex medical terms.

### **GS 102 MEDICAL TERMINOLOGY**

**Prerequisite:** GS 101

**1.0 credit hours (9 hours)**

This course is designed to assist the student in mastering the currently approved medical abbreviations. The course will focus on the accepted medical abbreviations and specifically those approved for use at St. Vincent's. Upon completion of this course the student will be able to accurately identify and use the approved medical abbreviations.

### **LS 101 LIFE SKILLS**

**3.0 credit hours (27 hours)**

This course is designed to assist the student in learning about the qualities and traits of a successful healthcare provider/technician. Emphasis is placed on describing ethical behavior on the job, developing resumes and interviewing techniques, discovering the student's learning/personality style, team building exercises, money management techniques, time management skills, and cross cultural appreciation. Upon completion of this course, the student will have an increased understanding of their role in the healthcare setting.

### **LS 102 MISSION BASED CARE**

**1.0 credit hours (9 hours)**

This course is designed to provide the student with a mission-based study through mission integration, guest speakers, and reflection assignments. Upon completion of this course, the student will have a more holistic view of their role in a faith-based hospital/healthcare setting.

### **MA 101 INTRODUCTION TO HEALTHCARE**

**2.0 credit hours (18 hours)**

This course is designed to introduce the student to working in the healthcare setting with emphasis based on requirements and expectations to be successful as an entry-level medical administrative assistant/billing and coding specialist/electronic health records specialist. Course content includes but is not limited to identifying and communicating with members of the medical office team, describing regulations and standard expectations, gaining a thorough understanding of the medical documentation process, laws and ethics of medicine, and providing an overview of the health care & insurance industry. Student competencies include a basic understanding of healthcare, professional expectations, and the laws that relate to this role. Upon completion of this course, the student will have a greater understanding of the healthcare system.

### **MA 102 APPLICATIONS TO HEALTHCARE**

**4.0 credit hours (36 hours)**

This course is designed to introduce the student to working in the healthcare setting with emphasis based on requirements and expectations to be successful as an entry-level electronic health records specialist. Course content includes but is not limited to accounting principles and knowledge of basic billing and coding principles. Student competencies include a basic understanding of the value of the history of medicine,

continuing education and research in allied health. Upon completion of this course, the student will have a greater understanding of the extraction of patient information and medical data entry in the healthcare system.

**MA 201 ADMINISTRATIVE MEDICAL ASSISTING 3.0 credit hours (27 hours)**

This course is designed to equip the student in identifying key components of the medical administrative assistant role. The course will focus on basic computer concepts, telephone etiquette, scheduling appointments, patient processing, daily office operations, and appropriate measures to manage patient confidentiality and privacy when handling health information. Upon completion of this course the student will understand office and health information management.

**MA 301 BILLING & CODING I 3.0 credit hours (27 hours)**

This course is designed to provide the student with a basic understanding of billing & coding principles in the medical office. The course will focus on medical record management, appropriate medical documentation, diagnostic coding, procedural coding, basic health insurance, insurance claim filing, and measures to collect professional fees. The students will gain experience in utilizing Diagnostic Coding System (ICD-9 CM), Procedural Coding Skills (CPT coding System), and HCPCS in locating medical diagnoses and office procedures. Upon completion of this course the student will understand basic billing and coding principles.

**MA 401 FINANCIAL MANAGEMENT 2.0 credit hours (18 hours)**

This course is designed to teach the students about good banking services and procedures for keeping the medical office in compliance. Students will learn about preparing bank deposits, accounting principles, basics of bookkeeping, general duties of an office manager, how to prepare a marketing strategy, and how to relate to both internal and external customers. Upon completion of the course, the student will have a better understanding of the underlying principles of having a productive and successful medical office practice.

**MA 501 OFFICE SKILLS LAB I**

**Prerequisite: MA 101, GS 101, & MA 201 1.5 credit hours (27 hours)**

This course is designed to reinforce the applications taught in class through controlled and simulated lab settings. The student has the opportunity to practice performing professional duties including telephone techniques, scheduling and managing appointments, scheduling admissions and procedures, maintaining a proper inventory, written communications, organizing a patient medical record, filing medical records, filing insurance forms, bookkeeping, and payroll services. Upon completion of this course, the student should demonstrate beginning competence in skills used in medical administrative assistant role.

**MA 601 BILLING AND CODING LEVEL II 4.0 credit hours (36 hours)**

This course will provide the student the skills necessary to master advanced medical coding concepts and services, such as converting medical procedures, diagnoses, or symptoms into specific codes for submitting a claim for reimbursement. This course will introduce the student to medical insurance terminology and abbreviations. Upon completion of this course the student will gain in-depth knowledge of extraction of patient

information, selecting the correct codes, determining the correct sequencing of codes, and preparation for the national Healthcareers Association's certification examination for Billing and Coding Specialist. Course content is altered slightly for the Track II Program.

**MA 701 MEDICAL ADMINISTRATIVE ASSISTANT PRECEPTORSHIP**  
**3.0 credit hours (80 hours)**

**Prerequisites:** LS 101 & 102, MA 101, GS 101, GS 102, EHR 202, MA 201, MA 301, MA 401, MA 501

This course is designed to provide the student with hands-on experience in a hospital setting performing non-clinical tasks within a healthcare institution. Emphasis is placed on time management, problem solving skills, planning work and tasks, team work, attitude, punctuality, following directions, and performing administrative medical assistant skills taught in the classroom and skills lab. Upon completion of this course, the student will have demonstrated competencies in the role of medical administrative assistant in a clinical setting.

**MA 702 ADVANCED MEDICAL BILLING AND CODING**  
**PRECEPTORSHIP** **3.0 credit hours (80 hours)**

**Prerequisites:** LS 101, LS 102, MA 101, EHR 201, GS 101, GS 102, MA 201, MA 401, MA 501, MA 601

This course is designed to provide the student with hands-on experience in a hospital setting performing non-clinical tasks within a healthcare institution. Emphasis is placed on time management, problem solving skills, planning work and tasks, team work, attitude, punctuality, following directions, and performing medical billing and coding skills taught in the classroom and skills lab. Upon completion of this course, the student will have demonstrated competencies in the role of medical billing and coding specialist in a clinical setting.

**MHT 101 BASICS OF MENTAL HEALTH CARE FOR THE MHT**  
**4.0 credit hours (36 hours)**

This course is designed to introduce the student to work in the mental healthcare setting. Course requirements prepare students to be successful Mental Health Technicians. Course content includes but is not limited to the history of mental health care, ethical and legal issues, theories and therapies, techniques to aid clients with psychological and/or psychosocial problems, mental health assessment skills, therapeutic communication, and a study of various mental illnesses. It includes a limited introduction to psychopharmacology drugs and the effect of these drugs on different populations.

**MHT 501 MENTAL HEALTH TECHNICIAN CLINICAL EXPERIENCE**  
**3.0 credit hours (80 hours)**

**Prerequisites:** CPR, PCA 101, GS 101, GS 102, PCA 301, PCA 302, PCA 401, PHL 101, PHL 102, EKG 101, LS 101 & LS 102, MHT 101

This course is designed to equip the student with hands-on experience in a hospital setting providing quality care to patients in a hospital behavioral unit. Emphasis is placed on utilizing the information and skills developed in other courses and working as a member



of the care team. Upon completion of this course, the student will have demonstrated competencies in the care of patients in the hospital behavioral unit.

**PCA 101 INTRODUCTION TO HEALTHCARE 4.0 credit hours (36 hours)**

This course is designed to introduce the student to working in the healthcare setting with emphasis based on requirements and expectations to be successful as an entry-level Phlebotomist, PCA or MHT. Course content includes but is not limited to identifying and communicating with members of the nursing and the health team, describing nursing care patterns, describing programs that pay for health care, patient's rights, explanation of job description. Upon completion of this course, the student will have a greater understanding of the healthcare system.

**PCA 301 HOSPITAL SAFETY AND PROCEDURES 3.5 credit hours (31.5 hours)**

This course is designed to assist the student to develop the knowledge, attitudes and skills needed to perform basic nursing care safely and efficiently in a supervised acute care setting. Emphasis is placed on promoting safety, preventing infections, restraint alternatives safe restraint use, assisting with comfort, hygiene, grooming, body mechanics, specimen collection, wound care, and assessment. Students will have an interactive lab to learn the digital paperless process of charting in the acute care setting. Upon completion of this course, student should be able to apply theoretical concepts and perform skills to care of the patient in a hospital setting.

**PCA 302 PATIENT CARE ASSISTANT SKILLS LAB**

**3.0 credit hours (54 hours)**

This course is designed to reinforce the applications taught in class through controlled lab settings. The student has the opportunity to practice the procedures and skills under the supervision of the Instructor. These skills and procedures include but are not limited to applying restraints, preventing infections by applying personal protection equipment, utilizing good body mechanics, doing hands-on demonstrations of bath and bed changes, assisting with grooming and hygiene, taking vital signs, assisting with nutritional needs, assisting with bladder and bowel elimination, collecting specimens, performing passive and active range of motion exercises, and assisting with oxygen needs. Upon completion of this course, the student should demonstrate beginning competence in skills used in the care of the patient in the acute care setting.

**PCA 401 PHYSIOLOGY**

**3.0 credit hours (27 hours)**

This course is designed to provide the student with the necessary theory of understanding the structures and functions of each body system. Emphasis is placed on nutrition, elimination, oxygen needs, exercise, rehabilitation, common health problems, and emergency care. Upon completion of this course, student should be able to apply theoretical concepts needed to perform skills to care of the patient in a hospital setting.

**PCA 501 PATIENT CARE ASSISTANT CLINICAL EXPERIENCE**

**3.0 credit hours (80 hours)**

**Prerequisites:** CPR, PCA 101, GS 101, GS 102, PCA 301, PCA 302, PCA 401, PHL 101, PHL 102, EKG 101, LS 101 & LS 102

This course is designed to equip the student with hands-on experience in a hospital setting providing quality care to their patient's while demonstrating the skills necessary to meet the needs of their patients. Emphasis is placed on time management, problem solving skills, planning work and tasks, team work, attitude, punctuality, following directions, and performing PCA skills taught in the classroom and skills lab. Upon completion of this course, the student will have demonstrated competencies in care of patients in the clinical setting.

**PHL 101 BASICS IN PHLEBOTOMY 3.0 credit hours (27 hours)**

This course is designed to equip the student with the theories of blood collection and basic laboratory tests. Course material presented is integrated with the skills required in the laboratory class PHL 102. The classroom setting provides instruction, discussion, quizzes, and examinations.

**PHL 102 BASICS IN PHLEBOTOMY SKILLS 2.0 credit hours (36 hours)**

This course is designed to equip the student with integrating the theories of blood collection with the clinical procedures and skills. The course includes competencies in the following areas: safety and infection control procedures, capillary sticks, glucometer testing, and venipuncture skills. Upon completion of this course, the student will have demonstrated competencies in safe and effective blood collection procedures for patients in the hospital and ambulatory clinic setting.

**PHL 501 PHLEBOTOMY LAB CLINICALS 3.0 credit hours (80 hours)**

**Prerequisites: CPR, GS 101, GS 102, PCA 101, PCA 401, PHL 101, PHL 102, LS 101, LS 102**

This course is designed to equip the student with hands-on experience in a hospital setting providing quality care to their patient's while demonstrating the skills needed to meet the needs of their patients. Emphasis is placed on time management, problem solving skills, planning work and tasks, team work, attitude, punctuality, following directions, and performing phlebotomy skills taught in the classroom and skills lab. Upon completion of this course, the student will have demonstrated competencies in care of patients in the clinical lab setting.

**SP 101 STERILE PROCESSING TECHNICIAN COURSE 11.0 credit hours (90 hours)**

This course is designed to introduce the student to working in the healthcare setting with emphasis based on requirements and expectations to be successful as an entry-level Sterile Processing Technician. Course content includes but is not limited to identifying and communicating with members of the surgical operating team, describing regulations & standard expectations, promoting safety within the workplace, medical terminology, anatomy and physiology, microbiology, infection control procedures, sterilization processes, decontamination procedures, and a basic understanding of the transmission of disease. Student competencies include stating and defining terminology, safety expectations, infection control measures, and decontamination/sterilization processes.

Upon completion of this course, the student will have an applicable understanding of the expectations and standards of performance of an entry-level Sterile Processing Technician.

### **SP 501 STERILE PROCESSING CLINICALS**

**Prerequisites: GS 101, LS 101 & LS 102. Student must maintain a class average of 77% or higher in SP 101 to participate in SP 501**

**4.5 credit hours (108 hours)**

This course is designed to equip the student with hands-on Phlebotomy experience in a healthcare setting providing quality care to their patient's while demonstrating the skills needed to meet the needs of surgical services. Emphasis is placed on time management, problem solving skills, planning work and tasks, team work, attitude, punctuality, following directions, obtaining a generalized understanding of computerized inventory management, and performing sterile processing skills taught in the classroom and skills lab. Upon completion of this course, the student will have demonstrated competencies in infection control, instrument handling, safety, inventory management, and appropriate packaging of instruments.

# **APPENDIX**

## **Jeremiah's Hope Academy Policies General Information**

The policies established for Jeremiah's Hope Academy are created to support the formation of students into health care professionals. The standards for behavior and conduct in healthcare delivery careers have high expectations, and it is the mission of the Academy to provide students with the preparation that will give them the foundation for being successful in their chosen career. For this reason, it is required that the students learn and abide by the policies established for Jeremiah's Hope Academy. In the event that a student fails to comply with the policies, the consequence of that action may include (but not limited to) Advisement Sessions, Probation, Suspension, or Dismissal from the Program. All actions taken by the academy regarding policy violations will be confirmed in writing to the student.

Should a student be dismissed for cause, re-admission to the program is at the sole discretion of the Jeremiah's Hope Academy.

## **Accommodation Policy Rights and Responsibilities of Students Requesting Accommodation**

It is the policy of Jeremiah's Hope Academy to provide equal opportunities without regard to race, color, sex, age, religion, national origin, or disability.

The Academy is a small, private, licensed, postsecondary school that provides training for entry level health care careers. It is owned and operated by St. Vincent's Birmingham, located on the hospital campus, included within the operation of the hospital, and is part of the Community Service and Outreach Department.

Each applicant to the Academy must be capable of fulfilling the requirements of the job in the specific health career program for which they are making application.

Applicants accepted into the Academy who require accommodation, must make that request known in writing to the Academy in advance of the enrollment and registration date for the term to which they have been accepted. These dates are published in advance, and are provided in the application process and on the Academy website. Accommodation services will be provided unless doing so would result in a fundamental alteration of the program or would result in undue financial or administrative burdens.

Documentation should be completed and signed by a professional familiar with the applicant and the applicant's disability (i.e. physician, psychologist, rehabilitation counselor, etc.), and should include:

- Verification of the specific disability, and current diagnosis/evaluation status
- Specific description of the suggested appropriate accommodations
- A Release of Information (ROI) document, signed by the applicant, for the professional and the Academy to share relevant diagnosis and accommodation information. The ROI must have a specific start and stop date included
- Contact information for the professional submitting the documentation

All documents must be received directly from the professional completing them in the Academy Office either by USPS, Fax (205-930-2920) or scanned copies may be received directly from the professional email address. The student must request the current JHA email address to which the scanned documents are to be emailed, and provide that to the professional.

Due to HIPAA regulations, patient care standards and conflicts with specific Information and Technology programs utilized by the St. Vincent's Health System, all equipment, software and other items used for accommodation that might interface with the system technology must be evaluated/approved for compatibility and security by the Ascension Information System (AIS) and the clinical department manager. Equipment used to accommodate may not be permitted in sterilizing, surgical or direct patient care areas due to infection control standards or other logistical restraints. Making accommodation requests early in the process will be helpful to the applicant/student.

**Helpful information for applicants/students may be found at:**

<http://www2.ed.gov/about/offices/list/ocr/transition.html> . For more information regarding the Academy policy and procedure, please call the Academy at 205-939-7233 to speak to the Admissions Coordinator.

### **Jeremiah's Hope Academy Advisement Policy**

Each student will be required to participate in an Advisement Session with the School Counselor within the first two (2) weeks of the term to assess whether barriers to successful completion of the program exist, to evaluate the student's compatibility with his/her chosen program of study, and to make referrals for appropriate assistance as needed and desired. Students will also be required to participate in Academic Advisement Sessions with the School Counselor and/or JHA Manager when requested by the faculty.

## Jeremiah's Hope Academy Attendance Policy

***Attendance and punctuality are a high priority in healthcare employment. All students are expected to be in class or at clinical experience on time for the full duration of the day's schedule every day that classes or clinical experiences are in session.***

Absences are recorded for each individual in each class. Students are recorded as tardy when arriving 1 minute past the scheduled class start time. A tardy becomes an unexcused absence when the student is 16 minutes or more late in arriving, and is recorded as such. Leaving the classroom, falling asleep, or using a cell phone during a class session and/or clinical session is an unexcused absence. Valid written documentation of the absence is required upon return to school to be designated an Excused Absence. **Acceptable written documentation** includes the following **only**:

- 1. Court Ordered appearances;**
- 2. Emergency/urgent medical care for self or dependent;**
- 3. illness observed directly and documented by class instructor;**
- 4. government required appointments for benefits; or,**
- 5. death of an immediate family member.**

The Jeremiah's Hope Academy Manager (or designee) will be responsible for decisions regarding Excused Absences. The decision of the Manager will be final. When an absence is designated an Excused Absence, the student will be permitted to make arrangements with the individual instructor(s) to remediate any work missed, in accordance with the class syllabus. The student must contact instructors within 2 class days of return to class to make arrangements for completing make-up work/tests. Make-up work and exams may have greater requirements than those on the original date. When an absence is Unexcused, make up class work, tests, laboratory instruction, quizzes, and participation points are not permitted. Unexcused Absences will significantly affect the student's final course grade negatively.

### **Student Illness**

A student with an illness is required to call 939-7233, and leave a message, by 7:30 am for non-clinical (classroom) days. Special directions for whom to call and by what time on clinical days will be provided to students during clinical experience class introduction. A student will be required to furnish documentation of an illness, accident or emergency upon return to school. Medically documented absences will require a physician's release document as well as a physician's work/school absence excuse. The Academy manager will confirm with the issuing medical practice the accident/severe illness/emergency status of the doctor's excuse.

Students with a temperature of 100° F or higher and/or with active viral symptoms should not report to class. A sick student should follow the Attendance Policy by notifying JHA of their illness and absence.

Should a student become ill during class, he or she should report immediately to the instructor or Manager who may direct the student to go home or advise the student to seek professional care.

Students are not employees of St. Vincent's Health System. Neither Jeremiah's Hope Academy nor St. Vincent's Health System will be responsible for providing workman's compensation benefits or other employee benefits to any student. If a student lacks insurance or the ability to pay, they may request Charitable Care at the Emergency Department, obtain care at the Birmingham Health Care Medical plaza located at 1600 20<sup>th</sup> Street South (Medicaid and Medicare patients accepted), Christ Health Center or at the M-Power clinic. Students may also apply for admission to the Access to Care program at St. Vincent's Birmingham, however, the student is subject to admission requirements as any other community member. Information may be obtained from the JHA office.

### **Holidays**

Jeremiah's Hope Academy recognizes many federal holidays or other occurrences, and the Jeremiah's Hope Academy Manager or the Director of Community Outreach will inform students of the days the Academy will be closed in recognition of a holiday at the beginning of the academic term in which they are enrolled.

### **Inclement Weather/Emergency**

Jeremiah's Hope Academy follows the Birmingham City Schools' plan for inclement weather only (*not holidays, or other teacher workdays*). If Birmingham City Schools are cancelled **DUE TO WEATHER CONDITIONS**, JHA class and clinical will be cancelled for that day as well.

## **JEREMIAH'S HOPE ACADEMY**

### **Child Care Policy**

Jeremiah's Hope Academy does not provide childcare as a benefit to students. Children are NOT allowed in the classroom, lab, or clinical setting during program hours. Students in need of assistance with childcare can meet with the School Counselor for referral to available programs.

## JEREMIAH'S HOPE ACADEMY

### Code of Honor

Our Catholic Health Ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. JHA is committed to maintaining integrity both in the classroom and in the clinical setting. Therefore, the expectations are for JHA students to have the highest ethical and professional standards. Academic misconduct undermines the principles of the faith-based ministry and hinders educational growth and development.

#### **Academic misconduct is defined as:**

**Abetting** – assisting another person to practice unethical behaviors by allowing someone to duplicate your work or by copying quiz answers.

**Cheating** – the unauthorized use or attempted use of the property of Jeremiah's Hope academy including study materials, test materials, work of others, or digital transfer of information.

**Acts of Dishonesty** – any act of dishonesty during JHA enrollment including (but not limited to) knowingly giving false statements to JHA staff and/or other JHA students, misrepresenting oneself in any way for purposes of advancement in the program, stealing, or sabotaging any student's successful completion of the program in any way.

**Disrespect** – any act of foul language, threatening, fighting, harassment or blatant disrespect to an instructor, fellow student, patient, or other individual within the classroom, clinical setting or on the St. Vincent's campus.

Violations of the honor code will be handled on an individual basis. However, consequences may include a "0" on an assignment/exam, a failing grade in the course, behavioral probation, or immediate dismissal from the program. The student can follow the grievance policy, however the decisions made by JHA after completion of an investigation are final. Any student found guilty of violating the code of honor will not be considered for readmission into Jeremiah's Hope Academy. During the investigation period, if the student is receiving any outside funding of any kind (WIA, scholarship, vocational rehabilitation, payment plan) the funding will be suspended and any remaining amounts will be forfeited unless the student is found innocent of any accusations.

Expected behaviors are to be followed at all times and in all places, including the STVHS shuttle, food venues, restrooms, on clinical units, in the classroom and on all St. Vincent's Health System properties.

The Jeremiah's Hope staff reserves the right to dismiss from class any student who fails to academically perform at satisfactory standards – 77% average or above in each class.)  
Students suspected of being involved in any form of cheating or unethical misconduct will



be dismissed from the program at the discretion of Jeremiah's Hope Academy Manager and the Director of Community Outreach.

## **Jeremiah's Hope Academy**

### **Credit for Previous Training or Courses from other Institutions**

Previous training or courses are not accepted for the regular training programs offered at Jeremiah's Hope Academy. Military veterans who have received training during active military service may complete academic and skills testing and validation for exemption from specific program classes. The Track II courses, for individuals currently working in healthcare, will accept certifications, and course completions, along with current work experience to fulfill pre-requisite courses. For acceptance of these courses and military training, successful completion of clinical validations and/or competency tests administered by Jeremiah's Hope Academy will be required.

## **JEREMIAH'S HOPE ACADEMY**

### **Dress Code and Appearance**

All students will be exemplary in personal hygiene, cleanliness of apparel, and professional appearance, exhibiting no offensive body odors, dirty hair, etc. Official school scrubs may be worn to class provided they are clean, pressed, and are the official school uniform. **School Scrubs are required in preclinical lab classes and on clinical days.** A comfortable, closed toe shoe (ex: tennis shoes or Crocs) must be worn with scrubs. Shoes must have a continuous toe box (no individual toe shoes permitted). It is prohibited to wear scrubs other than the official Jeremiah's Hope Academy scrubs. Shirts or any other clothing may not have any logo or designation of any group or company other than that of the manufacturer, Ascension Health or STVHS logo. When in the classroom, students may wear business casual clothing that meets the dress code requirements as defined below:

***Acceptable business casual attire for females*** is defined by the following:

Appropriate undergarments must be worn (females must wear bras). Sleeveless dresses may be worn if modest (i.e. straps must be wide enough to cover the shoulders). Skirts or skorts (split skirts that are full) must be modest in length, no shorter than one inch above the knee. Pants that come to the ankle are allowed.

**Tight pants, no leggings, no jeans (or other clothing made of denim of any color), no jean-style pants, no cargo style pants and no shorts are prohibited.** Additional unacceptable clothing includes: skimpy tops or dresses; items that are torn; or, any other item that could be distracting or offensive to staff or classmates. Females may not wear any top or dress that is low-cut and/or allows the cleavage to show (generally not lower than the collarbone). Makeup should be modest and in good taste. The use of perfume, cologne or scented powder/lotion should not be worn; it is preferred that fragrances not be used at all.

***Acceptable business casual male attire*** is defined by the following. Men must wear appropriate undergarments and may wear dress slacks (**jeans, denim pants**

**of any color, cargo style pants and shorts are prohibited).** Dress pants must be clean, pressed, worn at the waist (no low-riding), and **pants must be properly fit.** Shirts must have a collar, and may be long-sleeved, short-sleeved, button down, or knit pull-over. The use of aftershave, cologne or scented personal care products is strongly discouraged; it is preferred that fragrances not be used at all.

Hair must be clean and neat, off the face and well-groomed. **Long hair must be worn in a manner that will not interfere with job performance.** Extreme hairstyles, hats, and head coverings are *prohibited*, including contrasting dyes on natural hair, or hair pieces/wigs with contrasting dyes (orange, pink, green, bright red, purple, for example). Religious requirements for head covering are allowed. Sideburns should be trimmed and neat. Beards and mustaches should be clean and neatly trimmed.

Fingernails and cuticles must be kept clean, smooth, and well-groomed. Fingernails must be short, and may not extend beyond the fingertip. **Nail polish, including wraps, gels, overlays and acrylics, is strictly prohibited.**

A limited amount of jewelry, which is not large, dangling, flashy or gaudy, is allowed. Only small bracelets and wrist watches may be worn on the arm. Loop earrings must be small (no larger than ½” in diameter); small stud earrings are strongly recommended and the only styles acceptable in pre-skills and clinical classes/labs. Only visible piercing of ear lobes is acceptable. Not more than three earrings may be worn in each ear and they must be in the earlobe only. ***Tongue, lip, nose or eyebrow rings or bars are prohibited.*** In the classroom or clinical setting, any student who is seen wearing a piercing other than the acceptable ear lobe piercing will be asked to remove the loop, bar or other jewelry. If a student does not comply, he/she must leave the campus and will be recorded as absent from class.

Prominent tattoos are to be covered by clothing. Any prominent tattoo that cannot be covered (i.e., on the hands or fingers) must not be offensive or vulgar to be exposed, or be covered by make-up, bandage or other acceptable means.

A student arriving to class or clinical that is inappropriately dressed will be asked to leave the campus to redress, and will be marked absent unexcused for any class or clinical missed. Students have the option of borrowing scrubs from Jeremiah’s Hope Academy (if available).

## **Jeremiah’s Hope Academy**

### **Drug Use Policy**

Jeremiah’s Hope Academy explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication with or without a valid prescription on JH Academy or St. Vincent’s Health System premises or while enrolled in the program (Prescription medication with a valid prescription may be used by the

student to whom it is prescribed, and in that student's possession while on STVHS property, *if it does not interfere with student performance or pose a safety concern for patient care.*)

- Being impaired or under the influence of legal or illegal drugs or alcohol away from the JH Academy or St. Vincent's Health system premises, if such impairment or influence adversely affects the student's work performance, the safety of the student or of others, or puts at risk the JH Academy's reputation.
- Possession, use solicitation for, or sale of legal or illegal drugs or alcohol away from the JH Academy or St. Vincent's Health System, if such activity or involvement adversely affects the student's work performance, the safety of the student or of others, or puts at risk the JH Academy's reputation.
- The presence of any detectable amount of prohibited substances in the student's system while in class, while on the premises of the JH Academy or St. Vincent's Health System. "prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a valid prescription given to the student by a licensed physician.

The JH Academy may conduct drug and/or alcohol testing under any of the following circumstances:

- **RANDOM TESTING:** Students may be selected at random for drug and/or alcohol testing at any interval determined by the JH Academy.
- **FOR-CAUSE TESTING:** JH Academy may ask a student to submit to a drug and/or alcohol test at any time it feels that the student may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the student's person or in the student's vicinity, unusual conduct on the student's part that suggests impairment or influence of drugs or alcohol, negative performance pattern, or excessive and unexplained absenteeism or tardiness.
- **POST-ACCIDENT TESTING:** any student involved in an on-the-job training accident or injury event may be asked to submit to a drug and/or alcohol test."Involved in an on-the-job training accident or injury" means not only the one who was or could have been injured, but also any student who potentially contributed to the accident or injury event in any way.

If a student is tested for drugs or alcohol and the results indicate a violation of this policy, or if a student refuses a request to submit to testing under this policy, the student may be subject to appropriate disciplinary action, up to and possibly including dismissal from the program. In such a case, the student will be given an opportunity to initiate his/her right to the grievance policy prior to any dismissal action becoming effective.

## **Jeremiah's Hope Academy**

### **Failed Course Policy**

Students must complete all courses with a 77% or higher to be eligible to proceed to the clinical experience class. If the student is a scholarship recipient and fails any course

he/she will forfeit the scholarship. The student will be required to pay tuition for the failed course and any account balance. In addition, when a student has failed a course and he/she would like to repeat that class, the student will be required to re-enroll in the course at the next available course offering at full cost. Repeating students must demonstrate competency in the required clinical skills in their course of study (Re-Validation) in order to be eligible to enroll in the clinical experience class. There is an added cost for the Revalidation course.

Courses that are successfully completed may not be certified for VA funding if they are repeated. "D" grades may not be repeated for VA funding if not required for graduation. There is no "D" grade designation at Jeremiah's Hope Academy; the lowest passing grade is 77% which is a "C" designation.

It is the individual student's responsibility to seek assistance from the instructor any time he/she is experiencing academic difficulty. Instructors will have established office hours to schedule appointments to assist students. If the student experiences academic difficulty in one or more classes, an Advisement Session with the School Counselor will be required. Continued academic difficulty will result in an Advisement Session with the School Counselor and Manager, and may result in disciplinary action ranging from academic probation to Dismissal from the program.

Students are required to successfully pass (no less than a 77%) each class, including the clinical experience class, and successfully demonstrate clinical competency in all required skills to qualify for graduation from Jeremiah's Hope Academy. Graduation from the Academy is required to be eligible to sit for certification examinations.

## **Jeremiah's Hope Academy**

### **Financial Policy**

All tuition, fees and financial obligations required for the course of study must be paid in full or paid in accordance with the individual payment plan agreement on or before the scheduled due date\* for the student to be eligible for enrollment in the program. All students must satisfy all financial obligations to the program by the 5<sup>th</sup> week of the term to qualify for placement in clinical rotations. Any additional financial obligations to JHA must be paid by the 10<sup>th</sup> week of the term to qualify for graduation, and to be awarded a completion certificate (see also Failed Course Policy). All payments to Jeremiah's Hope Academy must be made in the form of cashier's check, money order or cash. Personal checks are not accepted. For the benefit of the student's personal recordkeeping, JHA recommends payment by cashier's check or money order, since those provide receipts and records of deposit that protect the applicant/student. (\* *Scheduled due dates are provided on the website and to students in writing upon formal acceptance.*)

## **Jeremiah's Hope Academy**

### **Food and Beverage Policy**

Eating is not allowed during class except when provided by Jeremiah's Hope Academy, or pre-approved by JHA Manager. Beverages (water, coffee, juice and/or soft drinks) may be consumed during class in regular classrooms. Using a cup with a lid is **required**. If a spill occurs, the student is responsible for cleaning it up as quickly and quietly as possible.

***Both food and drink are prohibited at all times in the Skills Labs and Computer Classrooms.***

***Gum chewing is strictly prohibited*** in the classroom, skills lab, clinic and/or hospital setting.

## **Jeremiah's Hope Academy**

### **Grading Policy**

Jeremiah's Hope Academy uses a 100 point grading scale for all classroom and clinical courses. Students may be evaluated on examinations, quizzes, projects, demonstrated clinical skills (validations), class participation, and other measurable outcomes for performance. Each student in each class will be graded using the same standard for performance that has been established in advance by the instructor. Each class will contain a Participation Grade component. Each class instructor will present a syllabus to the students on the first day of class (in advance for the clinical experience classes) clearly explaining the classroom/clinical expectations and the work that will be evaluated for a grade in the course.

Students are expected to invest the time and effort to prepare for each class session and all evaluations. Instructors will only allow remediation, supplemental work, retesting or other special attention according to written guidelines established and on file with the Jeremiah's Hope Academy Manager.

Grades will be posted on the online academic website in a timely manner. Students may check with the individual course instructors for clarification of the timing practices for posting grades.

## **Jeremiah's Hope Academy**

### **Grievance Policy**

A student who has a grievance with any instructor, classroom practice, or enforcement of a policy written in this document may, within two class days of the incident, meet with the Jeremiah's Hope instructor/associate to discuss the problem. If the instructor cannot solve the problem, does not respond, is unavailable, or is perceived to be part of the problem, the student may schedule a meeting with the JHA Manager. Should the issue not be resolved by the Manager, the student has a right to file a formal written complaint to the

Director of Community Service and Outreach. The decision of the Director is final in most cases. Under extenuating circumstances, the decision on an issue may be appealed, in writing, to the Vice President of Mission Integration.

Students enrolled with support from the Veterans Administration GI Bill funding who have a complaint against Jeremiah's Hope Academy must follow the policies of the funding agency. That policy reads as follows: "Any complaint against the school should be routed through the VA GI Bill Feedback System by going to the following link: <http://www.benefits.va.gov/GIBILL/Feedback.asp>. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily."

## **Jeremiah's Hope Academy**

### **Medication Policy**

No Jeremiah's Hope Academy staff member, instructor, guest instructor or affiliate may provide or administer any over the counter (OTC) or prescription medication to any student at any time under any circumstances. A pharmacy is located in POB 2 of the Birmingham hospital campus, and may be accessed by students on their breaks for the purchase of commonly used OTC medications.

## **Jeremiah's Hope Academy**

### **No Tobacco Policy**

In keeping with the objectives of promoting good health and providing a quality environment, smoking is prohibited on all St. Vincent's Health System property. Use of tobacco in any form (including vapor or electronic cigarettes) is prohibited on all STVHS property.

## **Jeremiah's Hope Academy**

### **Parking Policy**

A parking map will be provided to each student upon enrollment into Jeremiah's Hope Academy. Students will be required to park at the East Satellite parking during daytime classes while enrolled in the program. Parking in the lot at the DePaul Building is **prohibited** for students. Violators may be required to move their car or the car may be subject to towing.

## **Jeremiah's Hope Academy**

### **Professional Courtesy Policy**

Included in the formation for healthcare careers, students will be expected to demonstrate professional courtesy at all times. See the Jeremiah's Hope Academy Code of Honor for consequences of unprofessional behavior.

The following represent a sample of professional courtesies that are required at the Academy as part of being in the health care field:

Students are required to call 939-7233 by 7:30 am, and leave a message, to notify staff if they are ill. If students are in an accident or have an emergency that will cause them to be tardy or to be absent from class, they are to call 939-7233 as soon as possible to report their delay/absence.

Students are expected to accept correction and direction from instructors and staff respectfully, and be open to learning the knowledge, skills and behaviors required in the health care professions.

Students are required to make appointments to meet with instructors and/or administrators. Appointments are made by contacting the Administrative Assistant at the front desk in the lobby of the Academy.

Students will submit class work to instructors in class or to the Administrative Assistant. Absence excuses will also be submitted to the Administrative Assistant.

Students will respect the privacy of the instructors and staff of the Department of Community Service and Outreach. They will enter the inner portion of the business suite only when accompanied by a staff member, will knock on office doors prior to entering, and will use appropriate vocabulary and respectful tone when speaking with instructors and staff.

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