



# OneBlood, Inc.

## Blood Bank Technology (BBT) Program

# Student Handbook

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## Welcome

We are delighted to welcome you to the Blood Bank Technology (BBT) education program, and thank you for choosing OneBlood. We hope our program will prove intellectually challenging, rewarding, and help you acquire the knowledge and develop the skills necessary for your professional growth.

### Student Handbook Overview

This Student Handbook (Handbook) provides a description of the policies and procedures OneBlood abides by, a general overview of the curriculum, and the expectations for successful completion of the program. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the policies and procedures described herein. For that reason, if you have any questions, you should address your specific concerns to the Program Director. Policies and procedures, as explained in this Handbook, may change from time to time as business, legislation, and economic conditions dictate. If provisions are changed, you will be notified of the changes promptly. Finally, this Handbook and the information in it should be treated as proprietary and confidential.

#### **You are responsible for reading and understanding this Student Handbook.**

Every effort will be made to keep you informed of changes to this handbook through suitable lines of communication, including email.

If ever you have questions, please contact the Program Director. We are committed to providing a positive, high quality educational experience for our students.

### Introduction to OneBlood, Inc.

OneBlood is a not-for-profit 501(c)(3) community asset and a proven industry leader for providing safe, available and affordable blood to more than 250 hospital partners and their patients throughout Florida and into areas of North Carolina, South Carolina, Georgia and Alabama. OneBlood distributes more than one million blood products annually, operates more than 90 donor centers and deploys nearly 200 of its signature Big Red Buses throughout its service area for blood drives.

- Our Mission:  
To enhance the health and well-being of others through our work with blood and stem cell products and by facilitating scientific research.
- Our Vision:  
By the end of the decade, our unique ability to provide world-class transfusion and transplantation medicine, technology and research will secure our position among the top five systems in the world.
- Our Values:  
Execution, Innovation and Continuous Improvement, Agility and Respect



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OneBlood is registered with, and blood products licensed by, the Food and Drug Administration (FDA Biologics License #1875).

OneBlood holds accreditations with the following organizations whose standards promote patient safety via improved operation systems for safe collection, processing, testing, distribution and administration of blood products.

- AABB
- College of American Pathologists (CAP)
- Foundation for the Accreditation of Cellular Therapy (FACT)

OneBlood maintains affiliations with the most prominent organizations in our industry, allowing access to new opportunities, research, partnerships and information critical to maintaining a safe and adequate blood supply for the community.

- America's Blood Centers (ABC)
- South Central Association of Blood Banks (SCABB)
- NMDP (National Marrow Donor Program)

OneBlood is a member of the American Rare Donor Program, and contributed more than 200 rare units in 2019.

OneBlood is a leader in immunohematology and transfusion medicine education.

- OneBlood hosts and sponsors meetings and provide expert lecturers on topics such as advanced immunohematology and blood utilization management as an active member of the South Central Association of Blood Banks (SCABB).
- OneBlood regularly host AABB and ABC teleconferences, at different facilities, which are made available to hospital customers, OneBlood employees and OneBlood students.
- OneBlood offers free continuing education to OneBlood and hospital customers' State of Florida licensed personnel through a continuous education provider.
- OneBlood Medical Technologist Educational department provides a 3-month Blood Bank/Transfusion Medicine rotation for residents of the Department of Pathology and Laboratory, College of Medicine, University of South Florida (USF).
- OneBlood Medical Technologist Educational department offers a 1-year Fellowship Program for individuals in their fifth-year medical residency program and/or as an independent specialty program.
- OneBlood Medical Technologist Educational department hosts medical technology (technologist and technician) students for clinical practicums from other regional educational institutions.

The successful BBT student, at the completion of the six-month SBB program, will receive a certificate of completion. She or He will be eligible to sit for the General Knowledge and Immunohematology exams given by the American Association of Bioanalysts (AAB).

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## **OneBlood BBT Program Mission**

To provide comprehensive, quality education in all aspects of blood banking and transfusion medicine; to develop entry level technologists in blood banking; and to meet the needs of each student through excellent didactics complemented with engaging clinical practicums that provide:

- reflection, critical analysis, and synthesis.
- experiences that encourage students to take initiative, make decisions, and be accountable for the results.
- discussions and information sharing that engage students intellectually, creatively, emotionally, and socially
- a supportive environment for observing, participating, and learning from both successes and shortcomings

## **OneBlood BBT Program Goals**

- To prepare competent entry-level Blood Bank Technologists (BBTs) in cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
- To maintain the level and quality of instruction in the field of blood banking and transfusion medicine through the inclusion of the latest technologies.
- To provide students with experienced mentors who serve in leadership roles of various departments so they may develop further attributes of professionalism, ethics, and management skills necessary for advancement in their careers.
- To impart students with motivation to continue their education and grow their careers.
- To provide the community with Blood Bank Technologists who can function at an entry level.
- To provide the institutional staff with educational stimuli and career ladders which will benefit the development of the blood center.

## **OneBlood BBT Program Objectives**

Provide OneBlood and the blood banking community at large with competent professional individuals who:

- function at an entry level BBTs.
- utilize and apply current regulations and standards to daily operations that are set forth by various regulatory and accrediting agencies for blood banks and transfusion services.
- identify and resolve entry level blood bank and transfusion questions, problems, and case studies through application of theoretical principles and serological methods
- apply basic finance and accounting principles to prepare and analyze budgets and cost and return on investment justifications
- apply basic principles of personnel, human resources, and operations management to the general administration of a blood bank or transfusion service.



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**Essential Functions Required of Students for BBT Program Admission and Successful Completion**

Technical Requirements	Physical Requirements	Communication Requirements	Intellectual Requirements	Professional Requirements
<p>Perform all laboratory manual and automated procedures; Ability to use blood bank equipment (e.g., cell washers, centrifuges, microscope, blood processing equipment); Solve mathematical formulas and interpret graphs/charts; Understand and comprehend advanced immunohematology theory and practice; Read and comprehend technical and professional materials (e.g., textbooks, journal articles, reference manuals, package inserts, manufacturer's operator and service manuals); Capacity to use a computer and its accessories to operate laboratory instruments and enter/transmit result information; Capable of using Microsoft Office applications and Blackboard</p>	<p>Required to stand, walk, sit, and talk or hear; Ability to use hands to finger, handle, or feel; and reach with hands and arms; Occasionally required to climb or balance and stoop, kneel, crouch, or crawl; Ability to lift and/or move up to 50 pounds; Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus; Travel to sites for clinical practicums; Perform required maintenance for laboratory instruments; Read/comprehend text (print and on computer screen)</p>	<p>Follow verbal and written instructions in order to accurately and independently perform laboratory test procedures; Perceive and respond to significant sounds in the laboratory (e.g., phones, timers, signals generated from instrumentation that may indicate status of operation or equipment malfunction); Clearly and effectively converse with internal and external customers; Maintain patient confidentiality at all times; Use computer software and internet for communication, education, and professional purposes; Ability to take paper, computer, and laboratory practical exams; Independently prepare documents (e.g., component tags, laboratory reports, service charges); HIPPA or Protected Health Information</p>	<p>Ability to solve problems; Capacity to think critically and comprehend; Apply theoretical concepts; Capable of reasoning, analyzing, comparing, measuring, calculating; Sufficient judgement to recognize and correct performance deviations; Critically evaluate own performance, accept constructive criticism, and strive to improve performance; Participate in enrichment activities (e.g., journal articles, webinars, case study presentations)</p>	<p>Dress to project a neat, well-groomed, professional appearance; Interact professionally with fellow students, faculty, internal and external customers by conveying an appropriate level of confidence and a positive outlook towards work and other people; Demonstrate integrity as shown by the admission and documentation of errors, recognition of the potential danger of shortcuts, and maintenance of patient, customer, and coworker confidentiality; Act responsibly and reliability as measured by punctuality, attendance, dependability, and quality of work; Exercise good time management skills to complete professional and technical tasks with realistic constraints; possess emotional health necessary to manage stress, effectively exercise intellect, and utilize appropriate judgement; Demonstrate interest, enthusiasm, and willingness to learn as seen through active participation; Persevere until task is satisfactorily completed; Show initiative and motivation as demonstrated by independence in performing</p>



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Technical Requirements	Physical Requirements	Communication Requirements	Intellectual Requirements	Professional Requirements
				advanced procedures, preparation before class, and recognition of opportunities to improve quality and productivity of work; Adapt to stressful and/or new situations by maintaining composure and flexibility without compromising individual integrity, e.g., emergent demands or heavy workload (e.g., STAT orders); distracting environment (e.g., high noise levels, staff interruptions); Respond favorably to direction and feedback; Recognize and respond safely to potentially hazardous materials in order to minimize risk of injury to self or team members; Help foster a team approach to learning, task completion, problem solving, and customer satisfaction and service through cooperation, courtesy, respect, and sensitivity towards others

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## BBT Program Overview

### Student Records

Keeping student files up-to-date is the responsibility of the OneBlood Program Director. The student file contains at a minimum:

- Student Application
- References
- Resume
- Transcripts
- Trainee license
- Documented absences
- Clinical practicum study guides
- BBT exams/quizzes (stored online in MyLearning)
- Certificate of program completion

Students may request to view their own student file, or request copies of OneBlood BBT documents signed. Such requests should be made to the Program Director.

Graduate and employer surveys, and AAB student outcomes are stored on the OneBlood protected network.

### Open Door Policy

It is the policy of OneBlood, Inc. to maintain an open-door policy and to encourage open communication between employees/students and management.

OneBlood BBT Program's goal is to provide an enjoyable and welcoming educational environment for all students. This aim is achieved by developing and maintaining a cooperative relationship between students, faculty and OneBlood employees, based on mutual respect and understanding. OneBlood believes that students' opinions, thoughts, and feedback are important, and we recognize the need for procedures that will allow students to bring their questions, suggestions, and concerns to our attention. For these reasons, OneBlood strongly endorse an open-door policy where students are able to discuss any questions, comments or matters of concern with the Program Director.

- The OneBlood BBT Program Open Door Policy is in effect Monday through Friday during regular business hours, or by appointment for afterhours. Our BBT program embraces the free exchange of ideas, identification of areas for enhancement, and strives for quick resolution of any problem identified.
- The open-door policy provides students with several different ways to convey suggestions, ideas, or concerns, including direct day-to-day communications with the Program Director. While the OneBlood BBT Program may not be able to fully address a particular issue, we will attempt to assist students and consider recommendations for improvement.



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- If at any time students are not comfortable speaking directly with the Program Director, they may contact the SBB Program Medical Director, Lab leadership or OneBlood Human Resources.

### OneBlood BBT Program Student Safety/cGMP Training Policy

Due to the various rotations that are required during the program, it is important for the student to have documented training on safety, cGMP, and health issues. This training is available for the BBT student through the OneBlood MyLearning Department. If a non-OneBlood employee, this training will be completed prior to orientation week.

Documentation of safety training is maintained in MyLearning until the student's completion of the program.

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## **BBT Program Expectations**

### Overall Curriculum Expectations

Regular and prompt attendance is essential.

Unexcused absences from the BBT curriculum requirements will not be tolerated.

However, there are specifically outlined exceptions to program deadlines. Students requesting an exception must contact the Program Director as soon as possible. Exceptions must be “pre-approved” by the Program Director for a student to be excused/re-scheduled for required tasks.

- **Jury Duty** - It is a civic responsibility to report for jury duty whenever called and able to serve. OneBlood students shall be granted excused time off for mandatory jury duty and for court hearings where the student is a plaintiff or defendant. Upon receipt of the notice to report, the student must immediately notify and submit a copy of the notice to the Program Director.
- **Military Leave of Absence** - OneBlood supports students who serve their country by participating in the uniformed services. Students who are members of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard or Reserves shall be granted a leave of absence for military service, training, or related obligations in accordance with applicable law. Students are required to catch up on workload, including rotations, on their own time.

### Assignment Expectations

Required assignments, such as clinical practicums, homework, and other work as assigned are expected by the specified due date.

At the end of the 6 months, an overall review of the requirements will be performed to ensure completeness for graduation and issuance of the OneBlood BBT Certificate of Program Completion.

### Exams

- All didactic assessments (quizzes, exams) are administered using MyLearning. Students are notified in advance of scheduled assessments.
- Assessments are scheduled approximately every 1-2 weeks from the beginning of the program. The assessments are posted on Thursdays at approximately noon and are available for access and completion within 48-hours. If for any reason the assessment is not posted when expected, the availability will be extended as needed.
- Students are required to complete assessments within each stated assessment period.
  - If a student fails to complete an assessment, no credit will be awarded. Refer to above for exceptions that may be applied.
    - Any other exception is considered on a case-by-case basis by of the Program Director.
- Student performance on assessments is continually monitored by the OneBlood BBT Program Director.
  - Students must maintain an average of  $\geq 75\%$  for didactic assessments.
  - For any single examination score  $< 75\%$ , students must review all missed exam questions and provide to the Program Director the correct answer with the source for the material used. Students may also be required to review missed exam questions with the Program Director. All counseling sessions will be documented.
  - Students failing to maintain a  $\geq 75\%$  average on assessments are counseled and the counseling sessions documented. If demonstrated improvement is not achieved by the established timeline, the student may be dismissed.
  - Students who do not achieve  $\geq 75\%$  on the final exam are allowed to repeat the exam after coaching and exam review with the Program Director.
    - The repeat final exam is composed of different test questions and is as comprehensive as the initial final exam.
    - If a student fails both final exams or does not take the repeat exam, the OneBlood BBT Program Certificate of Completion will not be awarded to the student.
  - A final practical exam must be completed by students with a minimum score of 85%. Practical exams are coordinated between the Program Director and mentor for remote students, and may be comprised of wet samples or dry lab cases. Wet lab practicals must be proctored by the



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Program Direct, mentor, or designee. If a student fails the practical exam, a second practical exam is administered. Note that certain items may be judged as automatic failures on the wet practical exam:

- ABO or Rh error
- Failure to detect a clearly demonstrable antibody
- Failure to detect an incompatible crossmatch
- Any other error that could cause serious patient harm.

### Homework

- Timely completion of all homework assignments is required. These are primarily contained in the OneBlood Student Reference Manual (SRM). Incomplete assignments are assigned a zero score. Special exceptions may apply on a case-by-case basis per the approval of the Program Director.
- Wet and “dry” laboratory paper assignments may be issued and completed during clinical practicums.
- All BBT students must satisfactorily deliver a technical presentation.

### Clinical Practicum Expectations

- BBT students are expected to complete clinical practicums as assigned.
- By the end of the clinical experience or assigned due date, students must complete the Clinical Practicum Study Guide for each clinical rotation.
- Students are expected to be well groomed, neat, and dressed professionally/ appropriately for the work environment.

### Academic Honesty

Academic dishonesty includes, but is not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such an act.

If the Program Director, mentor, or other faculty finds evidence of cheating, plagiarism or other wrongful behavior, possible actions include, but are not limited to, failing the student on the work in question and/or program dismissal.

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## **Student Grade Appeal Process**

### Academic Appeal

Students have the right to prove to the Program Director that a question on a written exam was marked incorrectly. Evidence must be provided in which such conclusions are based. If this does not give the student satisfaction, they can discuss the question with the OneBlood Medical Director.



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Grades can be discussed with the Program Director. If satisfaction is not attained at that level, then the student can present their case to the BBT Program Admissions Committee. The findings of the committee will be final unless the student feels they are being discriminated against. In this case, the student must contact OneBlood Human Resources Department immediately.

### Filing a Grievance

Students have the right to appeal any evaluation which they deem unfair or discriminatory. To prevent misunderstanding and avoid confusion, all official communications and appeals must be put in writing. To file a grievance, document the complaint to the OneBlood BBT Program Medical Director. The grievance will be reviewed by OneBlood Human Resources and forwarded to the OneBlood BBT Admissions Committee for review. Employees, applicants, and students may also use one of the OneBlood AlertLines for reporting suspected workplace wrongdoing as well as concerns related to safety, quality, or privacy information. The AlertLines are not intended to replace ongoing communication between students, employees and managers, but to provide an alternative resource to report situations or observations that students and employees feel are unresolved and need attention.

### OneBlood Student Dismissal

Reasons for dismissal from the OneBlood SBB Program may include but are not restricted to:

- Failure to complete expected educational requirements as outlined in the handbook and/or unexcused gaps in participation.
- Failure to maintain  $\geq 75\%$  grade average as measured by didactic and laboratory assessments.
- Failure to demonstrate the ability to resolve entry-level serologic problems; choose suitable approaches for patient management; discuss or explain intelligently concepts that have been previously addressed in the BBT program curriculum.
- Failure to follow the procedures or policies that the student signed and agreed to at the outset of the OneBlood BBT program.
- Failure to meet deadlines for payment of OneBlood BBT program.
- Failure to comply with OneBlood, Inc. policies of sexual and other workplace harassment and anti-bullying.

### Process of Dismissal:

- The student will be verbally counseled and counseling documented.
  - If there is no improvement in performance or participation, the student will be placed on a formal warning corrective action plan.
  - A follow-up evaluation will take place no later than one month after the written warning notice.



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- If the student fails to demonstrate improvement, they will be dismissed from the BBT program.

### Procedures Post Dismissal of Student from BBT Program:

- Immediately after withdrawal or removal from the program:
  - The Florida Board of Clinical Laboratory Personnel will be notified.
  - Access to the MyLearning on-line portion of the BBT program will be terminated.
  - If a non-Oneblood employee, removal of access to OneBlood facilities.
  - No certificate of completion is granted.

### Student Appeals Process:

- Students may appeal program dismissal by submitting in writing the justification for why they feel they should not be dismissed from the OneBlood BBT Program Medical Director, and Admissions Committee for consideration. The student will be notified in writing of the final decision within two weeks of the student's appeal submission.

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### **BBT Student Work Policy**

Some course information is provided online making it possible to work full time and complete program requirements on your own time outside of work.

If employed by OneBlood, all BBT program activities, including clinical practicums, must be completed on the student's own time.

If not employed by OneBlood, students should speak with their supervisors/managers before the program begins about options to take time off and/or switch work hours in order to fulfill clinical practicum requirements. Students are informed of the amount of work required BEFORE the program starts to allow plans to be made in advance.

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### **BBT Program Financial Requirements**

The application fee to the BBT Program is \$50 and nonrefundable. Tuition is determined prior to the start of each annual class. Contact the Program Director for current fee.

In any given class cycle, there may be students who are employed by OneBlood, and st

All funds collected will be submitted to OneBlood Accounts Payable:

- Check or money order should be made payable to OneBlood, Inc.
- In the "For:" section of the check (bottom left corner), please note "BBT App Fee" or "BBT tuition", as applicable.
- Mail check to: OneBlood, Inc. PO Box 628342 Orlando, FL 32862-8342



**There is no allowance for late payment unless approved by OneBlood executive management.**

If a student does not pay in full by the deadlines as outlined above:

- Access to the MyLearning on-line portion of the BBT program will be terminated.
- If a non-OneBlood employee, removal of access to OneBlood facilities.
- No certificate of completion is granted.

**No refunds will be given.**

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## **Overview of Curriculum**

Didactic overview, along with module descriptions and objectives are contained in the BBT syllabus and given to students in the week before the first day of class. Modules are tentatively scheduled and distributed to the students 2-3 weeks in advance, permitting schedule changes per the needs and progress of the class. Study Guides are also provided in advance for scheduled Clinical Practicum Experiences.

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**Receipt and Acknowledgment of OneBlood, Inc.**

**Blood Bank Technology (BBT) Program Student Handbook**

This BBT Student Handbook is an important document intended to help students become acquainted with curriculum, policies/procedures, and expectations of students in the OneBlood BBT Program. This Handbook serves as a guide. Some circumstances may arise that may require special consideration on a case-by-case basis.

The contents of this Student Handbook may change at any time at the discretion of OneBlood, Inc. No changes in any policy, or rule will be made without due consideration of the mutual advantages, disadvantages, and responsibilities such changes will have on students in the OneBlood BBT Program and on OneBlood, Inc.

*I have received and read a copy of the OneBlood, Inc. Blood Bank Technologist (BBT) Program Student Handbook. I understand that the policies described in it are subject to change at the sole discretion of OneBlood, Inc. at any time. My signature constitutes my consent to all the terms and conditions of all procedures and policies outlined herein.*

Student Printed Name: \_\_\_\_\_

Student Signature/Date: \_\_\_\_\_

\_\_\_\_\_

OneBlood BBT Program Director Signature/Date

The signed original of this acknowledgment will be filed in your student file.

You may keep a copy for your records.

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