



NAACLS

**National Accrediting Agency
for Clinical Laboratory Sciences**

2014

Volunteer

Report

This report has been created by the
National Accrediting Agency for Clinical Laboratory Sciences

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Evaluations of NAACLS Volunteers

1 – Evaluations of NAACLS Self-Study Reviewers

2 – Evaluations of NAACLS Site Visit Teams

3 – Evaluations of the Site Visit Report completed by the Site Visit Team Coordinator

1: Evaluations of NAACLS Self-Study Reviewers

(Completed by Site Visit Team Coordinators)

	2014							Previous 3 year avg (2011-2013)
	winter			summer			total	% Yes/NA
	Yes	No	NA	Yes	No	NA	% Yes/NA	
The self-study review is concise, clear and well organized.	39	4	0	34	3	0	91%	97%
The self-study reviewer adequately addressed all Standards.	36	7	0	32	5	0	85%	92%
Identified concerns and missing information or documentation are noted with their respective standards in the body of the report.	38	5	0	36	1	0	93%	95%
All sections of the report are complete.	40	3	0	35	2	0	94%	94%
Missing information or documentation is clearly summarized in the "List of Missing Information or Documents" section of the report.	35	8	0	35	2	0	88%	94%
All concerns are listed by Standard and summarized in the "Concerns to be Addressed by the Site Visit Team" section of the report.	39	4	0	34	3	0	91%	91%
All statements or comments made are specific, objective, and without opinions or recommendations.	40	3	0	34	3	0	93%	96%
The self-study reviewer remained objective in applying the Standards.	42	1	0	34	3	0	95%	100%

2: Evaluations of NAACLS Site Visit Teams

(Completed by Director of the Program visited)

	2014							Previous 3 year avg (2011-2013)
	winter			summer			total	
	Yes	No	NA	Yes	No	NA	% Yes/NA	
The site visitors were knowledgeable about the program and well prepared for the site visit.	31	0	0	33	1	0	98%	98%
The site visitors were objective in interpreting and applying the Standards to the program.	31	0	0	34	0	0	100%	99%
The site visitors' interactions with program faculty during the site visit were appropriate.	31	0	0	34	0	0	100%	99%
The site visitors' interactions with students during the site visit were appropriate.	31	0	0	34	0	0	99%	99%
The report findings during the exit conference were clear.	31	0	0	34	0	0	100%	98%
The report findings during the exit conference were objective.	31	0	0	34	0	0	100%	99%

3: Evaluations of the SV Report completed by the SV Team Coordinator

(This evaluation is completed by the NAACLS Review Committee for Accredited Programs)

	2014							Previous 3 year avg (2011-2013) % Yes/NA
	winter			summer			total	
	Yes	No	NA	Yes	No	NA	% Yes/NA	
The Site Visit Report is concise, clear and organized.	29	0	0	27	1	0	98%	95%
The Site Visit Report adequately addresses all Standards.	28	1	0	27	1	0	96%	96%
Identified concerns are noted by Standard in the body of the report and comments are provided for each.	29	0	0	27	1	0	98%	98%
All sections of the report are complete.	28	1	0	26	2	0	95%	93%
Concerns noted by the self-study reviewer are listed in detail by Standard in the "Concerns Noted by the Self-Study Reviewer" section of the report.	28	1	0	25	3	0	93%	94%
Actions taken based on the self-study reviewer's concerns are listed in detail by Standard in the "Concerns noted by the Self-Study Reviewer" section of the report.	28	1	0	26	2	0	95%	97%
Identified Site Visit concerns are listed by Standard and clearly summarized in the "Concerns of the Site Visit Team" section of the report.	25	4	0	23	1	4	91%	95%
All statements or comments made are specific, objective and without opinions or recommendations.	29	0	0	28	0	0	100%	96%
The Site Visit team remained objective in applying the Standards.	29	0	0	28	0	0	100%	97%
The team coordinator responded to requests for clarification or missing information in a timely manner.	12	1	16	23	0	5	98%	96%



Information Station:

- **Highlights from the NAACLS Blog: Teach Out Plans (Standard V.D), December 2014**
- **Highlights from the NAACLS Blog: CEO's Corner – Nailing Down the Standards Details, December 2014**
- **Volunteer Training Podcasts!!**

DR. NAACLS – A “TEACH OUT” PLAN?

DEAR DR. NAACLS,

WHAT IS THE PURPOSE AND INTENT OF STANDARD V.D. IN REGARDS TO A “TEACH OUT PLAN”?

SIGNED,

DR. CURIOUS

Dear Dr. Curious,

Standard V.D. states the following:

“A teach out plan must be developed and submitted to NAACLS within 30 days of the official announcement of the closure of the program.”

The purpose of the teach out plan is to actually encourage program directors to stop and think about what they would do if they suddenly had to make alternative arrangements to complete the student’s clinical program. The affiliation agreements all include renewal and termination clauses, but not all programs utilize affiliation agreements if they do not have academic or clinical affiliates. What would you do if you found that your program was closing? What plans would you implement to complete the students’ educational objective?

In addition, the intent also covers natural and unnatural disasters like floods, hurricanes, tornadoes, and interruptions in service like fires, explosions, or structural damage. Just thinking about the “what if” helps a program director to be able to manage the decisions that would need to be made at a time like that.

Of course, not knowing the extent of the disasters makes it impossible to predict a solid plan, but start looking around. Are there other programs in the area that could band together? Are there other hospitals with some space to help provide clinical rotations? Is there another university with some classrooms that could be utilized? The standard asks that a plan be created and sent to NAACLS within 30 days, and simply realizing that implementation of such a plan might be possible helps to create an outline of what that plan may look like.

When you create your self-study, specific details of your teach-out plan will not be required, but rather how such a teach-out plan would be developed in the event of program closure. Furthermore, site visitors to your program will look to see that a foundation for plan development to be in place.

Sincerely,

Dr. NAACLS

CEO'S CORNER: NAILING DOWN THE STANDARDS DETAILS

Dianne M. Cearlock, PhD, Chief Executive Officer

This is the year that NAACLS is transitioning to implementation of the 2012 Standards. Although it has been two years since the NAACLS Board of Directors adopted the new Standards, questions about interpretation of the Standards, what constitutes adequate documentation of compliance, setting appropriate benchmarks for outcomes, and other details emerge. Language, spoken or written, is a tricky business, and it is important to nail down the details. Questions are posed by program officials, NAACLS review committee and Board members, and staff. Several examples were deliberated at the Board of Directors meeting held recently.

One example is found in the interpretation of one of NAACLS' requirements for reporting student and program outcomes. The benchmark for graduation rates as currently described in the STANDARDS COMPLIANCE GUIDE is "THREE YEARS CONSECUTIVE RESULTS OF GRADUATION RATES DEMONSTRATING AN AVERAGE OF AT LEAST 70% OF STUDENTS WHO HAVE BEGUN THE FINAL HALF OF THE PROGRAM GO ON TO SUCCESSFULLY GRADUATE FROM THE PROGRAM AS CALCULATED BY THE MOST RECENT THREE YEAR PERIOD." NAACLS recently received a question from a program official asking the definition of "FINAL HALF." For NAACLS, there is not a "one size fits all" response. With over 600 accredited and approved programs representing nine clinical laboratory professions there is an amazing diversity of curricular designs employed. Program sponsors may be universities, hospitals or medical centers, consortia and more. Some are delivered traditionally, some through internet technology, and some as hybrids of both delivery modes. Program lengths vary by the discipline, degree or certificates awarded upon completion, length of clinical experiences and other factors. Some programs concentrate the discipline-specific components in the latter phases of the program while others distribute these components throughout the entire program duration. Clearly, a "one size fits all" strategy does not suffice for all of NAACLS' programs. Following significant discussion by NAACLS volunteers and staff, the Board chooses to allow programs, when submitting graduation rates, to describe the structure of the program and how the "FINAL HALF" of the program is determined. This decision, which will be represented by revisions in the STANDARDS COMPLIANCE GUIDE, is consistent with the Board's continued commitment to fostering innovation and valuing each program's mission to the particular community it serves.

Another example of the details about implementing the 2012 Standards concerns outcome measures reported by program graduates and their employers. Several program officials and review committee members identified a potential problem with the STANDARDS COMPLIANCE GUIDE, Standard II, Accompanying Documentation for Self-Study, section B1. This section deals with examples of tools used to collect data for outcome measures and listed graduate surveys and employer surveys. That seems straightforward. However, it was pointed out that, in essence, the language directed programs to collect data by use of surveys and did not appear to allow other options for collection of these data. For some programs, surveys may be useful for collection of these data but a number of comments focused on problems with this method including the tendency for them to produce poor response rates. Other methods, such as focus groups, may produce better data. Therefore, the Board adopted a change of language from graduate and employer "surveys" to "feedback." This change clarifies that programs have several methodological options for collecting these important data.

A third example of nailing down the details involves NAACLS' requirements for program officials at multi-location sponsored programs. In the "old" Standards, Consortia Education Coordinators were required for consortia and multi-location sponsored programs; one at each participating site. Recently, during the review of a multi-location program using the "old" standards, a question emerged as to the interpretation of "one at each participating site." It was unclear to review committee members as to whether a Consortium Education Coordinator needed to be physically "at" each site and, if so, for what amount of time. The Board of Directors discussed these questions and clarified that the amount of time a coordinator spends physically at a program location is more appropriately determined by the needs of the program, its students and faculty, and modes of communication used including email, text messages, Facetime, Skype, and more. Again, the Board acknowledges the unique nature of each program, its mission and the community it serves and fosters creativity in education delivery. The 2012 Standards now call for a Site Program Coordinator to be "assigned" for all participating locations of multi-location programs.

Questions regarding the interpretation of the Standards come to NAACLS from many sources including program officials, review committee and Board members, and staff. The Board makes policy decisions when questions about these details emerge and does so using some guiding principles that are implicit in the NAACLS mission and vision. Part of NAACLS mission states that "NAACLS provides leadership in fostering innovative educational approaches." To the extent possible, NAACLS nails down the details in a manner consistent with leadership in innovation.

NAACLS is creating Volunteer Training Podcasts!!!

- Created specifically for self-study reviewers and site visitors
- Approximately 30 minutes in length
- Free of charge
- Listen on computer, or download to portable devices, any time of day
- First podcast projected for Spring 2015
- Subscribe to the NAACLS Blog to stay up-to-date!



III

Recognizing Outstanding NAACLS Volunteers

Recognizing Outstanding NAACLS Volunteers for 2014

Edward Rotchford, Volunteer Services Manager

Since the year 2000, NAACLS has had over 550 different volunteers devote their time to reviewing Self-Studies, attending Site Visits, and participating in one of NAACLS' programs review committees. In 2007, NAACLS implemented a Volunteer Recognition Program, as a way of categorically recognizing those who have gone above and beyond:

Category 1:	10 or more Volunteer Activities since January 2000
Category 2:	20 or more Volunteer Activities since January 2000
Category 3:	30 or more Volunteer Activities since January 2000

In the year 2014 the following volunteers achieved new heights in NAACLS volunteering:

30 or more Volunteer activities since January 2000

Candy Hill
Nancy Beamon
Claudia Miller
Betty White
Evelyn Paxton
Linda Riipi

20 or more Volunteer activities since January 2000

Vanessa Johnson	Paula Garrott
Wendy Sweatt	Karen Chandler

10 or more Volunteer activities since January 2000

Ramona Fox	Wanda Haberer
Martin Steinbeck	Patricia Kelly
Michael McDonald	Debbie Heinritz
Bill Engle	Patricia Tille
Donna Wray	Candice Grayson

IV

Important Dates and Facts to Remember

Important Dates and Facts to Remember

Date	Action	Volunteer Activities Affected
Present	All NAACLS Self-Studies submitted from this point forward must show compliance with the new 2012 Standards.	<ul style="list-style-type: none"> • Self-Study Review Forms and the Standards Compliance Guide are available for viewing on the NAACLS website. Due to revisions of documents, however, consult with your NAACLS Staff contact to make sure you are using the right version of the review form. Review Committee Members will serve as extra resources for reviewers during this time of transition.
Spring 2015	All programs being site visited from this point forward must show compliance with the new 2012 Standards.	<ul style="list-style-type: none"> • Site Visit Report Forms are available for viewing on the NAACLS Website. Review Committee Members will serve as extra resources for reviewers during this time of transition. • Programs being reviewed under the new Standards will be using the new Standards Compliance Guide (SCG) to help determine what materials to have available for site visitors. Like Self-Study Reviewers, Site Visitors are on a fact finding mission, and they would be well served to review the SCG at their earliest convenience.
Spring 2015	Volunteer Training Podcasts	<ul style="list-style-type: none"> • All new and current volunteers will be able to access Volunteer Training Podcasts via the NAACLS Website and the NAACLS News blog.



NAACLS Volunteer Information Packet

Send all Volunteer Information Forms via email to info@naacsls.org or via fax to 773-714-8886.

***Volunteer Information Forms can also be
completed online at www.naacsls.org!!!



You Are Invited...

To support the NAACLS accreditation process through service as a Self-Study Report Reviewer, Site Visitor, and/or Volunteer Mentor for Initial Program Directors. Because the process relies on volunteers, we need your participation and your encouragement of faculty and administration to participate!

Volunteers may use the NAACLS process to help fulfill continuing education requirements and to support the educational mission of their institution. The NAACLS experience is also an opportunity to promote professional development by working with other colleagues in the field.

We hope you will take a few minutes to complete the *Volunteer Information Form*, and send it back to us via mail, fax, or email. Feel free to share it with others at your programs that are interested and qualified.

We need program directors, education coordinators, medical advisors/medical directors, faculty and administrators to volunteer.

***If you have submitted a form previously, please complete this year's form so that your NAACLS program coordinator knows when you are available and can update any new information.**

Thank you from the National Accrediting Agency for Clinical Laboratory Sciences!

Volunteer Information Form

Name and Credentials, Title _____

Institution, Mailing Address _____

City, State, Zip _____

Telephone, Fax _____

Your Program Information:

<input type="checkbox"/> MLS	<input type="checkbox"/> Path. Asst.
<input type="checkbox"/> MLT	<input type="checkbox"/> DMS
<input type="checkbox"/> HTL	<input type="checkbox"/> CG
<input type="checkbox"/> HT	<input type="checkbox"/> PHLEB
	<input type="checkbox"/> CA

Email _____

Are you fluent in Spanish? Y N

If you will be driving a vehicle while conducting NAACLS business, do you hold primary insurance? Y N

Do you agree to provide NAACLS with the name, contact information and policy number of your insurance in the event of an incident? Y N

Type of Institution:

4 Yr. 2 Yr. Hospital
 Other

Any additional program levels you would like to volunteer for:

Did you change your position in the last year? Y N

AVAILABILITY IN 20____ /20____

I am available to serve as a **SITE VISITOR** during the following month(s):

20____	JAN <input type="checkbox"/>	FEB <input type="checkbox"/>	MAR <input type="checkbox"/>	APR <input type="checkbox"/>	-----	-----	-----	AUG <input type="checkbox"/>	SEP <input type="checkbox"/>	OCT <input type="checkbox"/>	NOV <input type="checkbox"/>	DEC <input type="checkbox"/>
20____	JAN <input type="checkbox"/>	FEB <input type="checkbox"/>	MAR <input type="checkbox"/>	APR <input type="checkbox"/>	-----	-----	-----	AUG <input type="checkbox"/>	SEP <input type="checkbox"/>	OCT <input type="checkbox"/>	NOV <input type="checkbox"/>	DEC <input type="checkbox"/>

I am available to serve as a **SELF-STUDY REPORT REVIEWER** during the following month(s):

20____	JAN <input type="checkbox"/>	FEB <input type="checkbox"/>	MAR <input type="checkbox"/>	APR <input type="checkbox"/>	MAY <input type="checkbox"/>	JUN <input type="checkbox"/>	JUL <input type="checkbox"/>	AUG <input type="checkbox"/>	SEP <input type="checkbox"/>	OCT <input type="checkbox"/>	NOV <input type="checkbox"/>	DEC <input type="checkbox"/>
20____	JAN <input type="checkbox"/>	FEB <input type="checkbox"/>	MAR <input type="checkbox"/>	APR <input type="checkbox"/>	MAY <input type="checkbox"/>	JUN <input type="checkbox"/>	JUL <input type="checkbox"/>	AUG <input type="checkbox"/>	SEP <input type="checkbox"/>	OCT <input type="checkbox"/>	NOV <input type="checkbox"/>	DEC <input type="checkbox"/>

Maximum number of **SITE VISITS** I am willing to do each year: _____

Maximum number of **SELF-STUDY REPORT REVIEWS** I am willing to prepare each year: _____

YOUR NAACLS EXPERIENCE

NUMBER OF TIMES SERVED	ATTENDED A NAACLS WORKSHOP?	VIEWED THE SITE VISITOR VIDEO at www.naacls.org/volunteer-center/	PARTICIPATED IN A NAACLS TELECONFERENCE ORIENTATION FOR SITE VISITORS?
_____ Team Coordinator	<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES
_____ Team Member	_____ Year attended	<input type="checkbox"/> NO	_____ Year attended
_____ Self-Study Reviewer	<input type="checkbox"/> NO		<input type="checkbox"/> NO

CONFLICT OF INTEREST – please list programs with which you have been affiliated, and therefore would not be able to review

ADDITIONAL ADDRESSES

Address for UPS, FED EX or others (if applicable):	Home Address (Optional):
Name/Title:	Name:
Program Level:	Mailing Address:
Institution:	City/State/Zip:
Mailing Address:	Telephone:
City/State/Zip:	E-mail:

Volunteer mentor for Initial Programs (VIP) – To apply, please check “Yes” if you comply with the following criteria:

Volunteer Activity – VIP Candidate must have conducted at least one accreditation site visit as a Team Coordinator (accredited programs only), and must have reviewed at least one self-study as a Self-Study Reviewer

Experience as Program Director – VIP Candidate must have at least 3 years of experience as program director of a NAACLS Accredited/Approved Program, including having gone through at least one successful accreditation/approval review resulting in the maximum allowable award.

Yes, I would like to be a VIP *If “Yes”, please check one of the following:* Initial Program VIP Cont. program VIP No Pref.

If selected, NAACLS Staff will inform you of your VIP appointment. New VIP Terms last for two years, and expire in February of even-numbered years. (7/2013)

PLEASE RETURN TO:
NAACLS, 5600 N. River Road, Suite 720, Rosemont, IL 60018 Fax: 773-714-8886 E-mail: info@naacls.org

SITE VISITOR

QUALIFICATIONS:

- **Current or experienced program director, faculty member, clinical laboratory professional, physician or dean with knowledge of the clinical laboratory sciences.**
- **Current or prior association with a NAACLS accredited program.**
- **Currently licensed and/or credentialed and in good standing with the licensing/accrediting body, as appropriate.**
- Familiarity with NAACLS' Standards.
- Familiarity with current practices in:
 - A. Clinical laboratory procedures.
 - B. Staffing, space, equipment, budgeting for clinical services and educational purposes.
 - C. Health professions education.
- Familiarity with the purposes of accreditation and the protocol for conducting a site visit and reporting the outcome.
- Ability to conduct interviews and perform observational functions with discretion.
- Capacity for making objective assessments based upon established criteria.
- Ability to respect and maintain confidentiality of privileged information.
- Experience as a site visit team member is necessary to qualify as team coordinator. Satisfactory completion of NAACLS' Accreditation Process Workshop or Site Visitor Training Workshop is helpful but not mandatory to qualify as a team member.

RESPONSIBILITIES:

Team Members & Team Coordinators
1. Read the program's Self-Study Report in the context of its Paper Review and the Standards.
2. Note questions to be asked and particular observations to be made during the site visit per the comments made in the Self-Study Report and Paper Review.
3. Assist the team coordinator in scheduling the site visit.
4. Conduct the site visit according to NAACLS protocol and in a professional manner.
5. Assist in preparing the Site Visit Report.
6. Submit a NAACLS Expense Form and Site Visit Evaluation Form (according to instructions).

Team Coordinators Only
1. Conduct all communications with the program director to arrange the site visit and with the team member(s) to finalize schedule.
2. Communicate with the program director to set up interview schedules for program and affiliate(s) personnel, students, etc.
3. Prepare a draft of the Site Visit Report, and Circulate the draft to team member(s) for review and signature.
4. Assure that all site visitors review and sign the Site Visit Report.
5. Submit final Site Visit Report to the NAACLS office within the prescribed allotted time (usually three weeks after the site visit date).
6. Submit the Paper Review Evaluation Form.

TIME REQUIRED:

The times provided below represent estimates for completion of the tasks listed.

Activity	Estimated Time
Travel	Varies
Site visit: Hospital based program	1 day
Academic based program	2 days
Reading Self-Study Reports	4-5 hours
Identifying questions, observations, etc.	2 hours
Scheduling site visit	2 hours
Drafting the Site Visit Report	1-3 hours
Typing and proofreading the Site Visit Report	1-3 hours

SELF-STUDY REPORT REVIEWER

QUALIFICATIONS:

- **Current or experienced program director, faculty member, clinical laboratory professional, physician or dean with knowledge of the clinical laboratory sciences.**
- **Current or prior association with a NAACLS accredited/approved program.**
- **Currently licensed and/or credentialed and in good standing with the licensing/accrediting body, as appropriate.**
- Education plus experience in curriculum design and teaching techniques.
- Familiarity with NAACLS' Standards.
- Familiarity with current practices in:
 - A. Clinical laboratory procedures.
 - B. Staffing, space, equipment, budgeting for clinical services and educational purposes.
 - C. **Health professions education.**
- Familiarity with the purposes of accreditation/approval.
- Capacity for making objective assessments.
- Ability to meet deadlines.
- Ability to respect and maintain confidentiality of privileged information.
- Comfortable reading electronic documents (most Self-Studies are submitted using the PDF Self-Study Template created by NAACLS)

RESPONSIBILITIES:

<i>Self-Study Report Reviewers</i>
1. Read the program's Self-Study Report in the context of the Standards, analyzing the quantitative information provided.
2. Complete the Self-Study Report Review Form according to standard protocol for content and format.
3. Submit the Self-Study Report Review according to established timelines.

TIME REQUIRED:

The times provided below represent estimates for completion of the tasks listed.

Activity	Estimated Time
Reading Self-Study Reports	4-5 hours
Organizing material	3 hours
Drafting Review	3 hours
Typing Review	Varies

(9/2000)

Volunteer Mentor for Initial Program Directors (VIP)

QUALIFICATIONS:

- **Volunteer Activity** – Candidate must have reviewed at least one self-study as a NAACLS Reviewer, and if a VIP for accredited programs, conducted at least one accreditation site visit as a Team Coordinator.
- **Experience as Program Director** – Candidate must have at least 3 years of experience as program director of a NAACLS Accredited/Approved Program, including having gone through at least one successful accreditation/approval review in which the maximum accreditation/approval length was awarded.

RESPONSIBILITIES:

New Program VIPs would act as mentors to new program directors of programs applying for initial accreditation/approval and have the following responsibilities:

- Answer general questions submitted via email. The time window in which New Program VIP's and new program directors will communicate will take place from the time the letter of intent to apply for accreditation/approval has been received until the program has been awarded initial accreditation/approval.

Continuing Program VIPs would act as mentors to new program directors of programs that are already accredited/approved with NAACLS, and have the following responsibilities:

- Answer general questions submitted via email. The time window in which Continuing Program VIP's and new program directors will communicate will take place for six months, beginning with the date the program director was approved by NAACLS.
- In the case that the new Program Director is one of temporary status (Acting Program Director or Program Supervisor w/ Consultant), the Continuing Program VIP must review the *Guide to Accreditation & Approval* with the Program Director, placing special emphasis on the standards and assure that any questions are answered. *A checklist will be provided.*

TIME REQUIRED: *Varies*

To apply to be a VIP, simply indicate so on your updated Volunteer Information Form!!

Individuals that are considering volunteering as a NAACLS review committee member are highly encouraged to apply!

(2/2012)
