

Montgomery County Community College
MLT 244
Professional Issues in Medical Laboratory Technology
2-2-0

COURSE DESCRIPTION:

This course is designed for the second year clinical MLT student. It is intended to introduce the student to non-clinical MLT related issues. It explores topics such as health care delivery systems, managed care approaches to reimbursement issues, health care finance, laboratory information systems, professional communication skills, professional documentation and legal-ethical questions. The student explores some of the many challenges facing the MLT profession.

REQUISITES*Previous Course Requirements*

- MLT 235 Clinical Practicum in MLT I

Concurrent Course Requirements

- MLT 245 Clinical Practicum in MLT II

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Differentiate between various health care organizational structures and explain how the structure impacts on the decision-making process within the organization.	Lecture/Discussion Assigned Readings Writing Assignments Research Resources	Organization Structure Project Written Examinations
2. Define management terms and abbreviations that relate to health care organizations and laboratories.	Lecture/Discussion Assigned Readings Writing Assignments	Management Interview Project Written Examinations
3. Discuss Health Maintenance Organizations and Physician Provider Organizations and their relevance to clinical laboratory sciences.	Lecture/Discussion Assigned Readings	Written Examinations

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
4. Compare and contrast laboratory test reimbursement policies with respect to Medicare, Medicaid, private insurers, fee-for-service and capitation plans.	Lecture/Discussion Assigned Readings	Written Examinations
5. Use a variety of software applications to create spreadsheets and presentations.	Demonstration and Practice	Excel Project PowerPoint Presentation
6. Perform MLT multi-skilling procedures.	Demonstration and Practice	Performance Competencies
7. Identify criteria for proper telephone etiquette necessary to enhance verbal communication skills.	Lecture/Discussion Assigned Readings	Written Examinations
8. Apply critical thinking skills in solving laboratory problems.	Discussion	Case Studies Written Examinations
9. Define key terms related to legal issues and explain the MLT's role in legal issues.	Lecture/Discussion Assigned Readings	Written Examinations
10. Discuss ethics, cultural values and diversity as they pertain to laboratory science and the MLT.	Lecture/Discussion Assigned Readings Writing Assignments	Cultural Diversity Project Written Examinations
11. Orient a fellow classmate to the student laboratory using proper technical training methodologies.	Role Playing Assigned Readings Writing Assignments	Schedule and Orientation Checklist Project

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

SEQUENCE OF TOPICS:

1. Health Care Organizations

2. Managed Care/Reimbursement Issues
3. Health Care Finance/Budgets/Staffing
4. Miscellaneous Management Topics
5. Lab Orientations
6. Professional Communication
7. Critical Thinking Skills
8. Medical/Ethical Issues
9. Diversity in Health Care
10. Laboratory Documentation
11. Multiskilling Techniques
12. Lab Week Activities
13. Excel/PowerPoint

LEARNING MATERIALS:

Textbooks and Required Materials:

Flynn. (2012). *Procedures in Phlebotomy* (4th ed.). Elsevier.

Harmening. (2013). *Laboratory Management: Principles and Processes* (3rd ed.).

D.H. Publishing and Consulting, Inc.

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Debra Lynn Eckman, M.S., MT (ASCP)	Date: 9/2001
Revised by: Debra Lynn Eckman, M.S., MT (ASCP)	Date: 1/2009
VPAA/Provost Compliance Verification: Dr. John C. Flynn, Jr.	Date: 9/11/2009

Revised by: Debra Lynn Eckman, M.S., MT (ASCP)	Date: 10/2012
VPAA/Provost or designee Compliance Verification: Victoria L. Bastecki-Perez, Ed.D.	Date: 11/9/2012

Revised by: Debra Lynn Eckman, M.S., MT (ASCP)	Date: 10/13/2017
VPAA/Provost or designee Compliance Verification:	Date: 11/13/2017



This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.