



UnityPoint Health Des Moines

School of Radiologic Technology Limited X-Ray Machine Operator (LXMO) Certificate Program Student Handbook

The Policies & Procedures Manual contains information about the LXMO Certificate Program. Students are responsible for reading and complying with the information contained in the Manual. The program director shall obtain a signed form from each student acknowledging the student is aware of the Manual and is responsible for knowing and complying with the information. Students are informed of changes prior to their implementation. Information in this Manual was correct at the time of publication.

INTRODUCTION

UnityPoint Health – Des Moines
Methodist – Lutheran – Blank



UnityPoint Health – Des Moines Mission Statement:

"To improve the health of our communities through healing, caring and teaching."

Our Vision:

"Best outcome for every patient every time."

Our FOCUS Values:



Our FOCUS values are designed to guide our organization as we pursue our mission of "Improving the Health of Our Communities through healing, caring and teaching." As individuals, our consistent actions and behaviors demonstrate the values that we hold. This is also true of an organization's FOCUS values. It is our observable behavior that is the true testament of our FOCUS values.

Foster Unity

- Use the skills and abilities of each person to enable great teams.
- Collaborate across departments, facilities, business units and regions.
- Seek to understand and are open to diverse thoughts and perspectives.

Own the Moment

- Connect with each person, treating them with courtesy, compassion, empathy and respect.
- Enthusiastically engage in our work.
- Be accountable for our individual actions and our team performance.
- Take responsibility for solving problems, regardless of origin.

Champion Excellence

- Commit to the best outcomes and highest quality.
- Have a relentless focus on exceeding expectations.
- Believe in sharing our results, learning from our mistakes and celebrating our successes.

UnityPoint Health

We will be the health care system where leaders want to **lead**, physicians want to **practice**, staff want a **career** and patients **must** have their care.

Seize Opportunities

- Embrace and promote innovation and transformation.
- Create partnerships that improve care delivery in our communities.
- Have the courage to challenge the status quo.

Department of Radiology

The administration and faculty of the UPH-DM Radiology Department are committed to providing a quality educational atmosphere for student learning. Through interactions with faculty, students learn and grow professionally as they progress through the program.

| | | |
|--------------------|--------------------------------|----------------|
| Paige Jaeger | Executive Director – Radiology | (515) 241-5506 |
| Matthew J. Millard | Director – Radiology Education | (515) 241-6880 |
| Matthew J. Millard | Instructor – LXMO Program | (515) 241-6880 |
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Mission Statement

The mission of the UPH-DM School of Radiologic Technology is to educate students in the art and science of medical imaging and to help them become competent and caring healthcare professionals.

Philosophy

UnityPoint Health – Des Moines is committed to its educational program in Limited X-ray Machine Operator (LXMO). The LXMO Certificate program contributes to

UnityPoint Health – Des Moines’ primary goal of providing the best possible healthcare to patients.

Goals – At the end of the program, the student should be able to:

- Perform upper extremity, lower extremity, and chest radiography of all age groups (including pediatric patients under 3 years of age)
- Understand the importance of radiation protection for the patient, self, and others in the healthcare environment
- Comprehend the physical properties of ionizing radiation including: the equipment used to create x-ray photons, the technical factors used to create the desired radiographic image, and the quality control procedures performed to ensure that the equipment is working properly
- Critique radiographic images and determine if they are diagnostic and if not what needs to be done correct the image quality
- Explain the types of image processing including conventional automatic chemical processing and digital radiography

Student Communication

- Email – Students are required to provide an email address that they check daily to receive updates and communication from the course instructor. Faculty are not responsible for information disseminated via email and not read by the student. Students are expected to read email within 48 hours.

Non-Discrimination Statement

The radiology program conducts business and academic activities in a manner free from discrimination and strives to provide equal opportunity and treatment for students without regard to age, race, creed, color, gender, religion, national origin, disability, sexual orientation or gender identity, status as a disabled veteran or veteran of the Viet Nam era, political affiliation, or any other factor protected by law. Persons applying to the program are provided with the Technical (Clinical) Standards during the application process.

These standards are available on the program’s website at

www.unitypoint.org/desmoines/radtech

Graduation Requirements

To graduate from the program, students must:

1. Complete all required clinical competencies
2. Complete all required didactic course work with a total course grade of at least a 73%
3. Complete a comprehensive final exam with at least a 73%

STUDENT RECORDS

Students must provide written permission if they want a third party to access information. Information can, in case of an emergency, be released without student consent when necessary to protect the health and safety of others.

Students requesting the release of information must provide a written request that includes the date of the request, the information desired, a complete address where information should be sent, and the student's signature. Requests are mailed within seven (7) business days of written request. Students will not be charged a fee for this service or for official transcripts. Transcripts are not released until all financial obligations have been met.

Current student records are maintained in the program director's office in a locked file. Records are permanently retained in program files after graduation, resignation, or dismissal. Every measure is taken to ensure the confidentiality and security of these records.

Change of Address

Students are responsible for informing the program director of a change of address. This information is to be in writing. At the end of the program, students need to provide the program director with an address where the graduate will receive mail. This facilitates delivery of graduate surveys and financial statements for tax purposes. The program director and finance office are not responsible for mail delivered to a wrong address.

Student Review of Records

Students may review their own records in the program director's presence. A written request is required. The program director will have seven (7) business days after receiving the written request to show a student his/her file.

Compliance with ADA (Americans with Disabilities Act)

UnityPoint Health-Des Moines Policy:

Employees with disabilities may be hired to fill any position for which they are qualified. Central UnityPoint Health System will make reasonable accommodations to enable employees with disabilities to perform the essential functions of their jobs.

UnityPoint Health System is committed to complying with the Americans With Disabilities Act of 1990. The Act prohibits discrimination against a qualified individual with a disability in regard to job application procedures, hiring, advancement or discharge of employees, compensation, job training, and other terms, conditions, and privileges of employment.

The ADA policy and accompanying procedures are designed to prevent discrimination. Employment decisions will be based on the abilities of individual applicants, and not on the basis of presumptions or generalizations about a class of individuals.

Human Resources management will administer this policy and direct UnityPoint Health System-wide efforts to provide reasonable accommodations to qualified individuals with known physical or mental impairments, while monitoring the impact on UnityPoint Health System to prevent undue hardship.

The ADA does exclude some disorders. The intent of this policy is to comply with the law, not expand it.

A qualified individual with a disability is an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the position that he/she holds or desires.

LXMO Program Policy

Program policy is based on institutional policy. A student who believes he/she needs an accommodation to meet program requirements must contact the program director to discuss feasibility of accommodations. Student may be required to provide medical documentation of need for accommodation/s. Human Resources, Radiology Executive Director, and program director will determine if accommodations can be provided. Students may make an appointment with the program director to review the required documentation form/s.

PROGRAM COSTS

Tuition

Tuition for the program is \$800 per semester for a total program cost of \$1,600 and is subject to change.

Tuition Payments

Tuition is due and payable by the first class session. Students who fail to pay tuition by the first class session will be suspended from attending class until payment is received in the program director's office. Graded work missed during this suspension cannot be made up. Students should contact the program director immediately if special conditions or terms for payment are requested (i.e., student is receiving tuition assistance).

Financial Aid – Financial aid is not available for this course; however, applicants may want to check with their employer for possible tuition assistance benefits.

Textbooks – refer to course syllabus for required textbooks.

Students may purchase textbooks through their favorite bookstore – including online resources. Students are cautioned to be careful with “free shipping” as the process often takes much longer to receive the books.

CURRICULUM

Program Length

The LXMO Certificate Program is a two semester program consisting of didactic courses and positioning labs only. ***Students are responsible for their own clinical education and completion of the IDPH list of LRT Competency Examinations. The student must make arrangements with site/s to complete the competencies. This may include the need for your own Liability Insurance. Liability Insurance information may be obtained at***

<http://www.hpsso.com/associations/asrt.jsp?refID=WL937i>

Course Syllabus –students are responsible for information contained in the syllabus.

Class Schedule – Limited Radiography I classes meet on Tuesday and Thursday evenings from 5:30 p.m. to 9:30 p.m. For classroom location refer to the course syllabus.

Limited Radiography II classes meet on Tuesday and Thursday evenings from 5:30 p.m. to 9:30 p.m. For classroom location refer to the course syllabus.

Online Component – A portion of the course work is completed online so students **must have access to the internet.**

Grading Policy - Courses in the program are graded according to the following scale:

| | | <u>Grading Scale</u> |
|-------------|----|---|
| 93-100% | A | <p>* Incomplete – Students receive an “incomplete” grade when they do not meet the course requirements. At the instructor’s discretion, the student may be given a time frame in which to complete the course requirements. The student, instructor, and program director shall determine an appropriate time frame for completion of work. Students, who do not complete the requirements within the established time frame, shall receive an “F” for the course and will not receive the LRT Certificate.</p> |
| 90-92% | A- | |
| 87-89% | B+ | |
| 83-86% | B | |
| 80-82% | B- | |
| 77-79% | C+ | |
| 73-76% | C | |
| Below 73% | | |
| Incomplete* | I | |

Comprehensive Final Examinations – students are required to achieve two standards to successfully pass a LXMO course. These are:

1. Achieve a cumulative score of 73% (C) or higher on coursework (i.e., homework, tests, quizzes, projects, etc.)
2. Achieve a score of 73% (C) or higher on the Final Comprehensive Examination

BOTH of these requirements must be met for the student to pass the course. In the event that one or both are not met, the student may be dismissed from the program. Additional information is provided in the course syllabus and from the course instructor.

Missing Examinations

Policy: Students are expected to attend all class sessions. In the event a student misses a class when a test is presented, the instructor reserves the right to administer a different test and/or deduct points – refer to syllabi. Students will not receive credit for in-class graded work missed due to a class absence. The following procedure will be followed:

Procedure: It is the student’s responsibility to check in with the instructor within 24 hours of the missed class. If a student has not checked with an instructor for missed work within the allotted 24 hours, he or she will receive a zero for any missed graded work (i.e., test, quizzes). Students will be required to arrange make-up test(s) he/she may have missed the first day they return to classes unless prior arrangements have been made with the course instructor.

Dispute of a Grade

Students, who believe an error has been made in their semester grade(s), should notify the program director immediately. Students have fifteen (15) calendar days after receiving their grades to protest a grade.

Refund Policy

Students who withdraw completely or are dismissed from the LXMO Certificate Program by the second week of the semester will receive a full tuition refund. No refunds are given after the second week. A Withdrawal Form must be completed by the student and received by the program director prior to this deadline for a refund to be issued

Re-admission Policy - Students seeking readmission to the program should contact the program director at 515-241-6880 or matthew.millard@unitypoint.org

Students who were dismissed or withdraw from the program will be considered for readmission by the faculty on a case-by-case basis. Students will only be considered for readmission once.

ATTENDANCE POLICIES & PROCEDURES

Holidays

Policy: Seven (7) holidays are observed per year: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

Procedure: Students are not required to attend class on those days.

Class Cancellation

Procedure:

1. The program director or course instructor shall be the only personnel authorized to cancel school.
2. While attendance is expected, students must be responsible for their own safety. For road conditions, students are encouraged to contact, and comply with recommendations of the Iowa Highway Patrol:

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| 1-800-575-5555 or from a cellular phone: *55 |
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ACADEMIC POLICIES & PROCEDURES

Drug Free School

Policy: UnityPoint Health – Des Moines' School of Radiologic Technology is a drug free school. The unlawful manufacture, distribution, dispensation, possession, use, or sale of a controlled substance on the Methodist campus is prohibited. Additionally, the unlawful use, distribution, or possession of alcohol by students on the Methodist campus is strictly prohibited. (This prohibition includes after duty alcohol use resulting in intoxication at school).

Procedure: Students who violate this policy will be terminated.

Smoke Free Environment

Purpose

To provide a smoke free environment for all UnityPoint Health – Des Moines patients, employees, students, visitors, and medical staff. UPH-DM is a leader in the smoke free movements because smoking - the nation's leading preventable cause of death - is inherently at odds with our healthcare mission. A smoke free policy is one of the strongest statements Iowa Methodist can make about the dangers of smoking and our concern for our patients and employees.

Policy

Effective July 1, 2006, UnityPoint Health – Des Moines:

- A. Prohibit smoking or the use of tobacco in all facilities and grounds occupied by and vehicles owned by Iowa Methodist.
 - B. Prohibit smoking in all patient rooms.
 - C. Prohibit smoking in all meeting and eating rooms at all off campus meetings, retreats, seminars, and other functions held for UPH-DM employed
 - D. Prohibit the sale of smoking materials and related supplies in all UPH-DM facilities.
 - E. Permit smoking for patients in chemical dependency programs and for patients in the psychiatric unit.
- III. Responsibilities

- A. This smoke free policy will be uniformly applied throughout the Health System to employees, students, medical staff, patients, and visitors.
- B. This policy will be enforced departmentally and/or by the Facility Support Services Department. Employees and students who fail to follow this policy may be disciplined according to applicable disciplinary policies.

STUDENT CODE OF CONDUCT

Students are expected to adhere to the UnityPoint Health – Des Moines Code of Conduct as well as the School of Radiologic Technology’s academic policies and procedures.

Ethical and Professional Conduct

Policy: UnityPoint Health – Des Moines’LXMO Certificate Program requires students behave in accordance with standards of ethical and professional conduct. Enrollment of a student in the school is considered to constitute his/her agreement to comply with the standards. All members of this community are responsible for the academic and professional integrity of the school. Students must demonstrate such integrity at all times in completing classroom assignments and when taking examinations. Students also have the responsibility of reporting acts of academic dishonesty and professional misconduct to the instructor, program director, or executive director of the radiology department.

Ethical and professional conduct means the student will demonstrate the following behaviors:

1. Is truthful.
2. Keeps commitments
3. Demonstrates respect for the dignity and rights of others regardless of age, race, creed, color, gender, religion, national origin, disability, sexual orientation or gender identity, status as a disabled veteran or veteran of the Viet Nam era, political affiliation, or any other factor protected by law.
4. Assumes responsibility for actively participating in the learning process
5. Cooperates and assists with the learning process.
6. Request guidance appropriately.
7. Adheres to UnityPoint Health -Des Moines and the program’s policies and procedures.
8. Demonstrates preparedness for assignments.
9. Demonstrates attempts to alter behavior based on constructive criticism.
10. Maintains confidentiality. Complies with HIPAA regulations.
11. Is accountable for the conduct of own guests in the Medical Center complex.

Procedure: Failure to meet expectations for ethical and professional conduct may result in dismissal from the program.

Academic Dishonesty Policy and Procedure

Academic dishonesty consists of any deliberate misrepresentation of an academic record, academic status, examination performance, papers or other work prepared outside of class, or of one’s efforts toward the fulfillment of course or degree requirements.

Plagiarism is the representation of another person's ideas, statements or research as one's own and includes having another person write a paper or do an assignment and copying, summarizing or paraphrasing another's work without appropriate and standard documentation.

Cheating refers to dishonesty in completing examinations and includes copying from another student's paper and use of unauthorized materials during an exam. Students who plagiarize or cheat and students who provide the material for plagiarism or for cheating are guilty of academic dishonesty. The penalty will depend upon the nature, extent and frequency of the infraction and ranges from a failing grade for the exam or assignment to dismissal from the program.

Students who cheat on a test (either admitted to by the student or directly observed by the instructor) will receive a zero on the test. The first time a student is found cheating on a test, he/she will receive a zero for the test and will be given a verbal warning. If a student cheats a second time, he/she will receive a zero for the test and will be issued a written warning. The next regularly scheduled test will be taken individually with the program director or course instructor. The student will sit on the front row in front of the course instructor for additional tests. On the third offense the student will be terminated from the program. A student who wishes to deny the instructor's allegations or appeal the instructor's decision may do so through the Grievance Procedure.

In the event a student does not adhere to the program's expectation of student conduct, disciplinary action will be initiated according to the program's Corrective Discipline Policy and/or according to UPH-DM policies and procedures. The program reserves the right to suspend, temporarily suspend, dismiss, or expel a student for inappropriate conduct.

- Temporary Suspension*: Students are suspended from all classroom activities and not permitted on UPH-DM properties for the time frame in which an investigation is being conducted.
- Suspension*: Students are suspended from all classroom activities and not permitted on UPH-DM properties for a specified period of time.
- Dismissal: Students are dismissed from the program and may be permitted to return through the readmission process.
- Expel: Students are expelled from the program and not permitted to return.

* Suspension: Students do not receive credit for work missed during a suspension (i.e., tests, quizzes, graded homework, etc.). The student is, however, required to complete the missed work to document competency.

Cell Phones

Cell phones are to be turned off when in class sessions. Student may inform instructor if an emergency call is expected.

Corrective Discipline Policy and Procedures

Policy: The ultimate objective of effective discipline is to rectify misconduct in a just and constructive way and to reduce the likely hood of its recurrence.

The offenses listed in this guide for general action are not to be considered as the only offenses for which disciplinary action may be taken. Offenses that may occur, whether listed in this guide or not, are to be evaluated on an individual basis and disciplinary action taken that would be appropriate to the circumstances surrounding the offense. This disciplinary guide is provided as a point of reference in helping to determine appropriate action.

Disciplinary action may include one or more of the following steps:

- Step A - Verbal warning with notation in department records of students (s) involved, the offense committed, and the date the verbal warning was given.
- Step B - Written warning
- Step C - One to five day suspension.
- Step D - Dismissal

| OFFENSE | DISCIPLINARY ACTION | | | |
|---------|---------------------|-----|-----|-----|
| | 1st | 2nd | 3rd | 4th |

Behavior Problem

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|---|---|---|---|---|
| Absolute refusal to comply with instructions of instructor (insubordination) | | | | D |
| Disrespectful behavior, comments, actions toward faculty or other students | B | C | | D |
| Fighting or attempting bodily injury to another employee or student on UPH-DM premises. | | | C | D |
| Use of abusive or threatening language | | | C | D |

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| Consuming, having unauthorized possession of, or being under the influence of intoxicants, non-medically prescribed drugs or narcotics while on UPH-DM premises. | | | C | D |
| Horseplay or disturbing others at school. | A | B | C | D |
| Smoking in "No Smoking" area. | A | B | C | D |
| Unjust or unprofessional gossip, criticism, discourtesy or sexual harassment, which contributes toward reducing morale of students or employees. | | B | C | D |
| Sexual harassment of students or employees | | | C | D |
| Gambling | | B | C | D |
| Immoral or indecent conduct | | | C | D |
| Violation of established safety rules | | B | C | D |
| Continued poor grooming or poor hygiene | A | B | C | D |
| Unauthorized possession of firearms or explosive on UPH-DM campus. | | | | D |
| Unauthorized possession of other weapons on UPH-DM premises. | | | C | D |
| Unauthorized use of property belonging to UPH-DM students or employees. | | B | C | D |

Dishonesty and Related Problems

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| Unauthorized removal of property belonging to UPH-DM students or employees. | | | | D |
| Willfully damaging, destroying, defacing, or wasting property or supplies of UPH-DM students or employees. | | | C | D |
| Carelessly damaging, destroying, defacing, or wasting property or supplies of UPH-DM students or employees. | | B | C | D |

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| Willfully submitting false information, or willfully withholding information, for the purpose of obtaining enrollment | D |
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Other Problems

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|---|---------|
| Vending, soliciting, or collecting contributions for any purpose whatever at any time on the premises, unless authorized by the program director. Department collections may be approved by the program director. | C D |
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| Violation of UPH-DM rules | A B C D |
|---------------------------|---------------------|

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|------------------------------------|---------------------|
| Violation of UPH-DM Parking Policy | A B C D |
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| Conviction for a felony without parole while in the program | D |
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GRIEVANCE PROCEDURE

Grievance Procedure

Policy: The Grievance Procedure was established and is implemented to prevent students' morale from being adversely affected because complaints and/or misunderstandings are ignored or unresolved, and so consistent and fair treatment can be provided.

The objectives of the Grievance Procedure are:

1. To provide students with a means of being recognized and heard.
2. To provide students with a neutral party (i.e., a Human Resources facilitator) whose role is to assist them in voluntarily reaching a win-win situation together. The HR facilitator encourages the focus of the agreement to be on the interests of each party rather than on their positions in the dispute.
3. To provide a formal mechanism to insure handling of student complaints.
4. To resolve student complaints in a sound and fair manner, investigating and considering all the relevant facts.
5. To insure consistency in application of policies and supervisory decisions.
6. Every effort should be made to resolve complaints at the lowest educational levels.

Procedure: The grievance procedure is as follows:

Step 1

- Student should orally discuss unresolved problems with the course instructor. If the problem involves the course instructor, the student should go to Step 2.
- The course instructor should arrange a meeting with the student within three (3) academic days from receiving the problem.

Step 2

- Students who perceive their problem to be unresolved following three (3) academic days after Step 1 has been taken, may contact the human resources facilitator. Student must put in writing their problem and suggested problem resolution.
- The human resources facilitator should forward a copy of the problem statement to the program director.
- The program director should meet with the student and respond in writing within three (3) academic days from receiving the written problem from human resources.
- The program director should send a copy of her response and the original problem statement to human resources.

Step 3

- Students who perceive their problem to be unresolved following three (3) academic days after Step 2 has been taken may contact the human resources facilitator and request a copy of their problem statement to be sent to the executive director of the radiology department.
- The executive director of the radiology department should meet with the student and respond in writing within three (3) academic days from receiving the written problem from the student.

Step 4

- Students who perceive their problem to be unresolved following three (3) academic days after Step 3 has been taken may contact the human resources facilitator and request a copy of their problem statement to be sent to the appropriate vice-president or his/her designee.
- The vice-president or his/her designee should meet with the student and respond in writing within three (3) academic days from receiving the written problem.

- A final decision will be given to the student within three (3) academic days following the meeting with the vice-president or his/her designee.

The decision of the vice-president or his/her designee will be final.

RESOURCES FOR STUDENTS

Chapel

Students are invited to use the chapel on the Methodist campus for individual and group worship, as well as for reflection and solitude.

ATM machines

ATM machines are located throughout the Methodist campus.

Food Service

Students may use the cafeteria available at the Methodist campus. A microwave and refrigerator are available in the department lounge.

Gift Shop

The Guilded Cage Gift Shop on the Methodist Campus provides a variety of cards, candies, gifts, UPH-DM apparel, and other items.

Library - Students are encouraged to use the UPH-DM resources.

Computers – students in the LRT program will not have access to UPH-DM computers while in the program. Students may use their own laptops.

Photocopy Machine

Policy: The photocopy machine is to be used for school related items only. It is not to be used for personal use. Students are not to use the photocopy machine to print off syllabi and other information available on the website.