

# Student Catalog & Handbook

Licensed Nursing Assistant  
Medication Nursing Assistant  
Pharmacy Technician  
Phlebotomy Technician  
Licensed Practical Nurse



LNA Health Careers  
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## 1. Message from the Director

Dear Program Candidate,

Thank you for your interest in our programs at LNA Health Careers! Our programs were designed with **quality** in mind. Employers trust that graduates from LNAHC are well trained and well prepared to enter the workforce as health care professionals. We offer a variety of programs LNA, MNA, Phlebotomy, Pharmacy technician and Practical Nursing. Our qualified faculty provides a wealth of knowledge academically and clinically in a variety of settings. Our staff provide support every step of the way from preadmission to graduation.

Please feel free to call us at (603) 647-2174 if you have any questions about the program, enrollment, or locations of the training facilities. Our admissions staff is always available to help you throughout this process and we want you to have a great experience! We look forward to helping you start on your way to a rewarding career in healthcare!

Kerri Dutton, RN MSN  
Director of LNA Health Careers  
June 2021

## **2. General Information**

### **2.a Mission Statement**

*Our mission is to provide a quality education to our students.  
By achieving this, our graduates will be confident, competent, and compassionate health care providers serving the healthcare community proudly.*

### **2.b. Philosophy**

LNA Health Careers goal is to educate and prepare caring, competent, and compassionate health care workers prepared to take an exam for licensure.

Becoming a health care worker at LNA Health Careers prepares you for a career in a fast-paced healthcare environment. The programs incorporate classroom learning with simulated clinical activities in our lab and will prepare you for a successful entry into the healthcare workforce. With a high demand in New Hampshire for health care workers, there is no better time to start than today!

LNA Health Careers carries the belief that learning is enhanced in an environment where there is mutual respect between teacher and learner. LNA Health Careers accepts the responsibility to provide an environment which encourages a learner's development as a person and as a professional member of the health care team. Learning will be accomplished through theory, hands on lab practice and clinical application.

### **2.c. History**

LNA Health Careers was founded in 2002 by Shelly Robinson RN, to provide education to LNA's. In 2020 the school changed ownership. Kerri Dutton RN MSN is the current Director of LNA Health Careers and has expanded the courses offered, along with adding an online feature to the programs. Prior to LNA Health Careers, Kerri had founded My CNA Now where she developed the first hybrid LNA Program in the state.

### **2.d. Notice of Risk of Closure or Delay**

The School Reserves the right to cancel or delay a course due to:

- Enrollment of less than 8 students
- National or state declared emergency that would require the closure or delay of school
- Internal or external disasters such as flooding, or loss of utilities that would make the school inhabitable.

## **3. Catalog Limitations**

Fees, policies, and procedures contained in this catalog were in effect at the time of printing. Please note that this catalog/handbook is not a contract. This catalog/handbook is true and correct at the time of its printing.

## **4. Academic Policies**

### **a. Criminal Record Policy**

All students enrolled in a program at LNA Health Careers will be required to complete a NH State Police criminal background check. If an applicant has a positive criminal record, they must disclose it on their application. The program Coordinator will determine acceptance or denial of the individual into the program. All students will have their criminal record check completed before they begin clinical. If a record comes back positive that was not disclosed on the student's application, they may be terminated from the program.

Individuals with a positive criminal record may have difficulty finding gainful employment in the healthcare field and may not be eligible for licensure. Because of this, LNA Health Careers has adopted a strict criminal record policy. Individuals with any felony convictions **will not** be accepted into the program. Individuals with misdemeanor and/or violation charges will be evaluated on a case-by-case basis. All individuals with any prior convictions will be required to sign a criminal record consent form stating their understanding that LNA Health Careers cannot guarantee licensure or the ability for the individual to find gainful employment in the healthcare field with a criminal record. All individuals wishing to obtain licensure from the NH Board of Nursing upon graduation will be required to complete an additional criminal background check that includes FBI fingerprint technology.

### **b. Holidays**

LNA Health Careers will not be in class on the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, Day after Thanksgiving, or Christmas.

### **c. Dress Code**

Students are expected to always present themselves in a professional manner, including their appearance. Per Board of Nursing regulations, students must be easily identifiable. For this reason, LNA Health Careers has established the following dress code for students.

- ❑ Navy-blue uniform scrub top, navy-blue scrub pants, optional white scrub jacket. Must be clean and in good repair. No spandex or tight-fitting clothing is acceptable.
- ❑ White socks or nylons.
- ❑ Clean, closed toe shoes, non-skid sneakers are acceptable.
- ❑ LNA Health Careers will supply name tags which will be worn at all times.
- ❑ A watch with a second hand is required.
- ❑ Large jewelry, dangling earrings and necklaces are discouraged for safety reasons.
- ❑ Visible body piercing and tattoos must be covered or removed including nose and eyebrow rings.
- ❑ Acrylic nails are not allowed in clinical for infection control purposes. Nails are to be trimmed, clean and free of chipped polish.
- ❑ Hair longer than shoulder length will be pulled back.
- ❑ Practice good personal hygiene including:
  - Showering daily
  - Using deodorant
  - Oral hygiene

**Any student coming to class or clinical without their proper attire, will be sent home to change and hours missed doing so will be documented.**

#### **d. Breaks**

Students will be given one 15-minute break for any 5-hour class

#### **e. Code of Conduct**

LNA Health Careers reserves the right to refuse a student in class if alcohol, drug, or any substance abuse is suspected. LNA Health Careers reserves the right to request a voluntary drug or blood alcohol test, to be completed within 24 hours, at the expense of the student if impairment is probable (suspected by two licensed staff, one being the instructor). Refusal will result in expulsion. Positive findings will also result in expulsion.

Any student bringing weapons of any type to a class/clinical will be expelled from the class and the police will be notified as appropriate. Cell phones and pagers should be turned off during class time and/or clinical time.

LNA Health Careers has a NO SMOKING policy. There is no smoking allowed at classroom or clinical facilities (even in designated smoking areas). During breaks, smoking is allowed only in the student's own vehicles. Also smoking materials must be disposed of in their vehicles.

LNA Health Careers will not accept behavior that interferes with the learning processes of fellow students, infringement of other's rights, or degradation. This includes sexual harassment, threats, insults, profanity and offensive jokes. Any student or staff who witnesses or is subjected to this behavior should report the behavior to their instructor immediately.

It is expected that students will present themselves in a positive, helpful manner at all times. Students must stay awake and alert during all classroom and clinical time. Students will abide by a code of ethics that fosters personal growth, responsibility, confidentiality, and professional conduct at all times. Any student that impedes the rights of others or acts in an unprofessional manner will advance through the progressive disciplinary process.

#### **f. Honesty & Integrity Policy**

LNA Health Careers expects all Instructors, employees, and students to maintain and uphold high ethical and moral standards. We have adopted guidelines from the NH Board of Nursing Nur 501.03 General Ethical Standards which states:

- (a) Hold the health and safety of clients to be of first consideration and render to each client the full measure of his or her ability as an essential health care provider.
- (b) Always strive to perfect, enlarge, and utilize his or her knowledge in conjunction with his or her professional judgment.
- (c) Observe the law and uphold the nursing profession.
- (d) Be truthful and respectful of information received and rendered.
- (e) Hold confidential the information received from clients and their caregivers.
- (f) Not agree to practice under terms or conditions which through interference with professional judgment and skill would cause deterioration in the licensee's ability to render safe care at all times; and
- (g) Fulfill all professional obligations conscientiously.

Source. #7769, eff 10-1-02; ss by #8873, eff 4-24-0



LNA Health Careers will not tolerate dishonest conduct in any form, including lying, cheating and stealing. Dishonest conduct will result in termination and is also reportable to the NH Board of Nursing.

#### **g. Abandonment**

LNA Health Careers has a zero-tolerance policy on abandonment, defined as: "Leaving an assignment without notifying your supervisor (instructor)." Abandonment of any reason will result in immediate expulsion from the program.

#### **h. Tuition/Payment of Course**

If a student has a payment contract, then the final payment must be received in the office one week prior to the final competency exam date. There is a \$50 late fee assessed to all accounts after the due date. Any student with a positive balance upon completion of the course will not be allowed to receive their certificate or sit for their final written competency exam until all the tuition and fees have been received, not to exceed 9 months from the date of graduation. Personal checks are not accepted for the final payment. Final payment can be made with Visa/MC/Discover, money order or cash.

Currently we are unable to accept title IV funding (FAFSA).

#### **i. Withdrawal Policy**

If a student wishes to withdraw from the program, he/she must put their withdrawal request in writing and submit it to the Program Director to process a refund. LNA Health Careers has 30 days to issue a refund once the written request has been received. A student who withdraws is able to reapply for another program in the future.

#### **j. Grievance Policy**

LNA Health Careers has adopted the following grievance policy: If a situation occurs while in class/clinical where a student feels there is a need for the instructor to assist them with conflict resolution, the students will provide their complaint in writing. The instructor has 3 weekdays to investigate and attempt to find an agreeable resolution. If the student is unsatisfied with the resolution, they may notify the Program Director. The student will forward all original written complaints to the Program Director. The Program Director has an additional 3 weekdays to investigate and provide written attempt of resolution to the student. All grievance resolutions will be forwarded to the Program Director to keep on file. If the student's concern is related to the instructor, they will provide written documentation to the Program Director directly.

If the student feels that their grievance has not been resolved after the completed investigation, the student has the right to contact the NH Department of Education, Office of Career School Licensing, at 101 Pleasant St, Concord, NH 03301; phone (603) 271-6443.

#### **k. Progressive Disciplinary Procedure**

It is anticipated that all students will adhere to the codes established by LNA Health Careers. It is also expected that students will follow policies, protocols and procedures of the facility offering the setting for the clinical training of the program. In the event this is not achieved, disciplinary action up to and including termination from the program may occur. Disciplinary

action will be based on the severity of the transgression. LNA Health Careers recognizes two varying degrees of infractions. The lesser degree being those that do not result in physical or mental harm to others or result in damage to property due to purposeful or negligent acts. Lesser infractions may include but are not limited to the following:

- ❑ Excessive use of the telephone
- ❑ Loitering
- ❑ Unauthorized breaks
- ❑ Smoking in unauthorized areas
- ❑ Wasting facility supplies
- ❑ Failure to maintain personal appearance
- ❑ Tardiness
- ❑ Use of profanity or vulgar language
- ❑ Dishonest behavior
- ❑ Demonstrating unprofessionalism towards Instructor, staff, fellow classmates, and/or residents.
- ❑ Not showing up to a scheduled class, tutoring session or make up without notification (“no call/no show”)

A first offense may result in counseling from the instructor. The area for concern will be brought to the student’s attention. The student and the instructor will work together to problem solve towards a positive outcome.

A second offense may result in a written warning. The student and the instructor will discuss the need for immediate improvement and a formalized plan of correction will be developed. A copy of the plan of correction will be given to the student with measurable goals and a time frame in which to demonstrate improvement.

A third offense will result in termination from the program.

Depending on the severity of the violation a student may be expelled from the program without delay and without a refund. Such actions of gross misconduct may include but are not limited to:

- ❑ Abuse of care recipients, classmates, Instructor and/or any other staff
- ❑ Attending class/clinical under the influence of alcohol, drugs, or other substance
- ❑ Falsifying records
  - Including but not limited to, falsifying information on the student application
- ❑ Performing duties outside of parameters
- ❑ Breach of confidentiality
- ❑ Abandonment
- ❑ Cheating
- ❑ Theft
- ❑ Not showing up to a scheduled clinical without first notifying the instructor (“no call/no show”)
- ❑ Violating Social Media policies

Students who are expelled will be evaluated on a case-by-case basis for readmittance to the program in the future. If a previously expelled student is readmitted there will be a probationary period of four weeks.

## **I. Social Media**

In an increasingly digital world, we appreciate the opportunities and resources that social media can provide. It is important that students and staff always use social media responsibly. Be aware that future employers may see what you post on social media sites. Always maintain professionalism. Cell phones are never allowed on any facility unit during clinical and taking pictures at any time during the clinical setting is strictly prohibited. We request that you maintain professionalism while using social media, by ensuring confidentiality of all patients, employee, peer, and educational matters.

### **m. Insurance**

Students are not covered by any type of medical/health insurance through LNA Health Careers while in class or clinical. Any accidents or incidents resulting in injury to a student will be the responsibility of the student to seek medical treatment on their own at their own expense.

**Students are required to be covered by an active Health insurance plan during their Practical Nursing Training Program and Phlebotomy training Program.**

### **n. Student Records**

Student records are maintained at the admissions office located at 22 Concord Street in Manchester, NH and/or offsite in a fireproof vault. Student records are maintained for two years. After two years, records are purged except for copies of the diploma and transcript. Students are given an original diploma after successfully passing the program. Copies of diplomas are kept indefinitely. An original diploma is not available if the original is lost or damaged. If a graduate needs a copy of their diploma due to the original being lost or damaged, a photocopy will be given.

Medical records of any kind, including TB tests, flu vaccines, Hep B series vaccines etc. are not maintained on file and are returned to the student on their last day of class. Any medical records contained in student files upon graduation are purged.

All discarded records are shredded and destroyed to maintain confidentiality.

### **o. Tutoring (Remediation)**

If a student feels they would benefit from additional review of course material or lab practice with an instructor on a one-on-one basis, tutoring is available. Tutoring sessions are scheduled in two-hour increments at the rate of \$45 per hour (\$90 per session). Tutoring is conducted in Manchester at 70 Market Street.

Students who are struggling in a program will be pulled aside to determine the barrier and provided with supports to be successful.

### **p. Graduate Reference Forms**

Upon graduating from the program, all LNA Instructors fill out a graduate reference form on each graduate. Instructors rate the student's attendance, clinical skills, infection control, team player ability, academic and lab performance, Resident's Rights knowledge, safety, and

professionalism. This will serve as a written reference from the instructor and can be sent directly to potential employers upon request. When filling out applications for employment, the student can list LNA Health Careers as a reference with the office phone number (603-647-2174). Employers will then call and request your reference directly through the admissions office. Graduate reference forms are maintained for 2 years from the student's graduation date. Copies are not available to students to maintain the integrity of the reference.

**q. Fulltime, ¾ time, Parttime status**

Students who attend classes that meet 30 hours or more (after deducting lunch breaks) are considered full time status. Students meeting 20 to 29 hours per week (after deducting lunch breaks) are considered three quarters (3/4) time, and students meeting 19 hours or less per week (after deducting lunch breaks) are considered part time.

**r. Academic Probation**

Students who are not performing at a successful level either academically or clinically will be placed on academic probation. During the time of academic probation, the student will closely be monitored by faculty to ensure improvement. If there is no improvement noted the student may be dismissed from the program. Students may also be placed on academic probation for being in violation for school policies (Please see code of conduct). Students may be placed on academic probation for the following:

- ❑ Students in the LPN program must have a grade of 77% or better
- ❑ Academic Dishonesty or Plagiarism
- ❑ Students in the LNA program must achieve a grade of 70% or better
- ❑ Students in the Phlebotomy and Pharmacy Technician programs must achieve a grade of 80% or better.
- ❑ Students will receive a letter of warning for academic grades that do not meet the minimum
- ❑ Students who are placed on academic probation in the LPN Program will remain on academic probation for the full semester.
- ❑ The length of time for academic probation in LNA, MNA, Phlebotomy and Pharmacy Technician will be determined on a case-by-case basis with the instructor.
- ❑ Unsafe or unprofessional conduct

**5. Admission Requirements All Programs**

The following standards must be met prior to acceptance into the course:

- ❑ Must be able to communicate in English both verbally and written. If English is not the applicant's primary language, additional English comprehension evaluations may be required. (Pursuant to Nur 704.08 (a)).
  - Document the ability to read, comprehend, write, and communicate in English, relative to job-related assignments.
- ❑ Foreign applicants must provide Immigration/Naturalization card or other legal form of documentation allowing eligibility to work in the U.S.
- ❑ Must have a Social Security Number (in order to take the state exam and receive a license from the NH Board of Nursing).
- ❑ Must meet LNA Health Careers Criminal Record Requirements (Pursuant to Nur 704.08 (b) (1) - (7)).
  - Not have been convicted of a crime constituting any of the following unless such conviction was annulled by a court of competent jurisdiction:
    - Murder or Manslaughter

- Robbery
  - Felonious Theft
  - Felonious Assault
  - Sexual Crime Involving a Child
  - Kidnapping
  - Endangering the Welfare of a Child or Incompetent Person
- ❑ Must provide documentation of a two-step negative TB test within the past year or negative chest x-ray dated within the last 5 years, or a QuantiFERON lab test within the past year.
    - *Please note: LNA Health Careers does not maintain a record of student TB tests. The instructor will document that he/she saw the negative TB test/chest x-ray and will then give the results back to the student to keep. We do not keep copies on file.*
  - ❑ Submit Documentation of current year's flu vaccine (if taking class October-April) or signed declination. If a student declines to receive the flu vaccine, they will be required to wear a mask during clinical.
  - ❑ Must be able to move or lift a minimum of 50 pounds with no restrictions.
  - ❑ Must be able to bend and squat.

#### **a. LNA Requirements**

- ❑ Applicants must be 16 years or older. A GED is not required but is highly recommended.
- ❑ Must successfully complete a pre-entrance exam - which includes reading comprehension, basic math skills, and vocabulary and must pass with a 70% or higher.

*\*\* Please Note: LNA Health Careers cannot accept transfer of credits from any other institution, nor does our LNA program provide transfer credits to any other institution.*

#### **b. MNA Requirements**

- ❑ Evidence of a valid and unencumbered Nursing Assistant license issued by the NH Board of Nursing
- ❑ Possesses proficiency in English and basic math as determined by the pre-entrance examination. Must successfully pass the pre-entrance examination with a score of 80% or greater.
- ❑ Complete an application for the program which includes a written essay of personal goals and desire to become proficient in the administration of medications.
- ❑ Submit proof of employment within the past 5 years, which provides the hour equivalent of two years full time employment (3,744 working hours) on the employment requirement form provided by the LNA Health Careers Admissions Office or on letterhead from the employer signed or submitted via employer's email.
- ❑ Submit two-character references from Nurse Managers or Directors on behalf of the employer affirming the applicant's honesty, integrity, compassion, and enthusiasm for nursing related activities. Must be completed on supplied forms from the LNA Health Careers Admissions Office and either emailed or mailed.

- ❑ Submit documentation of Hep B vaccine series or declination.
- ❑ Submit documentation of full COVID-19 vaccination series.
- ❑ Submit documentation of a two-step negative TB test within the past year or negative chest x-ray dated within the last 5 years, or a QuantiFERON lab test within the past year.

While receiving education through the MNA program, students shall comply with all of the regulations and requirements set forth by LNA Health Careers in this handbook and of the program and the NUR 802.03.

### **c. Phlebotomy Technician Requirements**

- ❑ A high school diploma or GED
- ❑ Has an active Health Insurance plan and card
- ❑ Possesses proficiency in English and basic math as determined by the pre-entrance examination. Must successfully pass the pre-entrance examination with a score of 80% or greater.
- ❑ Submit documentation of a safe to work exam by medical provider.

**If participating in an optional Phlebotomy externship, the following will also be required:**

- ❑ Submit documentation of Hep B vaccine series or declination.
- ❑ Submit proof of immunity to measles, mumps and rubella, varicella, tetanus (within 10 years)
- ❑ Submit documentation of full COVID-19 vaccination series.
- ❑ Submit documentation of a two-step negative TB test within the past year or negative chest x-ray dated within the last 5 years, or a QuantiFERON lab test within the past year.

While receiving education through the Phlebotomy Technician Program, students shall comply with all of the regulations and requirements set forth by LNA Health Careers in this handbook.

### **d. Pharmacy Technician Requirements**

- ❑ A high school diploma or GED
- ❑ Possesses proficiency in English and basic math as determined by the pre-entrance examination. Must successfully pass the pre-entrance examination with a score of 80% or greater.
- ❑ Submit documentation of a safe to work exam and negative drug test by medical provider. This is performed by Convenient MD.

**If participating in an optional Pharmacy externship, the following will also be**

**required:**

- ❑ Submit documentation of Hep B vaccine series or declination.
- ❑ Submit proof of immunity to measles, mumps and rubella, varicella, tetanus (within 10 years)
- ❑ Submit documentation of full COVID-19 vaccination series.
- ❑ Submit documentation of a two-step negative TB test within the past year or negative chest x-ray dated within the last 5 years, or a QuantiFERON lab test within the past year.

While receiving education through the Pharmacy Technician Training Program, students shall comply with all of the regulations and requirements set forth by LNA Health Careers in this handbook.

**e. LPN Requirements**

The admission process to the Practical Nursing Training Program is selective. It is 1401 hours that are designed as an 11-month program with a full-time schedule Monday through Friday. Courses are taken in sequence requiring that each class be successfully completed before progressing to the next course. There are no pre-requisite courses for admission. Courses may be accepted toward the PN certificate if approved by the Director. Evaluation of course work completion will be done by the Program Director. Science courses cannot be over five years old at the time of entry into the program. Applicants for the Practical Nursing Training Program are chosen using a ranking system. Applicants receive points in the ranking system for the following: TEAS scores, certifications; recent work experience in health care and completion of the following standards.

LNA Health Careers does accept educational credits from other education entities after evaluation and approval by the Director.

- ❑ High School Transcripts or GED sent to LNA Health Careers
- ❑ Have an active LNA license in the State of NH
- ❑ Has an active Health Insurance plan and card
- ❑ Register for and complete the Test of Essential Academic Skills (TEAS) of Assessment Technologies Institute (ATI) – [www.atitesting.com](http://www.atitesting.com)

Students must achieve minimum scoring in the following areas:

- ❑ Overall score of no less than 48%
- ❑ Submit documentation of a safe to work exam by a medical provider within 18 months of start date. Students are responsible to obtain a new safe to work examination if required.
- ❑ Submit documentation of Hep B vaccine series or declination.
- ❑ Submit proof of immunization records for measles, mumps and rubella, varicella, tetanus (within 10 years), and a full COVID-19 vaccination series.
- ❑ Submit copy of immunization records to Practical Nursing Program Director.



- ❑ Provide a copy of current BLS Healthcare Provider CPR card that will not expire before the completion of the program.

While receiving education through the Practical nursing Training Program, students shall comply with all the regulations and requirements set forth by LNA Health Careers in this handbook. The Practical Nursing Training Program diploma is an 11-month program that, when completed, enables the individual to apply for licensure and to apply for the National Licensure Examination for Practical Nurses (LPN).

Acceptance into the program will be determined by meeting all of the above criteria. Applications are accepted during specific beginning and ending dates. Submission of a completed application packet is the responsibility of each nursing candidate. Candidates will not be considered for admission until all admission requirements have been met.

Acceptance will not be influenced by race, color, religion, age, national origin, marital status, or sexual preferences. Students with disabilities will also be considered for the program provided they can perform the functions safely. All students will be given equal clinical opportunities. If a student needs their tests read to them orally it is the student's responsibility to notify the instructor on the first day of class.

Applications are accepted on a rolling basis.

## **6. Licensed Nursing Assistant Program Information**

### **a. Clinical Requirements**

Students are required to provide documentation of a negative TB test or negative chest x-ray prior to the first day of clinical. The TB test must be dated within 12 months and must remain current throughout the duration of the program. The chest x-ray must be dated within 5 years and must remain current throughout the duration of the program. Failure to provide the results of a current TB test or chest x-ray prior to the first day of clinical will result in termination from the program.

During flu season (October – April), all students and staff are required to complete a “Flu Vaccine Information or Declination” form. This form states that the student has either had the flu vaccine for the current flu season and the month that it was received, or that the student declines to receive the flu vaccine. If a student declines to receive the flu vaccine, they will be required to wear a mask during clinical.

### **b. Expected Outcomes**

Training will be conducted in a New Hampshire Board of Nursing approved environment that fosters growth and where students are given the opportunity to succeed. The classroom preparation will include theory as well as varied clinical experiences. During the clinical and theory, student outcomes will include the following:

- ❑ Demonstrate comprehension of training and provide care through a holistic approach.
- ❑ Demonstrate strong interpersonal skills with both patients and the healthcare team to ensure optimum care is provided.



- ❑ Demonstrate sound decision-making abilities and provide safe practices based on direction from a registered or licensed practical nurse.
- ❑ Demonstrate understanding of importance of reporting significant information regarding their clients.
- ❑ Demonstrate understanding of the importance of the role of the caregiver and to always maintain professionalism.
- ❑ **Demonstrate safety at all times**

### c. Curriculum

Teacher to student ratio will be no greater than 8 students to 1 instructor during clinical days. Clinical will follow completion of theory and will offer varied opportunities for learning. Students will be monitored closely by the instructor and will be instructed on safe practices. The instructor, through documentation on the Proficiency Skills Checklist, will measure students on all learning experiences.

Theory will consist of the body system, disease process, rehab, death and dying, and communication skills through a holistic approach. Importance of professionalism, stress reduction, and time management skill will also be introduced.

A class calendar will be given to each student. Credit is not issued for prior education. Theory and clinical experiences will include but may not be limited to:

- ❑ Performance of ADLs with a varied client population to foster independence whenever possible.
- ❑ Continuation of rehab/restorative programs through ambulation, ROM, and ADL skills. To include use of personal adaptive equipment.
- ❑ Safety of client in varied situation based on diseases processes under the supervision of a registered or licensed practical nurse.
- ❑ Care of the terminally ill client and providing end of life care with preservation of dignity and postmortem care.
- ❑ Admitting, transferring, and discharging of clients.
- ❑ Privacy, dignity, and confidential care to support, comfort, spiritual needs, and attainment of client's goals. Encouragement of activity programs to promote wellbeing.
- ❑ Comparison of caregiver roles in different settings such as homecare vs. long term or hospital care as well as SNF vs. ICF.
- ❑ Life safety concerns - to include fire safety, environment safety, security, and resources to assist with decision-making.
- ❑ Infection control practices.
- ❑ Environmental and personal safety involving housekeeping concerns, adaptive devices, and special clothing, including personal protective equipment.
- ❑ Emotional support including appropriate behavioral response, the aging process, identification of resources, preservation of dignity, assuring freedom from fear/reprisal.
- ❑ Comfort, rest, and activity including privacy, physical and occupational skills.
- ❑ Emergency situation including appropriateness of action or non-action, fire drills, security of environment, resources available.
- ❑ Time management and organizational skills.
- ❑ Special procedures
- ❑ Demonstrate observational and documenting skills required for reporting of care recipient's health, welfare, physical and mental condition, and general wellbeing.

- ❑ Provide safe nursing related activities under the supervision of a registered or licensed practical nurse.

#### **d. Program Requirements**

There are four (4) areas that you are required to meet in order to pass the course: In addition to meeting the criminal record policy, you must pass academically, clinically and with attendance.

#### **e. Academics/Grading/Clinical**

Examinations will be as follows:

Throughout the program, there are three (3) tests, and a final exam. Each test/exam is worth 25% of your grade. A 70% or greater must be obtained on each theoretical test/exam taken to pass the program (Pursuant to Nur 704.09 (k)). Grades are listed as pass or fail. There are no letter grades. Exams are formulated from the program objectives and expected outcomes. LNA Health Careers has adopted a zero-tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

Clinical competence will be evaluated through accurate completion of the proficiency skills checklist and by direct observation of the instructor. The proficiency skills checklist will be reviewed each class by the instructor. All students must demonstrate proficiency in all basic skills to be eligible for certification.

If a student fails the course and is eligible for readmission, they may enroll later. The fee would be \$2000 which includes the registration fee and tuition.

#### **f. Attendance**

LNA Health Careers' training consists of 110 hours; 50 hours of theory and 60 hours of clinical. Our expectation is that students will come to class prepared, on time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a doctor's note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed clinical time must be made up. Clinical make up is **ONLY** available to students who provide proof of an excused absence. **All excused clinical absence must be made up and will be an additional fee of \$45 per make up hour.** Students that miss clinical may attend the next scheduled clinical day, all make up hours must be made up prior to graduation.

Students who complete their theory work online are required to attend 16 hours of pre-clinical lab and may not attend clinical until all 16 hours are completed. Any unexcused absence during pre-clinical or clinical time will result in termination.

Students may not miss more than 10 hours of the program. Missing more than 10 hours of the program, regardless of the circumstances surrounding the missed time, will result in termination.

All make-up time must be scheduled with the LNA Health Careers' office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time. Make up time must be complete within 9 months from the anticipated date of graduation of the student's class. Make up time not completed within the 9-month period will result in attendance failure.

**g. Reimbursement**

Any graduate that works in a nursing home facility upon graduation is eligible for tuition reimbursement. Full time, part time and per diem positions are all eligible. Upon receiving full tuition payment, students will receive a tuition receipt and an application for reimbursement with directions on how to apply. Reimbursement applications must be submitted within one year of graduation. Students who are sponsored by a third-party agency are not eligible for reimbursement and are therefore not given a receipt in their name. This includes scholarships from the NH Charitable Foundation or from other non-profit agencies, grants received, and payments received from the VA.

Criminal record fees, late fees, make-up fees and tutoring fees are not reimbursable

**h. Refund Policy**

Refunds are calculated based on the following conditions:

- Withdrawals before the class starts will result in forfeiture of the \$450 registration fee.
- Once the student has started the training, LNA Health Careers will retain the non-refundable registration fee of \$450, supplies fee of \$125 (if the supplies are received by the student) and criminal record check fee of \$25 if the criminal record check has been conducted.
- Once the student attends the second day or later, there will be no refunds; and if there is a balance due, based on the enrollment agreement, it needs to be paid within five (5) business days of withdrawal. If the amount retained by the school exceeds the amount the student has already paid, the student is responsible for the difference, and it is due in the office within five (5) business days. **Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund and will still be responsible for their balance if they have not paid in full.**

All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal; and Students receiving benefits from federal programs shall be subject to federal refund policies, rules, and regulations.

Source. #10520, eff 2-12-14 (See Revision Note at chapter heading for Hedc 300); ss by #12644, eff 10-11-18

**i. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
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<b>Registration Fee</b>	<b>\$450</b>	<b>Registration for one class</b>
<b>Supplies Fee</b>	<b>\$175</b>	<b>Textbook, Gait belt, Clinical Skills 101 Download, name badge</b>
<b>Criminal Record Check</b>	<b>\$25</b>	<b>NH State Police criminal background check</b>
<b>Tuition</b>	<b>\$1,350</b>	<b>LNA program tuition</b>
Late Fee	\$50	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$45/hour	Assessed for any missed clinical time
State Exam Retake – Written	\$100	Assessed if a student fails the written portion of the state exam.
State Exam Retake – Clinical	\$100	Assessed if the student fails the clinical portion of the state exam.
Tutoring	\$90 per 2-hour session	Optional for students who request additional support

### **j. Licensure**

Any student wishing to obtain an LNA license from the NH Board of Nursing (BON) will be required to “submit to the board a notarized criminal history record release form, as provided by the NH Division of State Police, Department of Safety, which authorizes the release of his or her criminal history record, if any, to the board.” **It is the responsibility of the student to take the steps to apply for their license and the required Live Scan Fingerprinting with criminal background check.**

To complete your Live Scan Fingerprint and FBI background check, make an appointment with the State Police online at <https://services.dos.nh.gov/chri/cpo/>. Request that the results be sent to the Board of Nursing and pay the fee associated with the appointment.

After getting your Live Scan Fingerprinting and FBI background check, and upon completion of your course, you can apply for your license with the New Hampshire BON. The BON application will require a copy of your course completion certificate and a copy of your state tests results along with a licensing fee of \$35.00. (BON Application is available to submit online: <https://forms.nh.gov/license/Login.aspx>). All required documents can be uploaded to the online BON application portal. Once the BON has received your application and accompanying documents, they will process your license, and post it online for you to view within 6-8 weeks. **A paper copy of your license will not be sent to you.**

Individuals with a positive criminal record, especially those within the past 3 years may have difficulty finding gainful employment in the healthcare field and may not be eligible for licensure. LNA Health Careers cannot be held responsible for any individual not being eligible for licensure who has falsified information on their application

### **k. Employment**

LNA Health Careers does assist with job placement but does not guarantee it. LNA Health Careers will give each student a list of facilities that like to hire new graduates from the company and supply to them a list of all of the contact information to schedule interviews and fill out

applications. In addition, LNA Health Careers has a private Face Book group for alumni where employers post positions they are hiring for. The private group is open to all alumni who request to join: LNA Health Careers Graduates & Opportunities.

Graduates from the LNA program may receive an employment survey by email or text, up to two times the first year after graduation, in an effort for the school to track employment statistics. We appreciate you taking the time to complete those brief surveys.

### **I. Underage Students**

Students under the age of 18 may not use any mechanical lifts while in training or as an LNA in the field. Per federal labor laws, anyone under the age of 18 employed in a facility may not use mechanical lifts. While there are facilities that do employ LNAs between the ages of 16-18, please be aware it may be difficult to obtain employment as a minor.

Students under the age of 18 will also be required to have a parent/guardian sign a release form prior to attending the first day of class.

### **m. Graduation Requirements**

Students completing the Licensed Nursing Assistant Program will be awarded a certificate for Licensed Nursing Assistant after meeting the following requirements:

- Students must complete all theory and clinical hours.
- Students must obtain a grade of 70% or better on all exams.
- Maintain satisfactory clinical performance in all areas.
- Make up all necessary clinical time.
- Complete all records and return all school property.
- Meet all financial obligations
- Be approved for graduation by the faculty.
- Graduates of the Licensed Nursing Assistant program are eligible to take the State exam for licensure

## **7. Medication Nursing Assistant Program Information**

### **a. Philosophy**

LNA Health Careers goal is to educate and prepare caring, competent, and compassionate MNAs who will function in this role in long-term care and assisted living facilities. The MNA's will adhere to the NH BON regulations for MNA medication administration. MNAs will assist the nurse as a team member in the nursing department.

Our MNA Students will provide care for individuals that are chronically ill. The MNA's will promote dignity and maintain resident's rights. Medication Nurse Assistants interact with residents and other members of the health care team to promote, maintain, and restore health through the administration of medications. The MNA's will be safe and cautious and promote comfort when giving medications.

The scope of practice for the Medication Nurse Assistant is directed toward collaborating with the RN for the administration of medications to support stable individual's responses to common well-defined health problems. The MNA will perform these functions under the direct supervision of an RN.

LNA Health Careers carries the belief that learning is enhanced in an environment where there is mutual respect between teacher and learner. LNA Health Careers accepts the responsibility to provide an environment which encourages a learner's development as a person and as a professional member of the health care team. Learning will be accomplished through theory, hands on lab practice and clinical application.

### **b. Program Hours**

Federal guidelines set forth by the NH Board of Nursing require a minimum of 30 hours of theory and 30 hours of clinical instruction for the MNA program.

The MNA program at LNA Health Careers exceeds this requirement by consisting of 35 hours of theoretical instruction and 35 hours of clinical instruction, for a total of 70 hours of training. Once all training hours have been met, the written competency exam is then offered.

### **c. Classroom/Lab Training (Theory)**

Training will be conducted in a New Hampshire Board of Nursing approved environment that fosters growth and where students are given the opportunity to succeed. The theory portion of the program consists of 35 hours of classroom instruction, including 4 written Tests.

Learning is achieved through interactive lectures, various teaching methods and strategies, small group activities including jeopardy and classroom discussion and lab practice. Students will be monitored closely by the instructor and will be instructed on safe practices. Through documentation on the Proficiency Skills Checklist, the Instructor will measure students on all learning experiences. Clinical skills required for an MNA will be practiced in the lab setting prior to beginning clinical. The following topics will be covered during theory:

- Information related to individual rights regarding accepting or denying medications
- Review of the law and rules pertinent to nursing and nursing related activities in NH
- Review of the policies, protocols, and procedures of the facility where clinical training will take place
- Review of anatomy and physiology as it relates to medication administration
- Principles of infection control and aseptic procedures as they relate to medication administration
- The 6 principles of medication administration as follows:
  - Right Drug
  - Right Time
  - Right Dose
  - Right Person
  - Right Route
  - Right Documentation
- Residents have the right to refuse medication
- Methods of administration of medication to stable clients
- Common reactions to medications

- ❑ Quality management related to storage, disposal, security, recording and error control pertinent to medications
- ❑ Methods of documenting the administration of medications and the storage and disposal of medications, including security for supplies of medications and errors in the administration of medications
- ❑ Effective communications with residents about their medications
- ❑ Behaviors and performance expected of an MNA administering medications

Throughout the theory component of training, there are four (4) written tests. Students must maintain an overall average of 80% on their written tests to continue on in the clinical component of training. Students are given the opportunity to retake one test throughout the duration of theory. If an 80% average is not achieved by the last day of theory, the student will be in academic failure and will not be able to continue in the clinical training. Students in academic failure are eligible to retake the course at the rate of \$2000 (tuition and registration fee).

#### **d. Clinical Training**

Clinical training will consist of 35 hours of experience, conducted in a long-term care setting. The ratio of MNA Instructor to student will not exceed 1:4 during any hour of clinical instruction. The content of the clinical component is designed to teach the accurate and safe administration of medications by the following methods complying with NUR 804.02 (6)a-h.

- ❑ Topical
- ❑ Oral
- ❑ Nasal
- ❑ Ocular
- ❑ Auricular
- ❑ Vaginal
- ❑ Rectal
- ❑ Enteral Tubes

All clinical training will be held in a long-term care facility that meets the following criteria:

1. There are one or more nursing clients who are in-patients
2. A nursing care plan has been established for such clients by a registered nurse
3. The care of such clients is managed by a healthcare team
4. The student is permitted to participate in the care of the clients

#### **e. Expected Outcomes**

The MNA program at LNA Health Careers was designed to meet the evolving needs of the healthcare industry. The curriculum is designed to provide LNAs the knowledge and understanding of the NH Board of Nursing regulations for MNA medication administration and the skill and knowledge to safely administer medications to a stable population under RN supervision. Expected outcomes include:

- ❑ Understand the role of the Medication Nursing Assistant within the healthcare system
- ❑ Demonstrate comprehension and basic knowledge of medication categories and commonly prescribed medications within those categories as well as associated side effects and possible adverse effects



- ❑ Identify basic drug actions and factors which affect them
- ❑ Demonstrate strong communication skills
- ❑ Ability to strictly adhere to the principles of medication administration
- ❑ Demonstrate understanding of infection control practices
- ❑ Identify and understand medical terms/abbreviations necessary for MNAs to communicate while charting and/or verbally
- ❑ Demonstrate understanding of the all legal and ethical responsibilities as it relates to nursing and nursing-related activities in NH
- ❑ Identify ethical and legal issues of the MNA
- ❑ Demonstrate understanding of client's rights regarding accepting or denying medications
- ❑ Always demonstrate professionalism
- ❑ Safely administer medications under the supervision of a Registered Nurse
- ❑ Ability to report changes and concerns to delegating nurse for feedback and assistance
- ❑ **Always demonstrate safety**

#### **f. Program Requirements**

There are three (3) areas that you are required to meet in order to pass the course: You must pass academically, clinically and with attendance.

LNA Health Careers also follows NUR 806.03 which states after the completion of the theory and clinical components of the medication administration education program a student shall pass with a minimum of 90% on a final competency written exam.

#### **g. Academics/Grading/Clinical**

Examinations will be as follows:

There will be four (4) written tests to be graded during the theory portion of the program. You must pass with an 80% average or better in order to attend clinical. Students are given the opportunity to retake one test in order to bring up their average if necessary.

There is a Final Competency Written Exam administered at the completion of the course. The written competency exam is administered upon completion of all 75 program hours within 5 business days. A minimum grade of 90% must be obtained on the Final Competency Written Exam in order to pass the course and apply for your MNA Certification.

If a student does not score a 90% or greater on the competency exam, they are given the opportunity to retake a different version of the Final Competency Written Exam for an additional \$25 fee. Only two retakes are allowed. If after 2 retakes the student has not met the minimum 90% requirement, the student will be required to retake the course over at the rate of \$2000 (tuition & registration fee).

Clinical competence will be evaluated through successful completion of the proficiency skills checklist and by continuous direct observation of the instructor. The proficiency skills checklist will be reviewed each class by the instructor. All students must demonstrate proficiency in all basic skills in order to be eligible for certification. If there is a concern with the student regarding the clinical component of the course, the instructor will identify those areas with the student in the form of a counseling report and the instructor will send a copy of the counseling report to the Medication Nurse Reviewer. A counseling report can lead to probation or termination from the



program, depending on the severity of the concern. Final clinical evaluation will be completed by the instructor based on the skills checklist.

Throughout the program there are 4 tests. To continue in the clinical portion of the program students must meet a minimum overall average of 80%. Clinical is based on pass or fail. There are no letter grades. Exams are formulated from the program objectives and expected outcomes. LNA Health Careers has adopted a zero-tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

If a student fails the course and is eligible for readmission, they may enroll at a later date. The fee will be \$2000 which includes the registration fee and tuition.

#### **h. Attendance**

LNA Health Careers' MNA program consists of 75 hours; 35 hours of theory, 5 hours of lab, and 35 hours of clinical. Our expectation is that students will come to class prepared, on time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a doctor's note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed time over 5 hours (but less than 11 hours) must be made up regardless of the reason for the missed time. Missing more than 10 hours for any reason will result in termination from the program. **All excused absence over 5 hours (but less than 11 hours) must be made up and will be an additional fee of \$45 per make up hour regardless of the reason for the missed time.**

Students may not miss more than 10 hours of the program. Missing more than 10 hours of the program, regardless of the circumstances surrounding the missed time, will result in termination.

All make-up time must be scheduled with the LNA Health Careers' office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time.

#### **i. Refund Policy**

Once the student has started the training, LNA Health Careers does not provide refunds. If the student withdraws before the first day of class, they are eligible for a refund less the \$450 non-refundable deposit fee. **Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund if they have completed 35 hours or more of the program and will still be responsible for their balance if they have not paid in full.**

All qualified refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal. Students receiving benefits from federal programs shall be subject to federal refund policies, rules, and regulations.

#### **j. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

<b>Item</b>	<b>Fee</b>	<b>Detail of Fee</b>
<b>Registration Fee</b>	<b>\$450</b>	<b>Registration for one class</b>
<b>Supplies Fee</b>	<b>\$200</b>	<b>Textbook, class supplies and name badge</b>
<b>Criminal Record Check</b>	<b>\$25</b>	<b>NH State Police criminal background check</b>
<b>State Exam – Written</b>	<b>\$100</b>	<b>Written portion of the state exam provided on final day of clinical.</b>
<b>State Exam– Clinical</b>	<b>\$100</b>	<b>Clinical portion of the state exam provided on final day of clinical.</b>
<b>Tuition</b>	<b>\$1125</b>	<b>MNA program tuition</b>
Late Fee	\$50	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$60/hour	Assessed for any missed clinical time
Administrative Fee	\$200	Assessed to all withdrawals after the 1 <sup>st</sup> day of class. Also assessed to all medical withdrawals.
Tutoring	\$90 per 2-hour session	Optional for students who request additional support
Final Competency Written Exam Re-Take	\$100	Only two re-takes allowed

#### **k. Certification with the NH Board of Nursing**

Upon successful completion of the MNA program and successful completion of the competency exam, the student will receive a certificate of completion. To receive a Certification to work as an MNA from the NH Board of Nursing (BON), the graduate needs to submit an application to the Board. The application for Medication Nursing Assistant Certification can be found on the BON website ([www.nh.gov/nursing](http://www.nh.gov/nursing)). You will need to include a payment of \$10 payable to “Treasurer, State of New Hampshire” as well as a copy of your certificate of completion from the program. Your application will be processed by the BON and once processed, your certification can be found online at their website.

#### **I. Employment**

LNA Health Careers can provide a graduate reference to your employer upon request from the employer. LNA Health Careers does not provide job placement services for graduates from the MNA program as most MNA students have positions lined up prior to taking the course. However, LNAs who take the MNA program may be given the option to join our email list where we will email you any MNA job openings that are presented to us.

Graduates from the MNA program may receive an employment survey by email or mail, up to two times the first year after graduation, in an effort for the school to track employment statistics. We appreciate you taking the time to complete those brief surveys.

### **m. Graduation Requirements**

Students completing the Medication Nursing Assistant Program will be awarded a certificate for Medication Nursing Assistant after meeting the following requirements:

- Students must complete all theory and clinical hours.
- Students must obtain a grade of 80% or better on all exams.
- Maintain satisfactory clinical performance in all areas.
- Make up all necessary clinical time.
- Complete all records and return all school property.
- Meet all financial obligations
- Be approved for graduation by the faculty.
- Graduates of the Medication Nursing Assistant program need to obtain a 90% or better to apply for licensure.

## **8. Phlebotomy Technician Program Information**

### **a. Philosophy**

The purpose of this program is to prepare students for employment as phlebotomists or to provide supplemental training for persons previously or currently employed in this occupation. The content includes, but is not limited to, communication, leadership, human relations, and employability skills; performance of safe and efficient work practices in obtaining adequate and correct blood specimens by capillary or venipuncture on adults, children and neonates; maintaining the integrity of the specimen in relation to the test to be performed; preparing blood smears; labeling specimens accurately and completely; collecting timed specimens; promoting the comfort and well-being of the patient while performing blood collecting duties; observing safety policies and procedures; medical terminology; emergency procedures including CPR; delivering a variety of clinical specimens to the clinical laboratory; sorting and recording specimens received in the laboratory; centrifuging specimens and preparing aliquots of samples according to the designated protocol; distributing samples to appropriate laboratory sections; and preparing collection trays for specimen procurement.

LNA Health Careers carries the belief that learning is enhanced in an environment where there is mutual respect between teacher and learner. LNA Health Careers accepts the responsibility to provide an environment which encourages a learner's development as a person and as a professional member of the health care team. Learning will be accomplished through theory, hands on lab practice and clinical application.

### **b. Program Hours**

LNA Health Careers follows the guidelines set forth by the National Healthcareer Association, certifying agency, which requires completion of a formal phlebotomy training program, successful completion of 3 venipunctures and 10 dermal punctures.

The Phlebotomy Training Program at LNA Health Careers consists of 60 hours of theoretical instruction and 30 hours of clinical instruction as simulated lab time, for a total of 90 hours of training. Once all training hours have been met, the written competency exam is then offered, and an optional 120-hour Clinical externship is arranged. Changes have been made due to COVID-19.

### **c. Classroom/Lab Training (Theory)**

Training will be conducted in an environment that fosters growth and where students are given the opportunity to succeed. The theory portion of the program consists of 60 hours of classroom instruction, including online and in person instruction.

Learning is achieved through interactive lectures, various teaching methods and strategies, small group activities including jeopardy and classroom discussion and lab practice. Students will be monitored closely by the instructor and will be instructed on safe practices. Through documentation on the Proficiency Skills Checklist, the Instructor will measure students on all learning experiences. Clinical skills required for a phlebotomist will be practiced in the lab setting prior to beginning any clinical externship. The following topics will be covered during theory:

1. Basic laboratory terminology and abbreviations.
2. Anatomy and Physiology Suggested systems:  
Cells and Blood  
Circulation  
Heart  
Respiratory  
Lymph  
Urinary  
Muscular-skeletal
3. Blood Composition, specifics of different blood cells, function, plasma and serum.
4. Venipuncture procedures with:  
Vacutainer  
Syringe  
Butterfly  
*\*\*Including specifics about the NEW Order of Draw, blood tube colors and*

*additives*

5. Blood culture collection
6. Skin-puncture procedure including heel, finger sticks; include making blood smears
7. Responsibility and role of the phlebotomist, health care provider, where the field is headed today
8. Professionalism
9. Ethical and legal issues
10. Safety in the laboratory
11. Infection and Isolation protocol

12. Quality control and quality assurance
13. Special and timed laboratory procedures: ABG's, in-dwelling lines, TDM, GTT's, etc.
14. Departments within the laboratory and the hospital
15. Processing and transporting of laboratory specimens
16. Significance of laboratory tests, as related to the body systems
17. Physical problems that can occur in the field
18. Patient types, problems, and complications
19. Diseases that can affect laboratory personnel, AIDS, hepatitis, TB
20. CPR, certificate program
21. Computer skills should be part of the program if used in the hospital and laboratory setting

Throughout the theory component of training, there are 2 written tests. Students must maintain an overall average of 80% on their written tests to continue on to the clinical component of training. Students are given the opportunity to retake one test throughout the duration of theory. If an 80% average is not achieved by the last day of theory, the student will be in academic failure and will not be able to continue in the clinical training. Students in academic failure are eligible to retake the course at the rate of \$2000 (tuition and registration fee).

#### **d. Clinical Externship Training (Optional)**

Clinical externship training will consist of 120 hours of optional experience, conducted in a lab setting. The ratio of Evaluator to student will not exceed 1:1 during any hour of clinical instruction. COVID changes have occurred and may affect ability to complete an externship.

#### **e. Expected Outcomes**

The Phlebotomy Technician Program at LNA Health Careers was designed to meet the evolving needs of the healthcare industry. The curriculum is designed to provide students the knowledge and understanding of the Phlebotomists role and designed to meet the standards of the National Healthcareer Association suggested curriculum. Expected outcomes include:

- Demonstrate entry-level phlebotomy skills for routine procedures.
- Demonstrate professional conduct and practice behavior consistent with established professional code of ethics.
- Communicate accurately and precisely using written, verbal and non-verbal techniques, ensuring understanding by the recipient.
- Demonstrate skills representative of safe working practices as defined by the CDC and OSHA.
- Describe health care systems, including functions, components and organizational structures.
- Describe the components and functions of departments of the clinical laboratory.
- Define medical terminology associated with the function of a phlebotomist.
- Relate basic anatomy and physiology concepts to the practices and procedures of a phlebotomist.
- Demonstrate safety at all times**

## **f. Program Requirements**

There are three (3) areas that you are required to meet to pass the course: You must pass academically, clinically and with attendance.

LNA Health Careers Phlebotomy Training Program students must pass with a minimum of 80% on the final competency written exam.

LNA Health Careers does not accept transfer of credits from other Phlebotomy programs

## **g. Academics/Grading/Clinical**

Examinations will be as follows:

There will be 2 written tests to be graded during the theory portion of the program. You must pass with an 80% average or better in order to attend clinical. Students are given the opportunity to retake one test in order to bring up their average if necessary.

There is a Final Competency Written Exam administered at the completion of the course. The written competency exam is administered upon completion of all 90 program hours. A minimum grade of 80% must be obtained on the Final Competency Written Exam to pass the course and receive a certificate of completion. If a student does not score an 80% or greater on the competency exam, they are given the opportunity to retake a different version of the Final Competency Written Exam for an additional \$25 fee. Only two retakes are allowed. If after 2 retakes the student has not met the minimum 80% requirement, the student will have the option to retake the course over at the rate of \$2000 (tuition & registration fee).

Clinical competence will be evaluated through successful completion of the proficiency skills checklist and by continuous direct observation of the instructor. The proficiency skills checklist will be reviewed each class by the instructor. All students must demonstrate proficiency in all basic skills in order to be eligible for certification. If there is a concern with the student regarding the clinical component of the course, the instructor will identify those areas with the student in the form of a counseling report and the instructor will send a copy of the counseling report to the Medication Nurse Reviewer. A counseling report can lead to probation or termination from the program, depending on the severity of the concern. Final clinical evaluation will be completed by the instructor based on the skills checklist.

Throughout the program there are 2 tests. To continue in the clinical portion of the program students must meet a minimum overall average of 80%. Clinical is based on pass or fail. There are no letter grades. Exams are formulated from the program objectives and expected outcomes. LNA Health Careers has adopted a zero-tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

If a student fails the course and is eligible for readmission, they may enroll at a later date. The fee will be \$2000 which includes the registration fee and tuition.

## **h. Attendance**

LNA Health Careers' Phlebotomy program consists of 90 hours; 60 hours of theory and 30 hours of clinical lab simulation. Our expectation is that students will come to class prepared, on

time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a doctor's note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed time over 5 hours (but less than 11 hours) must be made up regardless of the reason for the missed time. **All excused absence over 5 hours (but less than 11 hours) must be made up and will be an additional fee of \$45 per make up hour regardless of the reason for the missed time.** Absences regardless of the circumstances surrounding the missed time, may result in termination.

All make-up time must be scheduled with the LNA Health Careers' office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time.

### **i. Refund Policy**

Once the student has started the training, LNA Health Careers does not provide refunds. If the student withdraws before the first day of class, they are eligible for a refund less the \$450 non-refundable deposit fee. **Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund if they have completed 35 hours or more of the program and will still be responsible for their balance if they have not paid in full.**

All qualified refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal. Students receiving benefits from federal programs shall be subject to federal refund policies, rules, and regulations.

### **j. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

<b>Item</b>	<b>Fee</b>	<b>Detail of Fee</b>
<b>Registration Fee</b>	<b>\$450</b>	<b>Registration for one class</b>
<b>Supplies Fee</b>	<b>\$250</b>	<b>Textbook, Online class access, workbook, class and lab supplies and name badge</b>
<b>Criminal Record Check</b>	<b>\$25</b>	<b>NH State Police criminal background check</b>
<b>Liability Insurance</b>	<b>\$25</b>	<b>Covers the student while practicing skills and during clinical externship</b>
<b>Tuition</b>	<b>\$1250</b>	<b>Phlebotomy program tuition</b>



Late Fee	\$50	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$45/hour	Assessed for any missed clinical time
Tutoring	\$90 per 2-hour session	Optional for students who request additional support
Final Competency Written Exam Re-Take	\$50	Only two re-takes allowed
Optional Externship	\$200	Covers administration fees accrued while arranging externship opportunity

### **k. Certification**

Any student wishing to obtain a National certification from the National Healthcareer Association will be required to register with the Program Director via the Admissions team.

An application will be required along with a certification fee of \$130.00. Your exam will take place at LNA Health Careers in Manchester, NH.

Hospitals, laboratories, and other employers have an increasing demand for phlebotomists. Most seek, and many require, a professional certification. With a CPT certification, you will have the credentials you need to set yourself apart from other applicants as you embark on a rewarding healthcare career. As more employers require phlebotomy certifications, a CPT will help improve your marketability in a growing and rewarding field.

Phlebotomy Technicians are critical team members at hospitals, diagnostic laboratories, and blood donor centers. As advancements in medical technology rise, it is an especially exciting time to begin a career in this thriving field. Earning your Phlebotomy Technician Certification (CPT) certification from NHA can give employers confidence in your skills and abilities. Set yourself up for success and reach your career goals in the rewarding healthcare industry.

Individuals with a positive criminal record, especially those within the past 3 years may have difficulty finding gainful employment in the healthcare field. LNA Health Careers cannot be held responsible for any individual not being eligible for employment or who has falsified information on their application.

### **I. Graduation Requirements**

Students completing the Phlebotomy Program will be awarded a certificate for Phlebotomy after meeting the following requirements:

- Students must complete all theory and clinical hours.
- Students must obtain a grade of 80% or better on all exams.
- Maintain satisfactory clinical performance in all areas.
- Make up all necessary clinical time.
- Complete all records and return all school property.
- Meet all financial obligations
- Be approved for graduation by the faculty.



- Graduates of the Phlebotomy program need to obtain an 80% or better on the final exam to apply for national certification.

## **9. Pharmacy Technician Program Information**

### **a. Philosophy**

The purpose of this program is to prepare students for employment as Pharmacy Technicians or to provide supplemental training for persons previously or currently employed in this occupation. Students learn the fundamentals of pharmaceutical dispensing and are prepared to take the Certified Pharmacy Technician (CPhT) certification exam delivered by the National Healthcareer Association (NHA). Program topics include dosage forms, routes of administration, measurements and calculations, infection control, medication safety, prescription reading, and pharmacology. Students will complete a 160-hour blended course with the option for a 160-hour externship in a pharmacy setting. A student of the Pharmacy Technician program must attain the age of 18 years prior to enrollment and have a High School diploma or its equivalent with one year of graduation.

LNA Health Careers carries the belief that learning is enhanced in an environment where there is mutual respect between teacher and learner. LNA Health Careers accepts the responsibility to provide an environment which encourages a learner's development as a person and as a professional member of the health care team. Learning will be accomplished through theory, hands on lab practice and clinical application.

### **b. Program Hours**

LNA Health Careers follows the guidelines set forth by the National Healthcareer Association which requires a minimum of 80 hours of theory and 80 hours of lab instruction. There is the option to participate in a non-required 160-hours for clinical externship for the Pharmacy Technician Training Program.

The Pharmacy Technician Training Program at LNA Health Careers consists of a minimum of 40 hours of theoretical instruction online, 40 hours of in person theory review with 80 hours of clinical instruction as simulated lab time, for a total of 160 hours of training. Once all training hours have been met and the written and skills competency exam is passed, an optional 160-hour Clinical externship can be completed.

Satisfactory completion of all requirements will enable the student to take the NHA national certification exam for Pharmacy Technicians and become eligible for Registration with the State of NH Board of Pharmacy Technicians.

### **c. Classroom/Lab Training (Theory)**

Training will be conducted in an environment that fosters growth and where students are given the opportunity to succeed.

Learning is achieved through interactive lectures, various teaching methods and strategies, small group activities including jeopardy and classroom discussion and lab practice. Students will be monitored closely by the instructor and will be instructed on safe practices. Through documentation on the Proficiency Skills Checklist, the Instructor will measure students on all

learning experiences. Clinical skills required for a Pharmacy Technician will be practiced in the lab setting prior to beginning the clinical externship. The following topics will be covered during theory:

After completing the Pharmacy Technician program, students will be able to:

1. Outline the typical responsibilities of a pharmacy technician and describe the personal and professional ethics required for success in this profession
2. Describe the roles and responsibilities of the pharmacy technician and the pharmacist, explain the differences between these two roles, and outline the regulations imposed on both by state and federal law
3. Demonstrate the standard techniques and procedures required of pharmacy technicians for pharmacy operations, including aseptic operations, medication transcriptions, metric/apothecary conversions, drug dispensation, record keeping, and patient profiling
4. List and explain all major classifications of drugs and understand their indications, therapeutic effects, side effects, dosing recommendations, routes of administration, and mechanisms of action
5. Interact with pharmacists, customers, and business associates, displaying professional skills, appearance, and ethics in a work-experience setting

Throughout the theory component of training, there are 2 written tests. Students must maintain an overall average of 80% on their written tests to continue on in the clinical component of training. Students are given the opportunity to retake one test throughout the duration of theory. If an 80% average is not achieved by the last day of theory, the student will be in academic failure and will not be able to continue in the clinical training. Students in academic failure are eligible to retake the course at the rate of \$2000 (tuition and registration fee).

#### **d. Clinical Externship Training (Optional)**

The optional clinical externship training will consist of 160 hours of experience, conducted in a pharmacy setting.

#### **e. Expected Outcomes**

The Pharmacy Training Program at LNA Health Careers was designed to meet the evolving needs of the healthcare industry. The curriculum is designed to provide students the knowledge and understanding of the Pharmacy Technician role and designed to meet the standards of the National Healthcareer Association of Pharmacy Technicians suggested curriculum. Expected outcomes include:

- ❑ Demonstrate entry-level Pharmacy Technician skills for routine procedures.
- ❑ Demonstrate professional conduct and practice behavior consistent with established professional code of ethics.
- ❑ Communicate accurately and precisely using written, verbal and non-verbal techniques, ensuring understanding by the recipient.
- ❑ Demonstrate skills representative of safe working practices as defined by the CDC and OSHA.
- ❑ Describe health care systems, including functions, components and organizational structures.
- ❑ Describe the components and functions of departments of the pharmacy.

- ❑ Define medical terminology associated with the function of a Pharmacy Technician and pharmacology.
- ❑ Relate basic anatomy and physiology concepts to the practices and procedures of a Pharmacy Technician.
- ❑ **Demonstrate safety at all times.**

#### **f. Program Requirements**

There are three (3) areas that you are required to meet in order to pass the course: You must pass academically, clinically and with attendance.

LNA Health Careers Pharmacy Technician Training Program students must pass with a minimum of 80% on the final competency written exam.

LNA Health Careers does not accept transfer of credits from other Pharmacy Technician programs.

#### **g. Academics/Grading/Clinical**

Examinations will be as follows:

There will be 2 written tests to be graded during the theory portion of the program. You must pass with an 80% average or better in order to attend the externship. Students are given the opportunity to retake tests in order to bring up their average if necessary.

There is a Final Competency Written Exam administered at the completion of the course. The written competency exam is administered upon completion of all program hours. A minimum grade of 80% must be obtained on the Final Competency Written Exam in order to pass the course and receive a certificate of completion.

If a student does not score an 80% or greater on the competency exam, they are given the opportunity to retake a different version of the Final Competency Written Exam for an additional \$25 fee. Only two retakes are allowed. If after 2 retakes the student has not met the minimum 80% requirement, the student will be required to retake the course over at the rate of \$2000 (tuition & registration fee).

Clinical competence will be evaluated through successful completion of the proficiency skills checklist and by continuous direct observation of the instructor. The proficiency skills checklist will be reviewed each class by the instructor. A counseling report can lead to probation or termination from the program, depending on the severity of the concern. Final clinical evaluation will be completed by the instructor based on the skills checklist.

Throughout the program there are 2 tests. To continue in the clinical portion of the program students must meet a minimum overall average of 80%. Clinical is based on pass or fail. There are no letter grades. Exams are formulated from the program objectives and expected outcomes. LNA Health Careers has adopted a zero-tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

If a student fails the course and is eligible for readmission, they may enroll at a later date. The fee will be \$2000 which includes the registration fee and tuition.

## h. Attendance

LNA Health Careers' Pharmacy Technician program consists of 240 total hours. Our expectation is that students will come to class and internship prepared, on time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a doctor's note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed time over 5 hours (but less than 11 hours) must be made up regardless of the reason for the missed time. All excused absence over 5 hours (but less than 11 hours) must be made up and will be an additional fee of \$45 per make up hour regardless of the reason for the missed time. Absences regardless of the circumstances surrounding the missed time, may result in termination.

All make-up time must be scheduled with the LNA Health Careers' office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time.

## i. Refund Policy

Once the student has started the training, LNA Health Careers does not provide refunds. If the student withdraws before the first day of class, they are eligible for a refund less the \$450 non-refundable deposit fee. **Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund if they have completed 35 hours or more of the program and will still be responsible for their balance if they have not paid in full.**

All qualified refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal. Students receiving benefits from federal programs shall be subject to federal refund policies, rules, and regulations.

## j. Detail of Fees

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
<b>Registration Fee</b>	<b>\$450</b>	<b>Registration for one class</b>
<b>Supplies Fee</b>	<b>\$250</b>	<b>Textbook, Online class access, workbook, class supplies and name badge</b>
<b>Criminal Record Check</b>	<b>\$25</b>	<b>NH State Police criminal background check</b>

<b>Liability Insurance</b>	<b>\$25</b>	<b>Covers the student while practicing skills and during clinical externship</b>
<b>Tuition</b>	<b>\$1250</b>	<b>Pharmacy Technician program tuition</b>
Late Fee	\$50	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$45/hour	Assessed for any missed clinical time
Tutoring	\$90 per 2-hour session	Optional for students who request additional support
Final Competency Written Exam Re-Take	\$50	Only two re-takes allowed

### **k. Certification**

Any student wishing to obtain a National Healthcareer Association Phlebotomy Technician certification from the NHA will be required to register with the Program Director via the Admissions team.

An application, a copy of your certificate and a copy of your state tests results will also be required along with a licensing fee of \$130.00. The exam will take place at LNA Health Careers in Manchester, NH.

### **l. Graduation Requirements**

Students completing the Pharmacy Technician Program will be awarded a certificate for Pharmacy Technician after meeting the following requirements:

- Students must complete all theory, clinical and externship hours.
- Students must obtain a grade of 80% or better on all exams.
- Maintain satisfactory clinical performance in all areas.
- Make up all necessary clinical time.
- Complete all records and return all school property.
- Meet all financial obligations
- Be approved for graduation by the faculty.
- Graduates of the Phlebotomy program need to obtain an 80% or better on the final exam to apply for licensure.

## **10. Licensed Practical Nurse Program Information**

### **a. Philosophy**

Becoming a Licensed Practical Nurse at LNA Health Careers prepares you for a career in a fast-paced healthcare environment. The Practical Nursing Training program incorporates classroom learning with simulated clinical activities in our lab and will prepare you for a

successful entry into the healthcare workforce. With a high demand in New Hampshire for LPN, there is no better time to start than today!

LNA Health Careers carries the belief that learning is enhanced in an environment where there is mutual respect between teacher and learner. LNA Health Careers accepts the responsibility to provide an environment which encourages a learner's development as a person and as a professional member of the health care team. Learning will be accomplished through theory, hands on lab practice and clinical application.

### **b. Program Hours**

The practical Nursing Training program is an 11 month, Monday to Friday (1401 hours) program. The hours each day vary depending on progress through the program.

### **c. Classroom/Lab Training (Theory)**

Training will be conducted in an environment that fosters growth and where students are given the opportunity to succeed. Learning is achieved through interactive lectures, various teaching methods and strategies, small group activities including jeopardy and classroom discussion and lab practice. Students will be monitored closely by the instructor and will be instructed on safe practices. Through documentation on the Proficiency Skills Checklist, the Instructor will measure students on all learning experiences. Clinical skills required for a Practical Nurse will be practiced in the lab setting prior to beginning the clinical rotation. The following topics will be covered during theory:

- (1) Anatomy & physiology
- (2) Microbiology
- (3) Nutrition
- (4) Pathophysiology
- (5) Chemistry
- (6) Pharmacology
- (7) Mathematics
- (8) Communications
- (9) Sociology
- (10) Psychology
- (11) Human development throughout the life span
- (12) Literature; and
- (13) Ethics, or Bioethics.

Students must have an overall average of 77% to be considered passing. Clinical is Pass or Fail. Students are given the opportunity to retake one test throughout the duration of theory. If an 77% average is not achieved by the last day of theory, the student will be in academic failure and will not be able to continue in the clinical training. Students in academic failure are eligible to retake the course at the approval of the Program Director and completion of a new application.

#### **d. Expected Outcomes**

The Practical Nursing Training Program at LNA Health Careers was designed to meet the evolving needs of the healthcare industry. The curriculum is designed to provide students the knowledge and understanding of the Practical Nurses role and designed to meet the standards of the National Council of Nurses suggested curriculum. Expected outcomes include:

1. Demonstrate basic knowledge, skills, and abilities of a practical nurse.
2. Participate as a member of the healthcare team to assist in meeting the holistic needs of the patient throughout the lifespan using Maslow's Hierarchy of Human Needs.
3. Utilize the nursing process in meeting the health needs in any healthcare setting.
4. Function within the legal scope of practice and the standards of nursing conduct related to practical nursing.
5. Be eligible to sit for the NCLEX-PN Exam.
6. Identify the need for personal responsibility in continuing education and the advantage of participation in professional organizations.
7. **Demonstrate safety at all times.**

#### **e. Program Requirements**

There are three (3) areas that you are required to meet in order to pass the course: You must pass academically, clinically and with attendance.

LNA Health Careers Practical Nursing Training Program students must pass with a minimum of 77% on each written exam.

#### **f. Academics/Grading/Clinical**

Examinations will be as follows:

You must pass with an 77% average or better to remain able to attend clinical. Students are given the opportunity to retake one test to bring up their average if necessary. Clinical is Pass or Fail.

Method of evaluation is based on the combined scores from homework assignments, quizzes, projects, skills performance, class participation, midcourse exams, independent study projects, and final examinations. All scores earned are converted to a percentage of the total score possible within each course.

All assigned course work is due the day defined by the instructor. Make up assignments are evaluated as noted below:

- ❑ All assignments, including quizzes and examinations will be reduced by 10% per class if not submitted or taken on assigned or scheduled day. Exams and quizzes must be taken within the prescribed time during the day to avoid late penalty of 1 day. The exam must be made up within one (1) calendar week of the original due date as scheduled by the instructor.
- ❑ Students absent the day of the final examination must make prior arrangements with the instructor for an alternative testing date. With proper documentation of circumstances beyond a student's control, the score reduction may be waived due to jury duty, military obligations, death of an immediate family member or birth of a son or daughter.

### Grading Scale

Grade	Percentage	Description
A	93%-100%	Exceptionally Competent
B	85%-92%	Highly Competent
C	77%-84%	Fully Competent
Failure	Below 77%	Not Competent

### Methods of Evaluation

Assessment is based on the allocation of course requirements as follows:

Assessment	Percentage
Quizzes	5%
Homework and Presentations	15%
Exams	20%
Midterm Exam	15%
Lab Practical Exam	15%
Final Exam	15%
Clinical Performance	15%
Total	100%

Clinical is Pass or Fail.

Clinical competence will be evaluated through successful completion of the proficiency skills checklist and by continuous direct observation of the instructor. The proficiency skills checklist will be reviewed each class by the instructor. All students must demonstrate proficiency in all basic skills to be eligible for continuation in the program. If there is a concern with the student regarding the clinical component of the course, the instructor will identify those areas with the student in the form of a counseling report and the instructor will send a copy of the counseling report to the Program Director. A counseling report can lead to probation or termination from the program, depending on the severity of the concern. Final clinical evaluation will be completed by the instructor based on the skills checklist.

To continue in the clinical portion of the program students must meet a minimum overall average of 77%. Clinical is based on pass or fail. There are no letter grades for clinical. Exams are formulated from the program objectives and expected outcomes. LNA Health



Careers has adopted a zero-tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

**g. Attendance**

Our expectation is that students will come to class prepared, on time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a doctor’s note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed time must be made up regardless of the reason for the missed time. All excused absences must be made up and will be an additional fee of \$95 per make up hour regardless of the reason for the missed time. Absences regardless of the circumstances surrounding the missed time, may result in termination. **Missing 10 or more hours of the course will result in termination from the program.**

All make-up time must be scheduled with the Program Director’s office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time.

**h. Refund Policy**

Withdrawals before the class starts will result in forfeiture of the \$450 registration fee and \$450 application fee. Once the student has started the training, LNA Health Careers will retain the non-refundable registration and application fee of \$900, \$1600 supplies fee, \$25 liability insurance and criminal record check fee of \$25 if the criminal record check has been conducted. Once the student attends the second day or later, no refunds will be made. ***Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund if they have completed 35 hours or more of the program and will still be responsible for their balance if they have not paid in full.***

1. All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal: and
2. Students receiving benefits from federal programs shall be subject to federal refund policies, rules and regulations.

**i. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
<b>Application Fee</b>	<b>\$450</b>	<b>Application for program</b>
<b>Registration Fee</b>	<b>\$450</b>	<b>Registration for program</b>
<b>Supplies Fee</b>	<b>\$1,600</b>	<b>Class supplies, research library, tools, and name badge</b>

<b>Textbook Fee</b>	<b>\$1,050</b>	<b>Textbooks for the program</b>
<b>Criminal Record Check</b>	<b>\$25</b>	<b>NH State Police criminal background check</b>
<b>Liability Insurance</b>	<b>\$25</b>	<b>Covers the student while practicing skills and during clinical rotation</b>
<b>Lab Fee</b>	<b>\$900</b>	<b>Simulation and dissection supplies</b>
<b>NCLEX Prep</b>	<b>\$1,500</b>	<b>NCLEX Prep throughout program</b>
<b>Tuition</b>	<b>\$17,000</b>	<b>Practical Nursing program tuition</b>
<b>TOTAL</b>	<b>\$23,000</b>	
Late Fee	\$50 or according to payment plan of choice	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$95/hour	Assessed for any missed clinical time
Administrative Fee	\$200	Assessed to all withdrawals after the 1 <sup>st</sup> day of class. Also assessed to all medical withdrawals.
Tutoring	\$90 per 2-hour session	Optional for students who request additional support

### **k. Graduation Requirements**

Students completing the Licensed Practical Nursing Program will be awarded a Licensed Practical Nursing Degree after meeting the following requirements:

- Students must achieve successful completion of all courses with a grade of C+(77) or better for non-nursing/non-science courses and a grade of C+ (77) or better for nursing and science courses.
- Maintain satisfactory clinical performance in all areas.
- Make up all necessary clinical time.
- Student must attend NCLEX-PN review sessions provided at LNA Health Careers
- Complete all records and return all school property.
- Meet all financial obligations
- Be approved for graduation by the faculty.
- Graduates of the Licensed Practical Nursing program are eligible to take the National Council's Licensing Examination (NCLEX- PN)

### **l. Academic Calendar/curriculum**

The LPN Program is a total of 3 semesters, 11 months. Classes held in the Meredith Classroom will run from September-August. Classes held in the Manchester Classroom will run from April-February.

Semester	Course	Credit	Theory Hours	Lab Hours	Clinical Hours
First Semester (19) credits	English Composition	3	45		
	A&P I *prerequisite to A&P II	4	40	35	
	Fundamentals of Nursing * Prerequisite to Fundamentals of Nursing II	12	130	50	130
Second Semester  (20) credits	College Math	3	45		
	Pharmacology	3	45		
	Fundamentals of Nursing II * Prerequisite to Fundamentals of Nursing III	12	130	50	130
	A & P II	4	40	35	
Third Semester (20) credits	Psychology	3	45		
	Human Growth & Development	3	45		
	Fundamentals of Nursing III	10	105	0	180
	Maternal Nursing	4	45	30	
		61	715	200	440

1 credit= 15 theory hours; 30 lab/clinical hours.

Plus 46 hours NCLEX prep =1401

Total hours

### Academic Calendar

Meredith Classroom 21-22	Manchester Classroom 22-23	Meredith Classroom 22-23
<b>First semester:</b>	<b>First semester:</b>	<b>First semester:</b>
September 7 <sup>th</sup> - First day of class	April 4 <sup>th</sup> - First day of class	September 5 <sup>th</sup> - First day of class
November 11 <sup>th</sup> - No school	May 30 <sup>th</sup> - No school	November 11 <sup>th</sup> - No school
November 25 <sup>th</sup> -29 <sup>th</sup> - No school	July 4 <sup>th</sup> - No school	November 24 <sup>th</sup> -25 <sup>th</sup> - No school
December 18 <sup>th</sup> – January 2 <sup>nd</sup> - No school	July 18 <sup>th</sup> – 24 <sup>th</sup> - No school	December 19 <sup>th</sup> – 25 <sup>th</sup> - No school
<b>Second semester:</b>	<b>Second semester:</b>	<b>Second semester:</b>
January 3 <sup>rd</sup> -Start of semester	July 25 <sup>th</sup> -Start of semester	December 26 <sup>th</sup> -Start of semester
January 17 <sup>th</sup> No school	September 5 <sup>th</sup> - No school	January 16 <sup>th</sup> - No school
		February 20 <sup>th</sup> – No School

Third Semester:	Third Semester:	Third Semester:
April 18 <sup>th</sup> – First day of semester	November 7 <sup>th</sup> – First day of semester	April 10 <sup>th</sup> – First day of semester
April 25 <sup>th</sup> -May 1 <sup>st</sup> - No school	November 11 <sup>th</sup> - No school	April 24 <sup>th</sup> -28 <sup>th</sup> - No school
May 30 <sup>th</sup> - No school	November 24 <sup>th</sup> -25 <sup>th</sup> - No school	May 29 <sup>th</sup> - No school
July 4 <sup>th</sup> - No school	December 22 <sup>nd</sup> – 30 <sup>th</sup> - No school	July 4 <sup>th</sup> - No school
August 4 <sup>th</sup> - Graduation	January 16 <sup>th</sup> – No School	July 28 <sup>th</sup> – Last day
	February 20 <sup>th</sup> -No School	
	February 24 <sup>th</sup> -Last Day	

### m. Course Descriptions

**Anatomy and Physiology-** This course is an introduction to human anatomy and physiology from an integrative perspective. Students learn the structure and function of the tissues, the skeletal system, the nervous system, the endocrine system, and muscle function from the level of the cell to the level of the organism.

The course is a prerequisite for Anatomy and Physiology 2.

**Anatomy and Physiology 2-** This course is an introduction to human anatomy and physiology from an integrative perspective. Students learn the structure and function of the tissues, the skeletal system, the nervous system, the endocrine system, and muscle function from the level of the cell to the level of the organism.

**College Math-** This three (3) credit hour course offers, a course designed for non-mathematics and non-science majors. Topics may include, but are not limited to, sets, logic, number theory, geometric concepts, and an introduction to probability and statistics.

**Fundamentals of Nursing 1, 2 and 3-** These courses introduce the student to the fundamentals of nursing principles and skills and starts development of clinical skills needed to provide care to clients.

Students study the nursing practice concepts used as an interdisciplinary approach to provide care to adult and elderly clients. The Nursing Process, which is a problem-solving method used by the Practical/Vocational nurse, is introduced to assist in the adaptation of care plans and implementation of planned care in the clinical setting. The course presents principles of health promotion, maintenance, and restoration across the lifespan. Laboratory and clinical experiences reinforce theory concepts.

**Human Growth and Development-** This two (3) credit hour course focuses on human growth and development over the lifespan, and assists the LPN deal with various physical, intellectual, and socioemotional issues. Provides a background in human growth and development from before birth through childhood, adult hood and through the death and dying.

**Pharmacology-** This three (3) credit hour course offers an introduction to pharmacology, dose calculations, review of basic mathematics, the administration of medications and classification of drugs.

**Psychology-** This two (3) credit hour course offers an introduction to the field of psychology. By exploring key figures, diverse theoretical perspectives, and research findings that have shaped some major areas of contemporary psychology. This course will also examine the research methods used by psychologists across these areas to study the origins and variations in human behavior.

**English Composition-** This three (3) credit hour course offers enhancement of writing skills through instruction in the writing of expository essays.

## 11. Other Programs

### a. AHA BLS CPR for Providers

#### a. Admission Requirements

- i. There are no prerequisites to join this course

#### b. Academics/Grading/Clinical

- i. This is a pass or fail course

#### c. Program Hours

- i. This course consists of 4 hours

#### d. Program Objectives

- i. The goal of the BLS Course is to train participants to save the lives of victims in cardiac arrest through high-quality CPR. The AHA designed the BLS Course to teach healthcare professionals how to perform high-quality CPR individually or as part of a team. BLS skills are applicable to any healthcare setting.

#### e. Detail of Fees

- i. The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
<b>Registration Fee</b>	<b>\$65</b>	<b>Registration for one class</b>

### b. AHA BLS CPR for Providers Refresher

#### a. Admission Requirements

- i. Have a current BLS certification or one that has expired within the last 12 months

#### b. Academics/Grading/Clinical

- i. This is a pass or fail course

**c. Program Hours**

- i. This course consists of 4 hours

**d. Program Objectives**

- i. The goal of the BLS Course is to train participants to save the lives of victims in cardiac arrest through high-quality CPR. The AHA designed the BLS Course to teach healthcare professionals how to perform high-quality CPR individually or as part of a team. BLS skills are applicable to any healthcare setting.

**e. Detail of Fees**

- i. The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
<b>Registration Fee</b>	<b>\$65</b>	<b>Registration for one class</b>

**c. LNA Refresher Program Information**

LNA Health Careers offers a refresher course for LNAs looking to get back into the field by reinstating their license. If you've been out of the field for a little while, we highly recommend taking this 6-hour course prior to taking the state competency exam.

**There is a 98% pass rate for the state competency exam among students who took the refresher course prior to taking the exam.** Of those reinstating their license who did not take the refresher course prior to the exam, only 76% passed the first time.

The refresher course will review topics such as infection control, safety, resident's rights, communication, abbreviations, and basic nursing skills. All clinical scenarios are reviewed, demonstrated, and practiced among candidates in order to prepare for taking the competency exam and for use in the real world.

All refresher courses are held in person or online.

**a. Admission Requirements**

To be accepted into a refresher course, we do require a copy of the reinstatement application you received from the NH Board of Nursing. To request a reinstatement application, contact the NH Board of Nursing at (603) 271-2152. This is to make sure that you are eligible to take the competency exam and therefore are eligible to take the refresher course. This document can be faxed (603) 647-2175, emailed to [info@LNAHC.com](mailto:info@LNAHC.com), mailed or dropped off in person to our

office at 70 Market Street, Manchester, NH 03101. Once we have received your reinstatement application from the Board, payment of \$500 will reserve your seat in class.

**b. Program Hours**

- i. This program is 6 hours in length

**c. Academics/Grading/Clinical**

- i. This course is Pass or Fail

**d. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

<b>Item</b>	<b>Fee</b>	<b>Detail of Fee</b>
<b>Registration Fee</b>	<b>\$300</b>	<b>Registration for one class</b>
<b>State Exam – Written</b>	<b>\$100</b>	<b>Written portion of the state exam.</b>
<b>State Exam – Clinical</b>	<b>\$100</b>	<b>Clinical portion of the state exam.</b>
<b>Total Tuition Fee</b>	<b>\$500</b>	<b>Total tuition cost of registration fee and state exam fees</b>
State Exam Retake – Written	\$100	Assessed if a student fails the written portion of the state exam.
State Exam Retake – Clinical	\$100	Assessed if the student fails the clinical portion of the state exam.

**d. Phlebotomy Refresher**

The Phlebotomy program consists of 16 hours of in person training and access to theory program content for 30 days. Classes are held in person with for 16 hours and extra time in person may be required to obtain 15 live successful sticks.

Online learning is at your own pace. You will have access to the theory program to refresh your knowledge for 30 days.

After students complete the refresher program, they will have the competence and confidence to reenter the Phlebotomy field having been tested for competence in the skill of performing venipuncture.

Students will be performing venipuncture on their own volunteers during this training.

**a. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

<b>Item</b>	<b>Fee</b>	<b>Detail of Fee</b>
<b>Registration Fee</b>	<b>\$500</b>	<b>Registration for one class</b>

**e. IV Infusion Therapy**

**a. Philosophy**

LNA Health Careers and Infusion Knowledge University introduce a 32-hour IV Therapy Education Program is comprised of 28-hours of didactic that is currently available through INFUSION KNOWLEDGE UNIVERSITY online platform, which is then followed by a 4-hour hands-on simulated IV skills lab.

**b. Admission Requirements**

There are no prerequisites to joining this course, however, participants cannot practice in the state of NH without an active LPN or RN nursing license

**c. Program Hours**

This course is 32 hours in length. Learning is achieved through class lectures, video, discussions, role-playing, hands-on skills training and demonstration and clinical practice.

**d. Academics/Grading/Clinical**

This is a Pass or Fail course.

**e. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

<b>Item</b>	<b>Fee</b>	<b>Detail of Fee</b>
<b>Registration Fee</b>	<b>\$500</b>	<b>Registration for one class</b>

**f. Train the Trainer Program**

**a. Philosophy**

LNA Health Careers offers this program for nurses who are interested in becoming LNA instructors.

**b. Admission Requirements**

Participants must have at least 2 years' experience as an LPN or RN to register for this course

**c. Program Hours**



This course is 16 hours in length. Learning is achieved through class lectures, video, discussions, role-playing, hands-on skills training and demonstration and clinical practice.

**d. Academics/Grading/Clinical**

This is a Pass or Fail course.

**e. Detail of Fees**

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

<b>Item</b>	<b>Fee</b>	<b>Detail of Fee</b>
<b>Registration Fee</b>	<b>\$175</b>	<b>Registration for one class</b>

**12. Accreditation**

All Nursing Programs are NH Board of Nursing Approved (LNA, MNA, LPN)

All Programs offered through LNA Health Careers are approved and licensed through The Department of Education.

LNA Health Careers is in the initial phases of Accreditation with ACCSC, Accrediting Commission of Career Schools and Colleges.

LNA Health Careers is seeking Accreditation with ACEN, Accreditation Commission for Education in Nursing.