

**NORTHWESTERN CONNECTICUT
COMMUNITY COLLEGE
VETERINARY TECHNOLOGY PROGRAM**

VET* 280

EXTERNSHIP MANUAL

Summer 2015

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EXTERNSHIP MANUAL

INTRODUCTION

This manual is designed to outline the Externship Program for the Veterinary Technology Program at NWCC.

The major objective of the Externship Program is to provide the student with a valuable learning experience. The following material is presented with this in mind. The emphasis is on the role of the student in relation to the Externship Experience, the Veterinary Hospital or Laboratory Animal Facility and the College Externship Instructor.

The general purpose of the Externship Program is to provide the student with an actual hands-on work experience applying knowledge learned in the classroom. To be effective, the Externship experience should be planned so that the student can perform required skills in the practice setting.

CONTENTS

This manual consists of the following components. If any parts are missing, see your instructor for another complete copy of the manual.

1. Introduction
2. The Value of the Externship Experience
3. Externship Policies
4. Daily Log Outline
5. Externship Experience **Final Report** Outline and **Case Study**
6. Externship Experience Agreement
 - to be completed by the student, signed by the student and the Hospital Supervisor and returned to the Instructor **prior** to starting the externship.
7. Student Evaluation Instrument
 - to be completed by the Hospital Supervisor upon completion of the Student's experience and returned to the Instructor at NCCC.

THE VALUE OF EXTERNSHIPS

Externships assist the student in learning and professional development.

The experience affords the student an opportunity to observe professional staff in their work environment, performing various skills.

The Externship Experience is an educational activity intended to provide maximum opportunities for practical experiences.

Externships establish and maintain channels of communications between the Student, the Educator and the Professional in the field.

EXTERNSHIP POLICIES

1. Our policy is to include only Veterinary Hospitals or Laboratory Animal Facilities which have an outstanding reputation and an expressed interest in providing opportunities for externship experiences that will attempt to meet the learning objectives set forth in this manual.
2. The Veterinarian does not need to assume any financial responsibility, nor any medical/health liability.
3. The Veterinary Hospital or Laboratory Animal Facility in which the student is placed should expect that student to function as a “learner”, not as an experienced professional and salaried employee.
4. The Veterinary Hospital should not use the student as a staff replacement. It is expected that the Hospital Supervisor will provide weekly conferences regarding the progress and evaluation of the student’s performance.
5. Contractual arrangements should be agreed upon and signed by the three parties; the Hospital Supervisor, the Student, and the Instructor from NCCC. The Hospital Supervisor should be either a veterinarian or licensed/certified veterinary technician. Once the agreement has been signed the instructor from NCCC will contact the Hospital Supervisor prior to the start of the externship
6. The College Services Agreement (a separate document to be mailed directly from NCCC’s business office) must be signed by the Facility, College Dean of Administration and the Attorney General’s Office prior to the start of the externship.
7. The Instructor from NCCC will call to discuss the student’s performance during the externship period. A visit by the Instructor may also be arranged to discuss the final evaluation of the Student with the Hospital Supervisor, as well as possibly other members of the site’s staff.

8. The agreement, which is part of this manual, includes the following provisions:

- The approximate days and hours agreed upon between the Hospital Supervisor, the Instructor and the Student
- NCCC requires a **minimum of 150 hours** at the externship site for Veterinary Technology Students in their first externship
- Name and work telephone number of the Hospital Supervisor
- Name, address and home/work telephone numbers of the Student
- Dates of expected beginning and conclusion of the Externship Experience
- Name and phone number of the Instructor

9. Students are expected to keep a log of each visit for personal use and study, as well as for discussion and review by the Hospital Supervisor and the Instructor.

10. Reports and logs should be in narrative form and include:

- Date and time spent for that day Have daily hours documented by Hospital supervisor and keep a running tab of total hours.
- A list of skills or duties performed that day
- A checklist made that day

Students may e-mail (jlewis1@nwcc.edu) correspondence to the NCCC Instructor.

10. The Hospital Supervisor is asked to assist the student in completing their required task list. As each task is completed **successfully**, it should be signed off and dated. ***(Skills should only be checked off when the student has achieved a reasonable level of proficiency at that skill.)***

11. **Final report** - is expected from the Student summarizing the total Externship Experience and should discuss:

- Outstanding or selected learning experiences
- Unachieved expectations or the absence of anticipated learning experiences
- An evaluation of the Externship Experience
- **Due date, on or before August 5, 2013**

12. **Case Study** – choose one interesting case that you have seen over the course of your externship. Paper is **due on or before August 5, 2013**.
13. An **evaluation of the Student** by the Hospital Supervisor is expected. It is hoped that the Supervisor will share findings with the Student. The evaluation form used is part of this manual. This evaluation is **due on or before August 9, 2013**.
14. Students are covered by the college's insurance while participating in externships off campus.

DAILY LOG

All students are responsible for setting up a report on a daily basis. This schedule and detail of the student's daily experiences and skills learned or used **must** be posted to e-Portfolio on a **weekly basis**. If you are experiencing technical difficulties with e-Portfolio, your weekly logs may be e-mailed to Jane Lewis, DVM, at jlewis1@nwcc.edu, but ultimately they must be posted on e-Portfolio.

The following should be included:

- I. List of "required tasks" completed that day and any new skills learned or practiced.
- II. List of experiences for that day. Consider listing pharmaceuticals (including their purposes) using during the day (e.g., *Rimadyl*, cardiac drugs), external and internal parasites observed (as well as treatment protocol), diagnostic tools and equipment used or observed (chemistry analyzers, radiographs), etc. – obtaining thorough detail about these items will benefit you as you continue on in your career, your program, and as you prepare to sit for the national exam.
- III. Student's evaluation of his/her role as a technician. Other pertinent information the student wishes to include regarding their experience.

The following should **NOT** be included in published content on your e-Portfolio:

- I. Names or other identifying characteristics of the hospital/clinic, the doctors, technicians, assistants, receptionists, or other employees;
- II. Names of clients, their pets, or other confidential information pertaining to clinic operations.

****Failure to provide weekly logs during the time frame of the externship will negatively affect your grade. Please contact me if you have difficulty turning these in on a weekly basis.***

FINAL REPORT OUTLINE

This report must be typed, double spaced, and bound in an acceptable report binder and is **due on or before August 5, 2013**. Please limit the report to two or three typed pages. Ideally, this is combined with the case study into one binder. **Do NOT post this report to your e-Portfolio as it will contain identifying characteristics of your externship site.**

Please plan ahead – if you are not going to be on campus on this date, you must mail or hand-deliver these hard copies.

All reports will be kept by the Instructor for future reference and will not be returned. If you wish to have a copy, you must make one before turning it in.

This report must include:

- A. Description of Relevant Position Information
 - 1. Hospital Information
 - a. Name, Address and Phone Number
 - b. Number and Type of Employees
 - 2. Position Description
 - 3. Hours of work
- B. Other information you feel is relevant.
- C. Narrative description and evaluation of your experiences in terms of its value as an externship experience.
- D. Include a self-evaluation of yourself as a Veterinary Technology student. At this point in your training, what are your strengths and weaknesses? Include things beyond clinical skills such as communication techniques, teamwork capabilities, etc.

CASE STUDY

This paper will give you the opportunity to investigate an interesting medical or surgical case in depth. Select one interesting case that you will be able to follow from beginning to end. The case study should include the following:

- 1. Patient signalment
- 2. Patient history - did you participate in obtaining history?
- 3. Physical examination findings – did you participate in obtaining any of these findings?

4. Test results and their meaning: laboratory/ultrasound/x-ray – BE SPECIFIC. For example, BUN and Creatinine were elevated.
5. Treatment – *may require some research and referencing*
 - a. Diagnosis and its implications
 - b. Medical treatments
 - i. specific drugs, fluids - WHY were these medications chosen?
 - c. Surgical techniques – WHY were these techniques chosen & performed? Were other techniques considered, too?
6. Patient recovery and outcome – did you participate in any of the recovery work?
7. Patient follow-up (if available) – did you participate in any follow-up? Were there any biopsies report details, etc. you can include?

This report should place emphasis on the **role of the veterinary technician in the treatment of this patient** i.e., medical and surgical nursing techniques, client education, etc. Please limit this paper to 4-5 typed pages. **You MUST maintain client confidentiality; if you choose to include any supporting documentation such as laboratory results, make sure that the client's name is obscured.** This report must also be typed, double spaced, and bound in an acceptable report binder. As noted before, this report should be combined into one binder with the externship final report. **This report will also be submitted electronically via e-Portfolio. Due on or before August 5, 2013.**

Failure to follow any of these directions may have a negative affect on the final externship grade. Please contact your externship's instructor if you have any questions regarding your externship's requirements.

If the Final Report and Case Study are not turned in on or prior to August 9, 2013 your grade will be lowered by one letter grade for every day it is late. If they are not received by August 13, 2013 an "F" will be given for the course.

Grading:

- **Weekly logs 25%**
- **Supervisor evaluation 30%**
- **Case study 25%**
- **Final report 20%**

Your supervisor's evaluation will be utilized to calculate your final grade for the externship. Failure to provide the proper documentation (weekly logs) and final reports as directed above will have a negative affect on your final grade.

Please let me know if you have any questions about the grades for this course; it is very important that you follow the guidelines in this externship to receive the highest grade possible.

Incompletes or grades below “C” will prevent you from moving on in the Veterinary Technology Curriculum – NO EXCEPTIONS.

For an example of the “ideal” weekly log – see last page. Please follow this format! Less detail or an alternate format (unless approved) may result in a reduced grade.

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Supervisor: ✓ off task as being completed only **after** student has demonstrated competence in that task.

<u>Required Task</u>	<u>Completed</u>	<u>Date</u>	<u>Supervisor</u>
<i>Office and Hospital Procedures</i>			
Make appointments	_____	_____	_____
Handle telephone contacts	_____	_____	_____
Admit and discharge patients, take history, maintain records and prepare certificates for signature	_____	_____	_____
Perform basic filing of medical records, radiographs and lab reports	_____	_____	_____
Maintain basic cleanliness and orderliness of a veterinary facility	_____	_____	_____
<i>Pharmacy/Pharmacology</i>			
Store, safely handle and dispose of biologics and therapeutic agents, pesticides and hazardous wastes	_____	_____	_____
Prepare medications/ reconstitute vaccines for administration	_____	_____	_____
Prepare medications for dispensing	_____	_____	_____
Assist in client education for dispensed medications (review discharge instructions)	_____	_____	_____
<i>Nursing Skills</i>			
Assist technician/doctor with examinations	_____	_____	_____
Restrain patients (lab animals, pocket pets, birds, cats, dogs)	_____	_____	_____
Apply dog/cat muzzle	_____	_____	_____

<u>Required Task</u>	<u>Completed</u>	<u>Date</u>	<u>Supervisor</u>
Remove sutures	_____	_____	_____
Administer oral medications: (liquids and solids – tablets, etc.)			
Cat:	_____	_____	_____
Dog:	_____	_____	_____
Perform venipuncture: (cephalic, jugular, saphenous)			
Cat:	_____	_____	_____
Dog:	_____	_____	_____
Administer injections (SC, IM, IV):	_____	_____	_____
Cat:	_____	_____	_____
Dog:	_____	_____	_____
Apply and remove bandages.	_____	_____	_____
Perform therapeutic baths/dips and basic grooming of small animals.	_____	_____	_____
Implement patient & personnel safety measures	_____	_____	_____
Clean and disinfect cages, kennels & stalls	_____	_____	_____
Trim nails (cats/dogs, other available species)	_____	_____	_____
Clean and medicate ears (cat, dog)	_____	_____	_____
Express anal glands (canine)	_____	_____	_____
Apply Elizabethan collar	_____	_____	_____
Obtain patient data: TPR	_____	_____	_____
Collect voided urine samples (cat/dog)	_____	_____	_____
Administer SC fluids	_____	_____	_____

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE

VETERINARY TECHNOLOGY PROGRAM

EXTERNSHIP EXPERIENCE

STUDENT RATING FORM

STUDENT NAME _____

DATE _____

(Note to Hospital Supervisor)

Please use this rating form below to enable us to help the student profit from this Externship Experience and to assist us in evaluating our course offerings and teaching effectiveness. You may use the contents to discuss with the Student his/her contributions to your hospital.

SCALE

Number 5	Outstanding
Number 4	Superior
Number 3	Satisfactory
Number 2	Needs Improvement
Number 1	Unsatisfactory
?	No Opinion

I. ABILITY TO DO REQUIRED TASKS

- a. ___ Quality of work
- b. ___ Quantity of work
- c. ___ Follows directions
- d. ___ Accuracy
- e. ___ Neatness

II. ATTITUDE

- a. ___ Accepts work willingly

- b. ___ Assists clients willingly
- c. ___ Cooperates with staff willingly - is a good team member
- d. ___ Accepts criticism and suggestions graciously
- e. ___ Follows directions willingly

III. **RESPONSIBILITY**

- a. ___ Is punctual
- b. ___ Has good attendance
- c. ___ Informs hospital if unable to be on the job

IV. **INITIATIVE**

- a. ___ Willingness to learn
- b. ___ Determines nature of the job and his/her degree of responsibility before starting

V. **APPEARANCE**

- a. ___ Dresses in a professional manner
- b. ___ Is well groomed

VI. **PERSONAL RELATIONSHIPS**

- a. ___ Is courteous at all times
- b. ___ Acts ethically in relationship with clients
- c. ___ Acts ethically in relationship with colleagues and staff
- d. ___ Communicates well (verbally and non-verbally) with others

VII. **EMOTIONAL MATURITY – PERSONAL**

- a. ___ Is well-poised; shows self-control with clients
- b. ___ Is patient, empathetic with people (clients and co-workers)
- c. ___ Is patient, empathetic with animals

VIII. **JUDGEMENT**

- a. ___ Knows his/her limitations and when to ask for help
- b. ___ Distinguishes between important and unimportant matters
- c. ___ Analyzes situations prior to taking action

IX. **KNOWLEDGE OF SKILLS IN:**

- a. ___ Clerical aspects of the job
- b. ___ Technical aspects of the job
- c. ___ Execution of required tasks

X. **What are your views of the Student's strengths?**

XI. **What are your views of the Student's weaknesses?**

**Please feel free to add comments from other employees regarding this student's performance and please also consider adding comments regarding any topics our program may have missed in this student's training.*

Signature of Evaluator _____ Date _____

Please submit no later than August 9, 2015 to:

Katherine Smith, CVA, Acting Program Coordinator
Northwestern Connecticut Community College
Park Place East
Winsted, CT 06098
Phone: 860-738-6490 or fax: 860-379-5038 or e-mail to ksmith1@nwcc.edu.

Your cooperation with our Externship Experience Program is greatly appreciated. Please feel free to express any comments or recommendations you may have for the Veterinary Technology Program.

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NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE
VETERINARY TECHNOLOGY PROGRAM
EXTERNSHIP AGREEMENT

STUDENT NAME _____

EMAIL (*for communication during externship*) _____

DATE _____ PHONE(S) _____

HOME ADDRESS _____

CITY _____ STATE _____ ZIP _____

VETERINARY HOSPITAL / FACILITY _____

TELEPHONE (____) _____

ADDRESS _____

TOWN _____ STATE _____ ZIP _____

EXTERNSHIP SUPERVISOR _____

EMAIL ADDRESS _____

HOURS WORKED PER WEEK (APPROXIMATED) _____

DATES (ALSO APPROXIMATED): FROM _____ TO _____

DESCRIPTION OF STUDENT RESPONSIBILITIES:

I have read and understand the externship agreement:

1. Signature of Student/date: _____
2. Signature of Supervisor/date: _____
3. Signature of NCCC Instructor/date: _____

*Please return to NCCC instructor **prior** to starting your externship.*

NCCC thanks you for supporting our veterinary technology program.

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“Ideal” Example of a Weekly Log:

Student Name:

January 4, 2011

Daily Hours: 6

Total Hours: 6

Remaining Hours: 194

Today was my first day. I previously had a tour of the facility during my interview so I was put right to work when I arrived. I began with collecting urine from a small male terrier mix followed by helping with several restraints for treatments, such as anal gland expression, and several different blood collections. I spent most of my day helping where I could, and getting familiar with the facility and the staff. It was a very good start to my externship, and was given the opportunity to do many things.

Skills Practiced:

- Collect K9 urine
- Restrain for K9 cephalic blood draw
- Restrain for K9 jugular blood draw
- Restrain for K9 saphenous blood draw
- Restrain for K9 anal gland expression
- Trim feline nails

January 5, 2011

Daily Hours: 8

Total Hours: 14

Remaining Hours: 186

Today I assisted and observed a dental prophylaxis. The technician was to perform the dental prophylaxis and I monitored and recorded the patient's vitals during the procedure. The vet techs perform the dental prophylaxes but the vet is always in the room and available at any time if needed. At the completion of the procedure, the vet performed a quick examination of the mouth and discussed any findings with the tech. The remainder of the time was spent assisting with backroom tasks, including restraints for collections and treatments, and blood draws.

Skills Practiced:

- Monitor patient under anesthesia
- Restraint for catheter placement
- K9 cephalic blood draw

Good Luck - Work Hard, Learn as Much as You Can - but Have Fun!