

The Phlebotomy Technician is an integral member of the clinical laboratory team working under the supervision of a medical laboratory professional or an individual with a degree in health care studies. . The primary function of the phlebotomist is the collection of blood samples from patients by venipuncture or skin puncture techniques. The phlebotomy technician is often the patients only contact with the clinical laboratory. The need to assure specimen quality and patient safety mandates strict professional behavior and standards of practice for these professionals.

Phlebotomists are proficient in:

- Collection, transporting, handling and processing blood specimens for analysis
- Recognizing the importance of specimen collection in the overall patient care system
- Relating the anatomy and physiology of body systems and anatomic terminology to the major areas of the clinical laboratory, and to general pathologic conditions associated with body systems
- Identifying and selecting equipment, supplies and additives used in blood collection
- Recognizing factors that affect specimen collection procedures and test results, and taking appropriate actions within predetermined limits, when applicable
- Recognizing and adhering to infection control and safety policies and procedures
- Monitoring quality control within predetermined limits
- Recognizing the various components of health care delivery system
- Recognizing the responsibilities of other laboratory and health care personnel and interacting with them with respect for their jobs and patient care
- Demonstrating professional conduct, stress management, interpersonal and communication skills with patients, peers and other health care personnel and with the public
- Demonstrating an understanding of requisitioning and legal implications of their work environment
- Applying basic principles in learning new techniques and procedures
- Recognizing and acting upon individual needs for continuing education as a function of growth and maintenance of professional competencies

Although most phlebotomy positions are in hospital laboratories or clinics, employment may also be found in veterinary laboratories, doctors' offices, health departments, reference laboratories, and insurance companies. Depending on the workplace, the phlebotomist may have flexible work hours. The phlebotomist should expect to spend the majority of the workday on their feet. Although the work environment may not be stressful, the patients the phlebotomist works with may often be anxious or difficult.

Phlebotomists must have fine motor coordination, clear speech, normal hearing, and good visual acuity. They must be able to use both hands and have legible handwriting. Occasional light lifting, stooping and bending is necessary. The phlebotomist must be able to move readily from one location to another within the workplace. The phlebotomist must have good communication skills.

General Competencies of the Phlebotomy Technician

- Compliance with all types of organizational policies
 - Dress code
 - OSHA Standard Precautions
 - Infection Control
 - Fire and Safety
 - HIPAA
- Communication skills
 - Verbal and nonverbal
 - Listening skills
 - Tone of voice
 - Dealing with angry and anxious patients
 - Interactions with peers and coworkers
 - Telephone etiquette
- Satisfaction of the patients
 - Waiting time
 - Complications during the procedure
 - Courtesy
 - Degree of discomfort or pain
- Clerical responsibilities
- Attendance
- Knowledge of medical and/or laboratory technology
- Measures of efficiency and quality
 - Number of uncomplicated blood draws in a specified time period
 - Number of unacceptable laboratory specimens
 - Blood culture contamination rate

College Mission

The Barton Community College, in accordance with policy governance, has established the following mission and ends for the College.

Barton Community College as a learning college and organization, advances learning that improves not only the economic, social and personal lives of individuals, but also their contributions to society...

- Students will have the essential skills appropriate for their chosen field of endeavor.
- Students will be prepared for successful entry into workplace.

- Students will have the skills and knowledge necessary to maintain, advance, or change their employment or occupation.
- Students desiring academic advancement will be prepared for successful transfer to other colleges and universities.
- Students will have the academic prerequisites sufficient for successful transfer.
- Students will have appropriate knowledge of transfer requirements.
- Recipients pursuing individual interests will be personally enriched.
- Students will relish their Barton experience.

Cooperating Laboratory

All students must identify and solicit a Cooperating Laboratory. The Great Bend Barton campus is a cooperating lab. A signed Notice of Understanding between the College and the Cooperating Laboratory must be on file prior to the beginning of the relative semester. The personnel of the Cooperating Laboratory are expected to provide basic bench instruction related to performance of routine laboratory procedures, to evaluate respective laboratory competencies, to serve as proctors for various examinations, and to give other valuable assistance as needed. The distance learning option is based on the premise that the experiences in the Cooperating Laboratory can “mirror” the basic training received by the phlebotomy students in Barton’s campus cooperating laboratory.

It is permissible that the cooperating laboratory may be the laboratory in which you are currently employed. When that occurs, the expectation is that you will not receive compensation for the time spent in the learning experience.

Health Insurance

You are required to have a VERIFIED CREDENTIALS account to house your background check, Proof of health insurance, at your own expense. Proof of current TB (less than 1 yr) skin test documentation will be required.

Illness/Injury Expenses

Emergency care for illness or injury is available to you through regular consumer services when the required services are beyond the scope of the College Health Services. ***Any costs associated with health care services and insurance are your responsibility.***

Liability Insurance

The college provides professional liability Insurance to health care students. A group policy is provided. You MUST be ENROLLED in a clinical before you begin your rotation so that you are covered by the college liability insurance.

Immunizations

You may be required to show proof of immunization to your lab site before you will be permitted to work in a cooperating laboratory or perform your clinical rotation. These documents are in your Verified Credentials account.

General Laboratory Safety

The very nature of the profession requires you to come into contact with potentially hazardous materials and situations. General laboratory safety is a priority of the phlebotomy training. You will be reminded of the need to practice safe techniques throughout the curriculum. The MLT Program maintains a safety manual in S-116, the on-campus phlebotomy/MLT Laboratory. If you have specific questions about safe practices, refer to that safety manual or ask your instructor.

Phlebotomy/MLT Laboratory Dress Code

Part of safe laboratory practice involves dressing appropriately.

- Full-length, fastened, fluid impervious laboratory coat must be worn when working in the laboratory Great Bend Barton campus. Check with your cooperative site as to their policy.
- Your Barton name tag should be worn at all times.
- Professional dress is required. Check with your location's dress code.
- Closed toed shoes are REQUIRED and flats or short (less than 1 in) heels.
- Hair must be tied back if the hair on both sides of your head if it is long enough to meet under your chin when you lean forward.

Professional Behavior

In order to demonstrate acceptable professional behavior you must regularly exhibit the following behaviors:

- *Demonstrate ethical responsibility by*
 - Demonstrating accountability and responsibility for laboratory testing, reporting and quality control
 - Performing duties in an honest and conscientious manner
- *Maintain good attendance and punctuality record by*
 - Notifying instructors, both cooperative/clinical and course, of unexpected absence/tardy
 - Requesting approval in advance for planned absence/tardy
 - Arriving at class and labs punctually
 - Notifying instructor when not in assigned areas of laboratory using free time effectively
- *Adapt to changing environment by*
 - Approaching and performing routine tasks confidently without assistance
 - Establishing priorities among tasks, with attention to analytical requirements
 - Demonstrating ability to transfer skills and knowledge learned in one laboratory section to another
 - Complying with the changes in policies and procedures
 - Occupying time productively when instructor is unavailable
- *Maintain personal appearance and personal hygiene*
- *Utilize constructive criticism by*

- Responding to suggestions and constructive criticism in a positive manner
- Maintaining a sense of cooperation
- Cooperate with other personnel by
- Following the direction of Program Officials and the policies of the Program
- Responding to events and situations in a positive manner
- Respecting opinions of others
- Assisting others as time permits
- Keeping the work area neat, clean and stocked
- *Receive/relate information by*
 - Asking and answering questions in a courteous manner
 - Participating in oral questioning and discussions
 - Listening attentively
 - Writing legibly, neatly and in an organized manner
 - Responding appropriately to verbal/written inquiries
- *Demonstrating basic computer literacy*
- *Demonstrate legal responsibility by*
 - Respecting confidentiality of laboratory data and instructional content
 - Not falsifying specimen or quality control data
 - Follow Program and laboratory chain of command
- *Follow laboratory rules and regulations by*
 - Following established policies and procedures for safe laboratory practice involving equipment, chemicals, radiation and biohazards
 - Identifying and reporting potential hazards in the work setting
 - If you don't know, ask, don't guess.

METHODS OF INSTRUCTION AND EVALUATION

The lecture material will be presented online with threaded discussions throughout. Each student will be expected to participate in class discussion (threads). The instructor incorporates various forms of technology into the course including videos, power points, lectures, and web sites. Evaluations will be based on examinations, quizzes, written assignments, class participation, individual assignments, and cooperative lab competencies. Demonstration of venipunctures, capillary collections and specimen collections will be evaluated by the cooperative lab site.

The instructor will evaluate the following for grading purposes:

- Examinations and assignments (69%)
- Blood collection skills, time logs, competencies (31%)

These items will be due according to a time schedule established by the instructor published in the course. Documentation of a specified number of venipunctures and skin punctures is required. A recording form is provided in the course material.

The grading scale is:

| | |
|-----------|---|
| 90-100% | A |
| 80-90% | B |
| 70-80% | C |
| 60-70% | D |
| below 60% | F |

Documentation of Skills for Principles of Phlebotomy

You are required to document on the Competency Documentation form, your development of the following competencies...

- Collect a blood sample by Venipuncture—Syringe Method
- Collect a blood sample by Venipuncture—Evacuated Tube Method
- Collect a blood sample by Skin Puncture
- Collect a blood sample by butterfly if available
- Verbally instruct a “patient” on how to collect a midstream clean catch urine, male and female.
- Verbally or demonstrate a throat collection
- Verbally instruct a “patient” on how to collect a semen specimen

You must also submit to the course drop box a tally record of successful collections.

Grading Policy

Thirty one percent of your grade for the course is based on your development of these specimen collection skills, using a tally documentation of successful, unaided collections. To complete the course you must document a minimum of ten (10) venipunctures and five (5) skin punctures (finger sticks). Venipuncture collections may be either syringe or vacuum system. If you have access to a training arm, it is suggested that you do twenty (20) practice sticks.