

## GOAL, PURPOSE AND OUTCOMES

### Program Goal

#### Minimum Expectations

The goal of the Phlebotomy Program is to prepare competent entry-level phlebotomists in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

#### The purposes of the WITC Phlebotomy program are

- To provide learning experiences necessary for the individual to become a certified phlebotomy technician
- To provide career mobility and a base for further education in healthcare
- To fill a need for phlebotomists in the WITC geographic area
- To provide an opportunity, should the individual so desire, to complete the ACSP Certification in order to become a certified phlebotomy technician - PBT(ASCP) - at the completion of the program

#### After completion of this certificate, employers will expect students to be able to

- Collect transport, handle, and process blood and other specimens
- Recognize conditions that might alter collections
- Correlate types of lab tests to the written diagnosis
- Adhere to infection control and safety policies and procedures
- Demonstrate professional interpersonal skills with patients, family members, and other healthcare personnel
- Perform within legal and ethical boundaries
- Perform basic laboratory testing procedures under appropriate supervision
- Process requisitions
- Implement one's role as a phlebotomist in ways that reflect integrity, responsibility, ethical practices, and an evolving professional identity as a phlebotomist committed to evidence-based practice, caring, advocacy, and quality care
- Demonstrate appropriate written, verbal, and nonverbal communication in a variety of clinical contexts
- Integrate social, mathematical and physical sciences in decision making
- Provide patient centered care by utilizing proper, efficient processes across diverse populations and healthcare settings
- Minimize risk of harm to patients, providers, and self through safe individual performance and participation in system effectiveness
- Collaborate as an active member of the multidisciplinary healthcare team to provide effective patient care throughout the lifespan
- Use information and technology to communicate, manage data, mitigate error, and support decision making
- Adhere to infection control and safe practices
- Comply with federal, state, and locally mandated regulations and policies regarding safety practices
- Practice standard and expanded precautions
- Practice infection control procedures
- Maintain patient safety in various patient settings
- Perform specimen collection
- Apply concepts of anatomy and physiology to specimen collection
- Identify patient according to CLSI standards

- Determine pre-analytical variables that affect specimen collection
- Select appropriate equipment for various patient types and tests
- Perform blood and other specimen collection procedures per CLSI standards
- Assess patient for signs and symptoms of physical problems that may occur during or after blood collection
- Label specimens according to CLSI standards
- Follow quality assurance standards
- Process specimens
- Transport specimens per laboratory testing guidelines and CLSI standards
- Differentiate among whole blood, serum, and plasma specimens
- Centrifuge specimens per laboratory guidelines
- Aliquot specimens into properly labeled containers
- Store specimens per laboratory guidelines
- Comply with legal regulations
- Maintain confidentiality of privileged information according to federal, state and local regulations
- Comply with the Patient's Bill of Rights
- Follow criteria for the collection and processing of specimens used as legal evidence
- Model professional behaviors
- Model professional appearance
- Demonstrate respect for diversity
- Interact professionally with patients and other healthcare professionals
- Manage time effectively
- Use appropriate medical terminology
- Demonstrate honesty and accountability