COURSE COMPETENCIES: You have the opportunity to learn the following skills in this program:

**Introduction to Phlebotomy:**
A. Resolve problems related to specimen collection and processing
   You will demonstrate your competence:
   A.1 by classifying specimen collection problems in an outline
   A.2 in a written test given instructor provided problems
   Your performance will be successful when:
   A.1 outline includes all significant specimen collection problem topics
   A.2 outline includes significant characteristics of the problem
   A.3 outline includes steps to resolve the problem
   A.4 outline utilizes correct grammar, punctuation, and spelling
B. Control incidence of preanalytical variables in specimen collection
   You will demonstrate your competence:
   B.1 by summarizing common preanalytical variables given instructor provided information
   B.2 by summarizing ways to reduce the incidence of commonly occurring preanalytical variable
   Your performance will be successful when:
   B.1 you define common preanalytical variables
   B.2 you identify steps to reduce or eliminate incidence of preanalytical variables
   B.3 you include relevant and necessary details
   B.4 your summary is concise without being sketchy
   B.5 summary evidences correct grammar, punctuation and spelling
C. Process laboratory specimens
   You will demonstrate your competence:
   C.1 in the laboratory using instructor provided specimens
   C.2 using laboratory procedure manual
   Your performance will be successful when:
   C.1 you select correct equipment
   C.2 you follow correct procedures
   C.3 you perform all critical steps in the right order
   C.4 you wear personal protective equipment
   C.5 you follow safety procedures
D. Correctly dispose of biohazardous waste
   You will demonstrate your competence:
   D.1 by successfully disposing of various types of materials contaminated with biohazards, blood, urine, and other body fluids
   Your performance will be successful when:
   D.1 you select the correct equipment to contain a blood or other biological fluid
   D.2 you perform all critical steps in the right order
   D.3 you wear personal protective equipment
   D.4 you follow safety procedures
   D.5 you verbalize an explanation of the process as you perform it
D.6 your explanation presents sound reasoning as you describe the decisions you make throughout the process

**E. Perform waived testing**

You will demonstrate your competence:
E.1 by successfully performing waived testing protocols and equipment

**Your performance will be successful when:**
E.1 you select the correct kit, equipment, materials, and supplies
E.2 you perform all critical steps in the right order
E.3 you perform and document quality control testing
E.4 you wear personal protective equipment
E.5 you follow safety procedures
E.6 your explanation presents sound reasoning as you describe the decisions you make throughout the process
E.7 you verbalize an explanation of the process as you perform it

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**Phlebotomy Techniques:**

**A. Resolve problems related to specimen collection and processing**

You will demonstrate your competence:
A.1 by classifying specimen collection problems in an outline
A.2 in a written test given instructor provided problems

**Your performance will be successful when:**
A.1 outline includes all significant specimen collection problem topics
A.2 outline includes significant characteristics of the problem
A.3 outline includes steps to resolve the problem
A.4 outline utilizes correct grammar, punctuation, and spelling

**B. Apply principles of patient test management**

You will demonstrate your competence:
B.1 by collecting specimens

**Your performance will be successful when:**
B.1 you collect specimens from the correct patients
B.2 patient identification includes all required components
B.3 you collect the correct specimen for the tests ordered
B.4 you verify the collected specimen against the laboratory orders
B.5 you confirm completeness of laboratory requisition
B.6 you log collect specimens into the laboratory according to procedures

**C. Control incidence of preanalytical variables in specimen collection**

You will demonstrate your competence:
C.1 by summarizing common preanalytical variables given instructor provided information
C.2 by summarizing ways to reduce the incidence of commonly occurring preanalytical variable

**Your performance will be successful when:**
C.1 you define common preanalytical variables
C.2 you identify steps to reduce or eliminate incidence of preanalytical variables
C.3 you include relevant and necessary details
C.4 your summary is concise without being sketchy
C.5 summary evidences correct grammar, punctuation and spelling

D. Process laboratory specimens
You will demonstrate your competence:
D.1 in the laboratory using instructor provided specimens
D.2 using laboratory procedure manual
Your performance will be successful when:
D.1 you select correct equipment
D.2 you follow correct procedures
D.3 you perform all critical steps in the right order
D.4 you wear personal protective equipment
D.5 you follow safety procedures

E. Perform venipuncture
You will demonstrate your competence:
E.1 by successfully collecting blood specimens using appropriate venipuncture techniques
Your performance will be successful when:
E.1 you select the correct blood collecting equipment and supplies
E.2 you perform all critical steps in the right order
E.3 you position yourself correctly
E.4 you utilize accepted venipuncture techniques
E.5 you wear personal protective equipment
E.6 you follow safety procedures
E.7 you verbalize an explanation of the process as you perform it
E.8 your explanation presents sound reasoning as you describe the decisions you make throughout the process

F. Perform special blood collection techniques
You will demonstrate your competence:
F.1 by successfully collecting blood specimens using special collection techniques and equipment
Your performance will be successful when:
F.1 you select the correct blood collecting equipment and supplies
F.2 you perform all critical steps in the right order
F.3 you position yourself correctly
F.4 you perform special procedures using techniques and equipment specified in procedure manual
F.5 you wear personal protective equipment
F.6 you follow safety procedures
F.7 you verbalize an explanation of the process as you perform it
F.8 your explanation presents sound reasoning as you describe the decisions you make throughout the process
G. Perform capillary puncture
You will demonstrate your competence:
G.1 by successfully collecting blood specimens using appropriate capillary collection techniques
Your performance will be successful when:
G.1 you select the correct blood collecting equipment and supplies
G.2 you perform all critical steps in the right order
G.3 you position yourself correctly
G.4 you utilize accepted capillary techniques
G.5 you wear personal protective equipment
G.6 you follow safety procedures
G.7 you verbalize an explanation of the process as you perform it
G.8 your explanation presents sound reasoning as you describe the decisions you make throughout the process

H. Correctly dispose of biohazardous waste
You will demonstrate your competence:
H.1 by successfully disposing of various types of materials contaminated with biohazards, blood, urine, and other body fluids
Your performance will be successful when:
H.1 you select the correct equipment to contain a blood or other biological fluid
H.2 you perform all critical steps in the right order
H.3 you wear personal protective equipment
H.4 you follow safety procedures
H.5 you verbalize an explanation of the process as you perform it
H.6 your explanation presents sound reasoning as you describe the decisions you make throughout the process

I. Perform waived testing
You will demonstrate your competence:
I.1 by successfully performing waived testing protocols and equipment
Your performance will be successful when:
I.1 you select the correct kit, equipment, materials, and supplies
I.2 you perform all critical steps in the right order
I.3 you perform and document quality control testing
I.4 you wear personal protective equipment
I.5 you follow safety procedures
I.6 you verbalize an explanation of the process as you perform it
I.7 your explanation presents sound reasoning as you describe the decisions you make throughout the process

PROGRAM OUTCOMES
Introduction to Phlebotomy is the first course in the two-course sequence of the Phlebotomy Training Program. Students must successfully complete Introduction to Phlebotomy (10-513-100) before beginning Phlebotomy Techniques (10-513-154). Phlebotomy Techniques (10-513-154) is the second course in the Phlebotomy Training Program. Throughout the Phlebotomy Training Program, students acquire various skills that prepare them for entry-level Phlebotomy positions. A student who successfully completes the Introduction to Phlebotomy course will be able to:

1. Practice laboratory safety and regulatory compliance.
2. Select appropriate personal protective equipment for the task.
3. Properly contain and dispose of biohazardous waste.
4. Demonstrate proper hand washing technique.
5. Identify pre-analytical variables that affect results and take appropriate corrective action.
6. Perform basic mathematical functions and conversions.
7. Perform and monitor quality control for waived testing.
8. Perform and report waived tests.
9. Communicate with colleagues and patients in a professional manner.
10. Model professional behaviors, ethics and appearance.
11. Work effectively as a team member recognizing the comprehensive impact this has on health care.

A student who successfully completes the Phlebotomy Techniques course will be able to:

1. Insure patient safety through accurate patient identification and specimen labeling.
2. Perform venipuncture using appropriately chosen equipment for pediatric, adults and geriatric patients.
3. Perform capillary punctures.
4. Discuss concerns for collecting arterial punctures to insure patient safety.
5. Practice laboratory safety and regulatory compliance.
6. Select appropriate personal protective equipment for the task.
7. Properly contain and dispose of biohazardous waste.
8. Demonstrate proper hand washing technique.
9. Identify pre-analytical variables that affect results and take appropriate corrective action.
10. Record specimen collection times in military hours.
11. Perform and monitor quality control for waived testing.
12. Perform and report waived tests.
13. Communicate with colleagues and patients in a professional manner.
14. Model professional behaviors, ethics and appearance.
15. Maintain patient confidentiality and follow HIPAA protocols.
16. Work effectively as a team member recognizing the comprehensive impact this has on health care.
MADISON COLLEGE CORE ABILITIES are eight key life and success skills that contribute to the development of students as life-long learners on the job, at home, and in the community. The Core Abilities are skills and abilities taught and assessed in classes, labs, and field experiences at Madison College. For more information on Core Abilities, please visit http://matcmadison.edu/core-abilities. This class addresses the following core abilities:

a. Communication
b. Critical Thinking
c. Ethics
d. Global and Cultural Perspectives
e. Mathematics
f. Science and Technology
g. Self-Management
h. Social Interaction