

Phlebotomy Program Technical Standards

Criterion: Sensory Abilities

Standard:

- A) Students must possess sufficient sensory ability to observe and interpret visual, tactile, and auditory cues necessary for safe specimen collection, patient assessment, and equipment operation.
1. Example: Visual identification of patient identity, specimen labels, venous anatomy (including subtle skin color changes, bruising, hematomas), and test requisitions.
 2. Example: Use of tactile senses to palpate veins and assess vein condition and placement of needles.
 3. Example: Hearing to understand patient responses, alarms on equipment (e.g., centrifuge), and verbal instructions from patients and team members.

Minimal criteria:

- Visual acuity (corrected) sufficient to read standard printed patient ID bands, labels, and small print on tubes and requisitions.
- Manual tactile sensitivity adequate to palpate veins and manipulate small instruments.

Criterion: Motor & Coordination Skills

Standard:

- A) Students must have the gross and fine motor skills required to perform phlebotomy procedures safely and quickly.
1. Example: Use both hands to prepare supplies, stabilize the patient's limb, perform venipuncture, and handle sharps safely.
 2. Example: Manipulate syringes, vacuum tubes, lancets, collection devices, and small labels.
 3. Example: Safely operate centrifuges and other lab devices used in specimen processing.

Minimal criteria:

- Ability to reach, grasp, and manipulate equipment and supplies with sufficient dexterity to avoid contamination or accidental needlesticks.
- Motor coordination to perform venipuncture within a reasonable time frame (e.g., obtain a specimen without prolonged repeated attempts).

Criterion: Communication

Standard:

- A) Appropriate interpersonal interaction with other students, faculty, staff, patients, family and other professionals.
1. Example: Establish and maintain professional relationship with patients and colleagues.
- B) Clear, effective communication (verbal and written) with patients, families, instructors, and health-care team members is required.
1. Example: Obtain informed consent and explain procedures in language patients understand.

2. Example: Receive and provide instructions, document procedures, complete requisitions and labels accurately, and report abnormal findings promptly.
3. Example: Communicate concerns about safety, patient reactions, or specimen integrity clearly and promptly.

Minimal criteria:

- Fluent functional English (spoken and written) sufficient to document, read lab policies and test requisitions, and communicate with instructors and staff.

Criterion: Cognitive & Critical Thinking Abilities

Standard:

- A) Students must demonstrate critical thinking, problem solving, and the ability to quickly integrate information necessary for safe specimen collection and handling.
1. Example: Apply knowledge of anatomy, infection control, order of draw, specimen handling, and special specimen requirements (e.g., fasting, light protection).
 2. Example: Recognize and respond to adverse reactions (e.g., syncope, hematoma), contaminated specimens, or ordering errors.
 3. Example: Perform basic calculations (e.g., dilution ratios, time calculation for timed specimens) and interpret test requisitions.

Minimal criteria:

- Ability to read, comprehend, and follow protocols and to exercise judgment in routine and emergent situations.

Criterion: Professional Conduct

Standard:

- A) Students must possess the emotional stability and interpersonal skills necessary to function in stressful clinical environments while maintaining patient safety and professional behavior.
1. Example: Examine and change his or her behavior when it interferes with professional relationships or the academic or health care environments.
 2. Example: Interact compassionately and respectfully with patients who may be anxious, combative, non-cooperative, or have special needs.
 3. Example: Maintain confidentiality, professional boundaries, and ethical behavior.
 4. Example: Function effectively as part of a team and follow directions from instructors and clinical staff.
 5. Example: Maintain mature, sensitive and effective relationships with clients, colleagues, faculty, staff and other professionals.
 6. Example: Demonstrate emotional stability to participate fully in the clinical and academic setting at an appropriate level.
- B) Incorporate professional standards of practice into all activities
1. Example: Advocate, uphold and defend the individual's right to privacy and the doctrine of confidentiality in the use and disclosure of information.
 2. Example: Work effectively with a team in an academic or professional setting.
 3. Example: Use correct and appropriate grammar in written and oral communication, always being culturally sensitive and professional

- C) Demonstrate integrity and accountability in clinical and academic settings.
1. Example: Complete all assignments in a timely manner while adhering to the DDCC code of ethics.
 2. Example: Respond appropriately to constructive feedback.
 3. Example: Take all tests and final examinations as scheduled.
- D) Present self in a professional manner in clinical and academic settings.
1. Example: Attend clinical following the dress code policy, including appropriate hygiene with no detectable scents or odors.
 2. Example: Wear appropriate clothing that is not distracting or offensive when in the learning environment.
- E) Utilize computers correctly, effectively and professionally to acquire information and to communicate with others.
1. Example: Use online learning management system to collect course information.
 2. Example: Utilize the internet to collect current information from appropriate sources to provide appropriate client care.
 3. Example: Communicate via e-mail in a professional and ethical manner.

Minimal criteria:

- Ability to maintain composure and make sound decisions during stressful events (e.g., fainting, needle injuries, specimen contamination).
- Demonstrate reliability (attendance, punctuality), honesty, and professional conduct.

Criterion: Mobility & Physical Endurance

Standard:

- A) Students must have the physical stamina and mobility to perform phlebotomy duties in clinical settings.
1. Example: Stand for extended periods while drawing specimens or preparing collections.
 2. Example: Move between patient rooms or lab areas quickly and safely.
 3. Example: Assist with positioning patients and manage equipment and specimen transport.

Minimal criteria:

- Ability to stand and walk for several hours during a clinical shift and to lift/move objects up to 25 pounds (or local program-specified weight).

Criterion: Infection Control & Safety

Standard:

- A) Students must follow infection control practices and demonstrate safe handling of sharps, biohazardous materials, and chemical reagents.
1. Example: Proper hand hygiene, PPE usage, sharps disposal, and specimen handling per protocol.
 2. Example: Respond to exposure incidents following facility and program procedures.
 3. Example: Participate in required immunizations, testing, and health screenings as condition of clinical placement.

Minimal criteria:

- Ability to don/doff PPE and follow universal precautions consistently.

Criterion: Sensitivity to Ethical & Legal Responsibilities

Standard:

- A) Students must understand and adhere to legal, ethical, and professional standards including patient confidentiality (HIPAA), accurate documentation, and truthfulness.
 - 1. Example: Proper labeling and chain of custody, as required.
 - 2. Example: Reporting errors or breaches immediately to appropriate staff.

Criterion: Environmental & Situational Awareness

Standard:

- A) Students must be able to function safely in busy, sometimes noisy environments and while performing multiple tasks.
 - 1. Example: Prioritize tasks, avoid distractions during venipuncture, and maintain safe technique under routine interruptions.

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