

**KANKAKEE COMMUNITY COLLEGE**

**PHLEBOTOMY**

**POLICY & PROCEDURES HANDBOOK**



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## INTRODUCTION

The faculty and staff of Kankakee Community College Phlebotomy Program are pleased to welcome you to the college and wish you success in the program.

KCC's Phlebotomy Program is designed to prepare you to be a competent phlebotomist who can perform such vital functions as blood drawing, specimen processing, and clerical duties in health care settings.

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## PURPOSE OF THE PHLEBOTOMY POLICY & PROCEDURE HANDBOOK

This handbook is intended for use as a resource of information for students and faculty in the Phlebotomy Program at KCC. The information and policies included have been presented as they are specifically adapted to the Phlebotomy curriculum. Students are advised to use the KCC ecatalog for general information about the college and its policies.

Students accepted into the Phlebotomy program are required to read this Policy and Procedure Handbook. They must sign and date the Student Informed Consent on the last page of the book, tear out the white copy, and turn it in to the Program Director before they can participate in phlebotomy clinicals.

## **OVERVIEW OF THE PHLEBOTOMY PROGRAM**

The Phlebotomy program at Kankakee Community College started in 1992. The central goal of the program is to produce competent phlebotomists who can become integral members of the healthcare delivery team.

The Phlebotomy Program at Kankakee Community College integrates courses in phlebotomy techniques and clinical practicums or internships performed in affiliated hospital/clinical laboratories. The didactic portion of the program consists of a 4-credit hour phlebotomy techniques course along with an on-campus laboratory session in the student lab and a 2-credit hour medical terminology course. These courses will provide you with entry-level knowledge and skills in phlebotomy. The training is enriched when you have the opportunity to apply your previously acquired knowledge and skills in a supervised working environment. Several affiliated hospitals in, and surrounding Kankakee will be utilized for the 100 hours clinical experience.

As a graduate of the Phlebotomy program you will be eligible to take the American Society of Clinical Pathologists, (ASCP) Board of Certification Phlebotomy Technician Examination (<http://www.ascp.org>) via the Route 1 option and other phlebotomy certification exams. You may also advance in the field to become a medical laboratory assistant or medical laboratory technician by pursuing additional education and technical experience.

### **PHLEBOTOMY PROGRAM MISSION STATEMENT**

In alignment with Kankakee Community College's mission of enhancing quality of life through learning, the Phlebotomy program's mission is to provide students with the knowledge and skills needed to be successful in their phlebotomy career, fulfilling a vital role as part of the healthcare team.

### **PHLEBOTOMY PROGRAM GOALS**

1. Provide a curriculum that produces competent professionals who are knowledgeable in all aspects of phlebotomy and who will demonstrate professional behavior and skills consistent with employer expectations. (Benchmark\*: 70% of KCC program graduates will successfully gain employment of entry level in the field or a closely related field; or continue their education within one year of completion.)
2. Provide on and off campus clinical experience that will develop phlebotomy skills required to perform competently. (Benchmark\*: 70% or more will complete the program if they have begun the final half of the program – which is the start of the Phlebotomy Practicum.)
3. Correlate technical competencies with didactic instruction to produce graduates eligible to take and pass a professional certification at the Phlebotomy Level. (Benchmark\*:

75% pass rate if exam is taken within the first year of program completion.)

4. Provide the necessary requirements to continue education into other areas of the health care field, such as Laboratory (MLA, MLT), Radiography, Respiratory Therapy, Nursing, etc. or other related fields.

\*Benchmarks are those stated in the NAACLS Standards Compliance Guide adopted September 2013.

## **PHLEBOTOMY PROGRAM ESSENTIAL REQUIREMENTS KANKAKEE COMMUNITY COLLEGE**

### **INTRODUCTION**

The Phlebotomy mini-certificate program requires the acquisition of general knowledge and the basic skills in applicable areas of the phlebotomy profession.

### **POLICY**

Faculty in the Phlebotomy Program have a responsibility for the welfare of the patients treated or otherwise affected by students enrolled in the Phlebotomy programs, as well as for the welfare of students in educational programs of the department. In order to fulfill this responsibility, the Phlebotomy program has established minimum essential requirements that must be met with or without reasonable accommodation, in order to participate in the program. The program is committed to the principle of equal opportunity and does not discriminate on the basis of race, color, creed, religion, national origin, gender, sexual orientation, age, marital status, disability, and disabled veteran status.

### **PROGRAM**

Admissions and retention decisions for the Phlebotomy Program are based not only on prior satisfactory academic achievement, but also non-academic factors that serve to insure that the candidate can complete the essential requirements of the academic program for completion. Essential requirements, as distinguished from academic standards, refer to those cognitive, physical, and behavioral abilities that are necessary for satisfactory completion of all aspects of the curriculum and for the development of professional attributes required by the faculty of all students at completion of the program. The following essential requirements have been developed in compliance with the Americans with Disabilities Act (PL101-336).

The following essential functions or technical standards are intended to identify essential skills/knowledge/attitudes needed in the Phlebotomy curriculum at Kankakee Community College.

### **Communication Skills**

1. Communicate effectively in written and spoken English.
2. Comprehend and respond to both formal and colloquial English:
  - a. Person to person
  - b. By telephone
  - c. In writing
3. Appropriately assess nonverbal and verbal communication

### **Large and small motor skills**

1. Move freely from one location to another in physical settings such as patient care areas, corridors, elevators and in the clinical laboratory,
2. Possess sufficient eye-motor coordination to allow delicate manipulations of specimens, instruments, and tools
3. Grasp and release small objects (e.g., needles, capillary puncture devices), twist and turn dials/knobs (e.g., centrifuges, timers)
4. Manipulate other phlebotomy materials (e.g., tourniquets, vacutainer holders/tubes)

### **Other physical requirements**

1. Visual acuity:
  - a. Identify and distinguish objects macroscopically
  - b. Read charts, graphs, and pertinent readout devices
2. Lift and move objects of at least 20 pounds
3. Possess a sense of touch and temperature discrimination

### **Professional and application skills**

1. Follow written and verbal directions
2. Possess and apply applicable mathematical skills
3. Work under time constraints
4. Prioritize requests and work concurrently on at least two different tasks
5. Maintain alertness and concentration during a normal work period
6. Apply knowledge, skills, and values learned from course work and life experiences to new situations
7. Work safely with potential chemical, radiologic, and biologic hazards using universal precautions.

### **Valuing skills**

1. Show respect for self and others
2. Project an image of professionalism including appearance, dress, and confidence

### **Stability**

1. Possess the psychological health required for full utilization of abilities
2. Recognize emergency situations and take appropriate actions

## **PHLEBOTOMY PROGRAM COMPETENCIES**

Phlebotomists are proficient in:

- a. collecting, transporting, handling and processing blood specimens for analysis;
- b. recognizing the importance of specimen collection in the overall patient care system;
- c. 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;
- d. identifying and selecting equipment, supplies and additives used in blood collection;
- e. recognizing factors that affect specimen collection procedures and test results, and taking appropriate actions within predetermined limits, when applicable;
- f. recognizing and adhering to infection control and safety policies and procedures;
- g. monitoring quality control within predetermined limits;
- h. recognizing the various components of the health care delivery system;
- i. recognizing the responsibilities of other laboratory and health care personnel and interacting with them with respect for their jobs and patient care;
- j. demonstrating professional conduct, stress management, interpersonal and communication skills with patients, peers and other health care personnel and with the public;
- k. demonstrating an understanding of requisitioning and the legal implications of their work environment;
- l. applying basic principles in learning new techniques and procedures;
- m. recognizing and acting upon individual needs for continuing education as a function of growth and maintenance of professional competence

Upon graduation and initial employment, the phlebotomist will be able to demonstrate entry level competencies in the above areas of professional practice.

### ***Phlebotomist Competencies (according to NAACLS specifications)***

- 1.0 Demonstrate knowledge of the health care delivery system and medical terminology.
  - 1.1 Identify the health care providers in hospitals and clinics and the phlebotomist's role as a member of this health care team.
  - 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.
  - 1.3 Describe the organizational structure of the clinical laboratory department.
  - 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.
  - 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.
  - 1.6 Describe how laboratory testing is used to assess body functions and disease.
  - 1.7 Use common medical terminology.
- 2.0 Demonstrate knowledge of infection control and safety.
  - 2.1 Identify policies and procedures for maintaining laboratory safety.

- 2.2 Demonstrate accepted practices for infection control, isolation techniques, aseptic techniques and methods for disease prevention.
  - 2.2.1 Identify and discuss the modes of transmission of infection and methods for prevention.
  - 2.2.2 Identify and properly label biohazardous specimens.
  - 2.2.3 Discuss in detail and perform proper infection control techniques, such as hand hygiene, gowning, gloving, masking, and double-bagging.
  - 2.2.4 Define and discuss the term "healthcare-acquired infection".
- 2.3 Comply with federal, state and locally mandated regulations regarding safety practices.
  - 2.3.1 Observe the OSHA Blood borne Pathogens Standard and Needle Safety Precaution Act.
  - 2.3.2 Use prescribed procedures to handle electrical, radiation, biological and fire hazards.
  - 2.3.3 Use appropriate practices, as outlined in the OSHA Hazard Communications Standard, including the correct use of the Material Safety Data Sheet as directed.
- 2.4 Describe measures used to insure patient safety in various patient settings, i.e., inpatient, outpatient, pediatrics, etc.
- 3.0 Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
  - 3.1 Describe the basic functions of each of the main body systems, and demonstrate basic knowledge of the circulatory, urinary, and other body systems necessary to perform assigned specimen collection tasks.
  - 3.2 Identify the veins of the arms and hands on which phlebotomy is performed.
  - 3.3 Explain the functions of the major constituents of blood, and differentiate between whole blood, serum and plasma.
  - 3.4 Define hemostasis.
  - 3.5 Describe the stages of coagulation.
  - 3.6 Discuss the properties of arterial blood, venous blood, and capillary blood.
- 4.0 Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
  - 4.1 Describe the legal and ethical importance of proper patient/sample identification.
  - 4.2 Describe the types of patient specimens that are analyzed in the clinical laboratory.
  - 4.3 Define the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.
  - 4.4 List the general criteria for suitability of a specimen for analysis, and reasons for specimen rejection or recollection.
  - 4.5 Explain the importance of timed, fasting and stat specimens, as related to specimen integrity and patient care.
- 5.0 Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
  - 5.1 Identify the various types of additives used in blood collection, and explain the reasons for their use.
  - 5.2 Identify the evacuated tube color codes associated with the additives.
  - 5.3 Describe the proper order of draw for specimen collections.
  - 5.4 Describe substances that can interfere in clinical analysis of blood constituents and ways in which the phlebotomist can help to avoid these occurrences.
  - 5.5 List and select the types of equipment needed to collect blood by venipuncture and capillary (dermal) puncture.
  - 5.6 Identify special precautions necessary during blood collections by venipuncture and capillary (dermal) puncture.



- 6.0 Follow standard operating procedures to collect specimens.
  - 6.1 Identify potential sites for venipuncture and capillary (dermal) puncture.
  - 6.2 Differentiate between sterile and antiseptic techniques.
  - 6.3 Describe and demonstrate the steps in the preparation of a puncture site.
  - 6.4 List the effects of tourniquet, hand squeezing and heating pads on specimens collected by venipuncture and capillary (dermal) puncture.
  - 6.5 Recognize proper needle insertion and withdrawal techniques, including direction, angle, depth and aspiration, for venipuncture.
  - 6.6 Describe and perform correct procedure for capillary (dermal) collection methods.
  - 6.7 Describe the limitations and precautions of alternate collection sites for venipuncture and capillary (dermal) puncture.
  - 6.8 Explain the causes of phlebotomy complications.
  - 6.9 Describe signs and symptoms of physical problems that may occur during blood collection.
  - 6.10 List the steps necessary to perform a venipuncture and a capillary (dermal) puncture in order.
  - 6.11 Demonstrate a successful venipuncture following standard operating procedures.
  - 6.12 Demonstrate a successful capillary (dermal) puncture following standard operating procedures.
- 7.0 Demonstrate understanding of requisitioning, specimen transport and specimen processing.
  - 7.1 Describe the process by which a request for a laboratory test is generated.
  - 7.2 Instruct patients in the proper collection and preservation for non-blood specimens.
  - 7.3 Explain methods for transporting and processing specimens for routine and special testing.
  - 7.4 Explain methods for processing and transporting specimens for testing at reference laboratories.
  - 7.5 Identify and report potential pre-analytical errors that may occur during specimen collection, labeling, transporting, and processing.
  - 7.6 Describe and follow the criteria for collection and processing of specimens that will be used as legal evidence, i.e. paternity testing, chain of custody, blood alcohol levels, etc.
- 8.0 Demonstrate understanding of quality assurance and quality control in phlebotomy.
  - 8.1 Describe quality assurance in the collection of blood specimens.
  - 8.2 Identify policies and procedures used in the clinical laboratory to assure quality in the obtaining of blood specimens.
    - 8.2.1 Perform quality control procedures.
    - 8.2.2 Record quality control results.
    - 8.2.3 Identify and report control results that do not meet pre-determined criteria.
- 9.0 Communicate (verbally and nonverbally) effectively and appropriately in the workplace.
  - 9.1 Maintain confidentiality of privileged information on individuals, according to federal regulations (e.g. HIPAA).
  - 9.2 Demonstrate respect for diversity in the workplace.
  - 9.3 Interact appropriately and professionally.
  - 9.4 Demonstrate an understanding of the major points of the American Hospital Associations' Patient's Bill of Rights and the Patient's Bill of Rights from the workplace.
  - 9.5 Comply with the American Hospital Associations' Patient's Bill of Rights and the Patient's Bill of Rights from the workplace.
  - 9.6 Model professional appearance and appropriate behavior.
  - 9.7 Follow written and verbal instructions.
  - 9.8 Define and use medico legal terms and discuss policies and protocol designed to avoid medico legal problems.

- 9.9 List the causes of stress in the work environment and discuss the coping skills used to deal with stress in the work environment.
- 9.10 Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients.

## **PHLEBOTOMY ADMISSION PROCEDURES**

**ADMISSION TO THE PHLEBOTOMY PROGRAM:** Admission and eligibility are discussed on the KCC website. Eligibility for admission to the Phlebotomy Techniques course (HLTH 1404) and Medical Terminology course (HLTH 1312) requires a High School diploma or equivalency. Eligibility for admission to the Phlebotomy Practicum course (HLTH 1412) is the completion of HLTH 1404 within 13 months with a grade of C or better.

## **CURRICULAR STRUCTURE**

### **COURSE DESCRIPTIONS**

HLTH 1312 Medical Terminology (F, Sp, Su) 2/0 (2)

Prerequisite: READ 0994 and WRIT 0993 or ENGL 0954 with a grade of C or better, or appropriate assessment score. - Must be completed prior to taking this course. This course is designed to give both allied health professionals and health consumers a working knowledge of medical vocabulary. The course offers a systematic study of medical words that relate to body systems, anatomical structures, medical processes and procedures, and a variety of diseases that afflict the human body.

HLTH 1404 Phlebotomy Techniques (F, Sp, Su) 3/2 (4)

Prerequisite: High school diploma or GED – HLTH 1312 must be taken either prior to or at the same time as this course. This is a four-credit-hour course which consists of lecture and laboratory practice in the proper collection of laboratory specimens. The lecture and lab sessions include terminology, anatomy and physiology appropriate to phlebotomy, phlebotomy techniques, electrocardiography, safety, quality control, attitudes, and professionalism. It provides proper job skills for effective functioning as part of the medical lab team and includes instruction, demonstration, and clinical practice of blood collection, and communication techniques consistent with standards of competency.

HLTH 1412 Phlebotomy Practicum (F, Sp, Su) 0/ 8 (2)

Prerequisite: HLTH 1404 with a grade of C or better. HLTH 1412 cannot be taken more than 13 months after completing HLTH 1404. This course consists of 100 hours of clinical rotation practice at an affiliate hospital or clinic. This supervised training will emphasize competency in blood collection, specimen handling and processing, safety, quality control, communication skills, attitude, and professionalism for effective functioning as part of the medical lab team. Upon completion of the clinical rotation, students will be eligible to take the Phlebotomy certification exam offered by certifying agencies. Each student in this course must have a physical exam, criminal background check with no disqualifying convictions and a negative drug screen. Physical exam forms are available in Student Services.

## **COURSE GOALS & OBJECTIVES**

### **HLTH 1404 – PHLEBOTOMY TECHNIQUES**

#### **Course Learning Outcomes**

1. Describe the duties and responsibilities of the phlebotomist in the health care delivery system.
2. Demonstrate basic understanding of the anatomy and physiology of body systems and medical terminology as it relates to the major areas of the clinical laboratory.
3. Identify the equipment and supplies utilized in blood and non-blood specimen collection and describe the methods of processing and handling.
4. Apply proper technique in collection of blood by venipunctures and capillary (dermal) procedures.

#### **Specific Course Outcomes**

Upon completion of this course, you will:

1. Describe the duties and responsibilities of the phlebotomist in the health care delivery system.
  - a. Describe factors that influence effective patient communication.
  - b. Describe proper techniques for intra and extra-laboratory communications.
  - c. Describe the protocol for instruction, gathering information from patients, and preparing a patient for laboratory testing.
  - d. Describe the importance of respecting and valuing a patient's gender, racial, religious and ethnic backgrounds.
  - e. Describe expected standards of performance for legal, ethical and professional behaviors.
  - f. Describe the various departments and health care providers within the healthcare setting and the phlebotomist's role as a member of this health care team.
  - g. Describe the organizational structure of the clinical laboratory department, the major departments, and qualifications and roles of the clinical laboratory personnel
  - h. Identify the meaning of word roots, prefixes, suffixes, and abbreviations common to phlebotomy and the clinical laboratory.
  - i. Identify the major diagnostic tests performed in the various departments of the clinical laboratory.
  - j. Define terminology related to infection control and safety
  - k. Use appropriate safety equipment in the collection of patient specimens.
  - l. Identify components of the chain of infection and procedures used to break the chain.
  - m. List examples of blood borne pathogens and procedures to follow in the event of an exposure incident.
  - n. Describe proper techniques for hand washing, gowning, gloving, masking, and entering and exiting the various isolation settings.
  - o. Describe the different isolation procedures and methods used.
  - p. Describe physical and biological hazards encountered in the laboratory and actions to take when accidents occur.
  - q. Identify safety rules to follow when encountering electrical, fire, and radiation hazards.
  - r. Identify symptoms and treatment of shock and external hemorrhage.
  - s. Identify elements of OSHA's Blood borne Pathogens Standard.
  - t. Use appropriate practice as outlined by Safety Data Sheets.
  - u. Describe the ways patient safety is ensured in various phlebotomy settings.
  - v. Describe systems used to monitor quality assurance in phlebotomy.
  - w. Identify the quality control procedures that need to be monitored.
  - x. Describe how quality control results are documented.
  - y. Explain the steps to be taken if quality control results do not meet expected levels.
  - z. Describe the major points of the American Hospital Associations' Patient Care Partnership
  - aa. Describe coping skills to deal with stressful working environments.
  - bb. Describe the role of computers information systems in the clinical laboratory.
2. Demonstrate basic understanding of the anatomy and physiology of body systems and medical terminology as it relates to the major areas of the clinical laboratory.

- a. Apply directional terms, body planes, and cavities, in relationship to the body in anatomic position.
  - b. Explain the general hemostatic and coagulation process.
  - c. Describe the process of metabolism.
  - d. Describe body organization; identify structural components of cells; and describe the four basic types of body tissue.
  - e. Describe the structure and function of the major body systems: skeletal, muscular, reproductive, digestive, endocrine, nervous, urinary, integumentary, and respiratory systems.
  - f. Identify disorders and diagnostic tests commonly associated with each of the major systems of the body.
  - g. Identify the major structures and primary functions of the circulatory system.
  - h. Explain the function of the major constituents of blood
  - i. Discuss the properties of arterial blood, venous blood, and capillary blood.
  - j. Differentiate serum and plasma.
  - k. Describe the cardiac cycle, the origins of the heart sounds, blood pressure readings and pulse rates.
  - l. Discuss how an ECG tracing relates to the cardiac cycle and the health of the heart.
  - m. Identify the veins on which phlebotomy can be performed and describe the suitability of each (emphasis on hands, arms, legs and feet).
3. Identify the equipment and supplies utilized in blood and non-blood specimen collection and the methods of processing and handling.
- a. Select the types of equipment needed to collect blood by venipuncture and capillary (dermal) puncture.
  - b. Identify, describe, and explain the purpose of the equipment and supplies needed to collect blood by venipuncture using the evacuated tube system, syringe, butterfly, and dermal puncture.
  - c. Compare and contrast antiseptics and disinfectants.
  - d. Describe the purpose of, the various types, and the effect of using a tourniquet for venipunctures.
  - e. Identify the types and use of additives and/or anticoagulants which are used in blood collection, their mode of action, and the color coding associated with each type of additive.
  - f. Identify the different types of specimens that are collected and analyzed in the various departments of the clinical laboratory.
  - g. Describe complications associated with blood collection and how they may affect the patient and/or the integrity of the specimen.
  - h. Describe the criteria used for determining the suitability of a specimen for analysis, and reasons for specimen rejection or recollection.
  - i. Describe substances that can interfere with the analysis of blood constituents and ways to avoid these occurrences.
  - j. Describe acceptable protocols for laboratory specimen labeling, handling, transporting, processing, and storing to include specimens both internal and external to the laboratory.
  - k. Describe the use of non-blood specimens, methods of patient instruction for their collection, and proper methods of labeling and handling the specimen.
  - l. Identify special precautions necessary during blood collections by venipuncture and capillary (dermal) puncture.
  - m. Describe the potential clerical and technical errors that may occur during specimen processing.
  - n. Identify potential pre-analytical errors that may occur during specimen collection, labeling, transporting, and processing.
  - o. Describe the criteria for collection of specimens that will be used as legal evidence.
  - p. Describe common test status designation.
4. Apply proper technique in collection of blood by venipuncture and (dermal) procedures.
- a. Describe the importance of requisitioning, proper patient/sample identification, and how to handle discrepancies.
  - b. Identify potential sites for venipunctures, arterial punctures, and dermal punctures and list factors to consider in each site selection.

- c. Describe and/or demonstrate each step, in order, for venipuncture and capillary (dermal) procedures.
- d. Describe unique requirements associated with drawing from special populations including pediatric and geriatric patients.
- e. Identify alternate collection sites for venipunctures and capillary (dermal) punctures and their limitations and precautions of each.
- f. Describe the protocol for collection of a blood sample from a sterile site.
- g. Describe the situations that may lead to failure to obtain blood and list the acceptable reasons for inability to collect a specimen.
- h. Describe point-of-care testing and its purpose.
- i. Perform a minimum of 20 observed venipunctures, 13 using the evacuated tube system, 5 syringes, and 2 butterfly collection system, following standard operating procedures, as assigned and approved by the instructor.
- j. Perform a minimum of one (1) dermal puncture and one (1) bleeding time.
- k. Describe the central processing area of the laboratory; demonstrate the proper method of using a centrifuge and preparing an aliquot and/or specimens for testing at reference laboratories.

## **HLTH 1312 – MEDICAL TERMINOLOGY**

### **Goals and Objectives**

Upon completion of this course, you will:

1. Analyze words structurally in terms of the word root, suffix, prefix, and combining form.
2. Demonstrate how medical words are built from the word root, suffix, prefix, and combining form.
3. Define medical terms that relate to body systems, anatomical structures, medical processes and procedures, and diseases or disorders.
4. Identify medical terms that relate to body systems, anatomical structures, medical processes and procedures, and diseases or disorders.

## **HLTH 1412 – PHLEBOTOMY PRACTICUM**

### **Goals and Objectives**

**This course will prepare or train a student to gain entry level competencies or standard skills as a Phlebotomist in a clinical setting.**

### **Course Goals**

- A. Successfully perform a minimum of 100 unaided blood collections (to include venipunctures and capillary punctures).
- B. Participate in 100 hours of clinical training in a CLIA regulated, accredited facility.
- C. Perform other duties required of a phlebotomist, i.e., filing, data entry, and accession of patient's history using a computer.
- D. Complete a final exam comprised of theoretical/clinical questions.

### **Learning Outcomes**

**Upon completion of this course, a student will be able to:**

- A. Identify and properly label biohazardous specimens.
- B. Follow standard operating procedures to collect specimens.
- C. Follow standard operating procedures to perform competent/effective venipunctures on patients.
- D. Communicate effectively and appropriately in the workplace.
- E. Interact appropriately and professionally with other individuals.
- F. Model professional appearance and appropriate behavior.

## COURSE POLICIES OF PROGRAM CURRICULUM

### GENERAL COURSE OVERVIEW FOR COURSES

Student work will be evaluated by:

1. Theoretical - includes exams and quizzes
2. Laboratory - includes assignments and unknowns performed in the student lab
3. Assignments - includes research papers, oral presentations, cooperative learning, case studies and homework study questions
4. Final exam

The following percentage scale for arriving at a letter grade is used:

<u>HLTH 1312</u>	<u>HLTH 1404</u>	<u>HLTH 1412</u>
A = 90-100%	A=92-100%	A=90-100%
B = 80-89%	B=83-91%	B=80-89%
C = 70-79%	C=75-82%	C=70-79%
D = 60-69%	D=65-74%	D=60-69%
F = 0-59%	F= 0-64%	F=0-59%
I = incomplete	I=incomplete	I-incomplete

A letter grade of C must be attained to be eligible to remain in the Phlebotomy program.

### COURSE POLICIES for HLTH 1412-PHLEBOTOMY PRACTICUM

1. Personal appearance is an important component of professionalism. Students should use sound judgment when choosing attire to be worn. Students are expected to wear clean white uniforms and lab coats at all times or conform to the affiliate institution's dress code. Students are required to wear uniform shoes that are clean and polished.
2. A name badge or ID badge is also required. This will be made from your student ID and will be available in the Health Careers Division office. There is no fee for the original ID badge, but there is a fee of \$5.00 if it is lost and a new one needs to be made.
3. Hair must be kept off of the collar and away from the face and eyes. Hair color should be of a natural tone. Streaks of distracting colors are not allowed. Beards and mustaches must be neatly trimmed. Stubble growth of a beard is not acceptable.
4. Fingernails must be short, neat and clean. Fingernail polish may be worn if neutral in color and well maintained. Artificial nails are not permitted.
5. Makeup may be worn in moderation and should be discreet and complementary to natural features.
6. No body odors. The student's body and clothing should be clean and free of all odors. The use of deodorant is strongly encouraged. The use of perfumes and after-shave lotions are discouraged. Strong scents which may be offensive to patients are not allowed.
7. Students are allowed to wear wedding or engagement rings, watches, and simple earrings. No dangling jewelry is allowed. No visible piercing other than on the ear lobe(s) is acceptable, including ear gauges. Members of religious orders should confer with the Program Director if special considerations are needed.
8. Tattoos must be covered.
9. Health Career students are expected to exemplify a life of health and wellness. Smoking is viewed as an unhealthy practice and is not allowed on the KCC campus and/or the premises of clinical facilities.
10. Good oral hygiene is a must. Avoid foods that leave a pungent odor during the clinical day.
11. Students are to refrain from using cell phones while in practicum.
12. Students are expected to conform to all hospital rules and regulations, including laboratory safety regulations (OSHA) and Universal Precautions and abide by the Kankakee Community College Code of Conduct printed in the college catalog.
13. Any student reporting to clinical practicum under the influence of alcohol or controlled substance drugs will be sent home and subject to disciplinary action of suspension for a period of two weeks. The student will be referred for counseling. Students must not carry any weapon (gun, knife, explosive) to the clinical site. Termination is the end result for violation of this policy.

14. Students are required to report to their assigned clinical site and /or blood draw area no later than the agreed upon starting time between you and the clinical instructor.
15. Students must maintain the clinical rotation schedule as determined by the Program facility. This, in most cases, involves travel and a starting time as early as 3:00 am. Students must be prepared to meet these obligations. **A student that misses/absent for two days of scheduled practicum will be dismissed and forfeit their assigned clinical site to another student.**
16. Half an hour notice before starting time to the clinical site instructor when **being late or absent** is mandatory. A message must also be left on the office phone for the KCC clinical instructor. Failure to do so will cause a 5-point deduction of over all grades for first offense, and **forfeit your clinical rotation** in your second offense.
17. Excusable absences will be made up the following week with the consent of the clinical instructor. Excusable absences constitute the following: sickness documented by a physician, a death in the family, jury duty, workshops and seminars.
18. **A criminal background check and a 10 panel drug screening** are required by clinical sites in order to participate in a clinical practicum. Any student with a positive drug screen, disqualifying conviction and/or a violation of the Kankakee Community College's Code of Conduct is not qualified to participate in HLTH 1412 - Phlebotomy Practicum (even though you have successfully passed the Phlebotomy Techniques HLTH 1404 course).
19. A **completed Physical Health Form** must be submitted before a student is assigned a clinical rotation schedule.
20. Students must carry **Health Insurance coverage** to participate in clinical Practicum or sign a waiver accepting responsibility for cost of treatment for any injury or disease contracted during clinical. It is the student's responsibility to inform their KCC clinical instructor as soon as possible of any injuries incurred at the practicum site.
21. Our program's clinical site affiliation agreements specify that students will not "in any way be considered an employee or agent of the Facility". Students will be permitted to perform procedures, after demonstrating proficiency, with supervision. The hospital may employ students on a part-time basis, but such employment must be a separate agreement between the hospital and the student and should not be considered part of the program.
22. **After completion of your Phlebotomy Practicum, you are responsible for procuring your graduation certificate from the college. You must have an overall minimum GPA of 2.0 (per KCC's Code of Campus Affairs and Regulations). You will need to petition to graduate, which is done to verify all degree requirements are met, so that your certificate will be processed as quickly as possible. You must contact your advisor to complete the petition process. Once you see your grade in Student Self-Service, if an official transcript is requested, the certificate awarded to you will be noted on that. If confirmation of your completion of the program is required by a potential employer before you have received the certificate, you may contact our Registrar.**
23. After completion of your Phlebotomy Practicum, you are responsible for procuring an application for Phlebotomy Certification, if you choose to become certified. There are several certifying agencies for phlebotomy, which you can find online. I recommend you review job postings to see which certification is most frequently required.

List of certifying agencies:

**American Certification Agency** - [www.acacert.com](http://www.acacert.com)

**American Medical Technologists** - [www.americanmedtech.org](http://www.americanmedtech.org)

**National Center for Competency Testing** - [www.ncctinc.com](http://www.ncctinc.com)

**American Society for Clinical Pathology Board of Certification** - [www.ascp.org](http://www.ascp.org)

## APPLIED COURSES & CLINICAL PLACEMENT

The applied courses are taught in the Phlebotomy Techniques course laboratory and in formally affiliated clinical facilities. These courses are intended to help you develop basic skills, understand principles, and master the procedures involved.

Placement at a clinical site is done by the registration process for HLTH 1412-Phlebotomy Practicum. Students register for the date, time, and clinical site location they want.

In rare circumstances, the clinical site a student is assigned to at the start of the semester might not be able to accommodate him/her as planned. In these rare circumstances, the Phlebotomy Program Director or Coordinator will collaborate with the student to reassign him/her, to a mutually agreed upon, clinical site. The student is not to negotiate an alternative clinical placement or orientation session on his/her own behalf under any circumstances.

## AFFILIATE HOSPITALS

Amita St. Mary's Lab  
555 W. Court Street  
Kankakee, IL

Laboratory Manager:  
Kelly Kulig  
(815) 937-2190

Amita St. Joseph Medical Center  
333 N. Madison  
Joliet, IL

Education Coordinator:  
Denise DeMattie  
(815) 725-7133 X 2141

Riverside Medical Center  
300 N. Wall Street  
Kankakee, IL

Education Coordinator:  
Alison Paglin  
(815) 935-7535

Iroquois Memorial Hospital  
500 Fairman Ave.  
Watseka, IL

Laboratory Manager:  
Jacquie Scurlock  
(815) 432-5201

OSF St. James Hospital  
2500 W. Reynolds Street  
Pontiac, IL

Laboratory Supervisor  
Amanda Baker  
(815) 842-4934



## SAFETY RULES AND REGULATIONS

Every person working as part of the clinical laboratory team is responsible for safety within the laboratory and patient areas. Although all risks cannot be eliminated, laboratory personnel (including students) can effectively minimize safety risks by strict adherence to basic rules of safety.

- I. Precautions to be taken during patient contact and specimen collection:
  - A. Treat all biological material as potentially infectious.
  - B. Wear gloves when handling or processing any blood or body fluid specimens, or performing venipuncture. Change gloves after each patient contact.
  - C. Wash hands frequently and effectively, especially after removing gloves. Wash hands immediately if they become contaminated with blood or body fluids. Always wash hands after removing lab coat, before leaving the work area, and prior to eating.

## HEALTH INSURANCE

The student is required to have adequate health insurance, or sign a waiver that he/she accepts responsibility for the costs of treatment for any injury incurred or disease contracted while participating in any of the health programs offered at KCC. For some clinical sites it is mandatory that the student has health insurance, and a waiver is **not** sufficient.

## HEALTH SERVICES & REQUIREMENTS

Prior to participating in Phlebotomy Practicum, students must have a criminal background check and a drug screen, because the clinical facilities with which the College is affiliated for clinical education experiences require it. Kankakee Community College will designate the companies selected to perform the drug test and background check. Also required for the clinical experience is a physical examination and medical history. The form for this requirement is provided. The medical history must also include documentation of specified titer results and immunization dates.

If a student has had the drug screen, background check, and health form completed for another health careers program or course, this requirement does not need to be repeated, **as long as the student has continuously been enrolled in a health career course. If there is a lapse of a semester, it must be repeated.**

## PROFESSIONAL LIABILITY INSURANCE

Kankakee Community College retains a specified medical professions liability insurance policy for health occupation students and faculty during their participation in a KCC health program. The policy provides for liability insurance protection during the time of participation in activities which are a part of a requirement of the health program curriculum.

### **Kankakee Community College Procedures for Student Complaints/Grievances/Appeals**

Kankakee Community College students have the right to express their concerns if they believe they have been treated unfairly, subjected to harassment, or been the victim of discrimination. The Procedures for Student Complaints/Grievances/Appeals provides a means for students to express complaints/grievances/appeals, to request a form of relief, and to receive an objective hearing. Students are reminded that filing a false complaint/grievance/appeal is in violation of the Student Code of Conduct. The KCC Vice President of Instructional and .....Success is available to assist students who are considering filing a complaint/grievance/appeal. Consult the KCC Catalog for the formal student complaint policy and the petition and appeal policy.

**College:** Formal college complaint procedures will be followed by the Phlebotomy Program.

**Phlebotomy Program:** All efforts will be made to resolve problems as soon as possible. If the problem is regarding an instructor in the phlebotomy program, the student is to contact the instructor first to try to resolve the problem. This action can be done through email in the course, telephone, or in writing. If a suitable resolution is not obtained the student may then present the problem to the MLT Program director. Any and all complaints will be documented and become part of the student record held by the Program director. If resolution is not established, the student may then continue with the KCC Instructional Complaint/Grade Grievance form and process (consult the KCC website).

Health Career Program Policies (for all KCC programs)

### **Policy for Health Career Programs Student Dismissal**

Certain acts by students and breaches of the College Code of Conduct (see current college catalog) may be considered serious enough to warrant immediate and permanent dismissal from a Health Career program of study as well as **all** Health Career Programs. Students dismissed from a Health Career program for violations of the College Code of Conduct or for any of the following reasons may not be allowed to re-enter a Health Career program at Kankakee Community College. The acts of conduct considered serious enough to warrant immediate and permanent dismissal

from a Health Career program include - but are not limited to - the following examples. The policy applies to all components of the curriculum and time while an active student.

1. Unauthorized possession of firearms or other weapons on college premises or clinical or the premises of a clinical facility.
2. Possession and/or use of alcohol, illegal drugs or drug paraphernalia on college premises or the premises of a clinical facility.
3. Intoxication or being under the influence of alcohol, illicit drugs or prescription drugs that alter the ability to function safely during clinical or classroom time.
4. Willful damage or theft of college property or property of a clinical facility.
5. Unethical, illegal, unprofessional or other behavior or conduct that is otherwise considered unacceptable by the program, college or clinical facility.
6. Falsification or invention of information/documentation.
7. Falsification of student or clinical facility records.
8. Failure to maintain confidentiality and/or disclosure of confidential information.
9. Failure to accept constructive feedback.
10. Failure to achieve or maintain expected standards and/or level of programmatic performance.
11. Failure to demonstrate safety or comply with safety procedures in the classroom, labs, simulation lab or clinical setting and/or a serious or repeated threat to self, other or patient safety.
12. Verbal or physical threatening behavior.
13. Cheating by using or attempting to use unauthorized materials, information or study aids during an academic exercise or examination.
14. Sharing information about an examination or assignment with other students. Failure to follow policies or guidelines of the Health Career program, college or clinical facility.
15. Failure to get along with others.

## **Professional Standards for KCC Health Career Students**

### **Personal Appearance**

KCC Health Career students are expected to maintain a professional appearance whenever they are assigned to any clinical environments. Personal appearance is an important component of professionalism. Students should use sound judgment when choosing attire to be worn. Attire must be in compliance with individual Health Career programs or the health care facilities. These guidelines may be superseded by those of the clinical facility. The faculty reserves the right to dismiss a student from a planned clinical experience where compliance with professional attire is not met. Absence from a clinical day due to inappropriate professional attire must be made up. Staff of clinical facilities reserve the right to request that a student leave the premises if not dressed appropriately.

### **Personal Hygiene**

Good personal hygiene is a must. Special attention must be paid to the following:

1. Hair must be kept off of the collar and away from the face and eyes. Hair color should be of a natural tone. Streaks of distracting colors are not allowed. Beards and mustaches must be neatly trimmed. Stubble growth of a beard is not acceptable.
2. Fingernails must be short, neat and clean. Fingernail polish may be worn if neutral in color and well maintained. Artificial nails are not permitted.
3. Makeup may be worn in moderation and should be discreet and complementary to natural features.

4. No body odors. The student's body and clothing should be clean and free of all odors. The use of deodorant is strongly encouraged. The use of perfumes and after-shave lotions are discouraged. Strong scents which may be offensive to patients are not allowed.
5. Students are allowed to wear wedding or engagement rings, watches, and simple earrings. No dangling jewelry is allowed. No visible piercing other than on the ear lobe(s) is acceptable, including ear gauges. Members of religious orders should confer with the Program Director if special considerations are needed.
6. Tattoos and/or hickeys must be covered.
7. Health Career students are expected to exemplify a life of health and wellness. Smoking is viewed as an unhealthy practice and is not allowed on the KCC campus and/or the premises of clinical facilities.
8. Good oral hygiene is a must. Avoid foods that leave a pungent odor during the clinical day.

### **Dress Code**

Professional dress for clinical practicum may vary between clinical settings. Students are expected to follow the policies and guidelines of the individual Health Career program. Attire worn in a clinical environment, whether a uniform or street clothes, should be clean, wrinkle free, without holes or tears and in the garments' original color. The KCC student ID badge must be worn at all times. Students will be asked to leave the clinical facility if they are not properly identified as a KCC Health Career student.

### **Professional Conduct**

The Health Career Division will strictly enforce all KCC standards and guidelines as outlined in the Code of Campus Affairs and Regulations in the college catalog. Specific attention should be paid to the "Code of Conduct" and "Disciplinary Procedures." Honesty, integrity and civility are fundamental characteristics expected of all Health Career students. Each individual student is responsible for his/her own actions. Students are to complete assignments accurately following principles learned in the classroom and the policies and procedures of the clinical facility. Students should not willfully perform or assist with any procedure or act which is detrimental to the safety or well-being of the patient. Students should only perform those procedures in which they have been adequately prepared. Students should maintain trust and confidentiality of patients at all times. Enthusiasm and cooperation are stimulating factors which contribute to interpersonal relationships. Students are expected to work collaboratively with other health care providers for the patient's welfare.

### **Social Media**

Students should recognize that they are on the brink of entering a profession and should use good judgment about what is posted in social media forums at all times. The preservation of patient and client confidentiality is of utmost importance. Students found to have breached this confidence are not only subject to dismissal from the Health Career Program they are currently enrolled, but may find themselves open to legal action as well.

### **Health Career Policy for Injury or Illness**

Students who are ill or otherwise unable to attend a clinical experience must notify the assigned clinical facility at least 30 minutes prior to the start of the clinical day. Students are expected to exercise sound judgment regarding attending clinical experiences when ill for the protection of patients, peers and personnel of the health care facility. The faculty or preceptor reserves the right to request that a student leave the clinical facility if it is felt the condition of the student can endanger the health and welfare of the student, patient and/or others in the environment.

Students who have a change in their health are required to notify the Program Director and/or Clinical Coordinator prior to attending any further clinical experiences. The Program Director and/or Clinical Coordinator reserves the right to request a medical release from a physician in any situation in which there is a possible threat to the health and welfare of others.

Students may not participate in clinical activities with **any** type of restriction. The student must be capable of all physical and functional requirements throughout the program. (Please see individual program handbooks for specific physical and functional requirements required by students enrolled in a specific health career program.) A medical release will be required from the physician stating the student may return to the clinical setting with no restrictions, prior to the student returning to the clinical facility. Patient safety is our highest priority.

Students should take medication only upon the advice, prescription and supervision of a physician and the student should inform the instructor when he/she is taking any drug so that the instructor is in a knowledgeable position should an emergency situation arise. Any medications that may affect the student's ability to think clearly may result in the student being excused from clinical until no longer taking that medication. Students will not be allowed in the clinical facility under the influence of a narcotic medication. Such drugs can affect one's psychomotor abilities, consequently jeopardize the welfare and safety of the client, and decrease the student's ability to achieve in the program.

Faculty will make every attempt to consider the student schedule. However be advised, the number of students an instructor can have at a clinical site may be limited. In the case of "extenuating circumstances" an "incomplete" may be considered to allow the student additional time to complete the clinical requirements.

### **ACADEMIC ADVISEMENT**

Health career program faculty are committed to the success of students. Any student who feels he/she is having difficulty in any part of the program should make an appointment to talk with the class instructor or program director and share any concerns **BEFORE** problems escalate. If the problem is in an area beyond the faculty's expertise, the faculty will direct the student(s) to an appropriate college service or individual.

Should an instructor identify a student as having academic difficulties, the instructor may refer that student to KCC's office of Learning Services or Student Services for further assistance/advisement. Students referred for additional services may participate voluntarily. Students are encouraged to take advantage of available resources at KCC to assist with overall success in the program.

Students wishing to voluntarily withdraw themselves from their Health Career program should first seek advisement from their program director. Students are encouraged to make all reasonable attempts to rectify the situation and set a journey for success in the program before withdrawal occurs.

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# Student Informed Consent Signature Form

## PHLEBOTOMY PROGRAM

100 College Drive • Kankakee, IL 60901-6505 • (815) 802-8835 • FAX: (815) 802-8801

Student Printed Name: \_\_\_\_\_ KCC Student ID # \_\_\_\_\_

### Student Guidebook Acknowledgement

I, the undersigned, have received my copy of the *Phlebotomy Policy & Procedure Handbook*. The policies, standards and guidelines as stated are acceptable to me and will give direction to my activities while in the Phlebotomy Program at Kankakee Community College. I have kept a copy for my future reference. I understand that the Phlebotomy Program faculty reserves the right to make additions or deletions to this Handbook at any time. I will be given a written addendum to include in my Handbook if any changes occur.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Understanding of the Phlebotomy Program & Health Career Standards, Policies and Procedures

I, the undersigned, have read and understand my Rights and Responsibilities as an Phlebotomy student and the Program policies as stated in the KCC College Catalog and Phlebotomy Handbook. I am responsible for all guidelines, policies and procedures in these publications. It is my responsibility to ask for clarification where/when needed. I understand that failure to abide by these guidelines may result in dismissal from the KCC Phlebotomy Program.

In addition, I understand that as a Phlebotomy student, I am expected to experience various clinical laboratory procedures and skills in the classroom, laboratory, and clinical settings. I am aware that KCC and program instructors will not be liable for any mental or physical consequences due to participation in program activities. I also understand that the program faculty reserves the right to change or amend this information at any time and will notify me accordingly.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Consent and Release of Media Materials for Interview, Photographing, Audio/Videotaping and/or Website Use

I, the undersigned, consent to interview(s), photography, and/or audio/videotaping related to my participation as a student at Kankakee Community College (KCC) and in the Phlebotomy program.

I waive any rights I may have to any claims for payment or royalties or to inspect or approve any of the materials taken by KCC, or the person/entity designated by it, in connection with the use of these materials, regardless of the purpose. I release KCC and/or its affiliate(s) from any liability by virtue of any blurring, distortion, alteration, optical illusion, or use in composite form whether intentional or otherwise, that may occur or be produced in the taking of the pictures, or in any processing toward the completion of the finished product. All negatives and positives, in any form are the property of KCC or the person or entity designated by it.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Essential Functions

I, the undersigned, have read the Essential Functions of the Phlebotomy Student and hereby represent that I have the skills and abilities necessary to actively participate in the program necessary to provide safe patient care.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Phlebotomy Program Progression and Dismissal

I have read and understand the criteria for progression in and dismissal from the Phlebotomy program. I commit to ask questions and seek guidance from my instructors and program faculty as a self-directed learner to optimize my success in the program.

Signature \_\_\_\_\_ Date \_\_\_\_\_