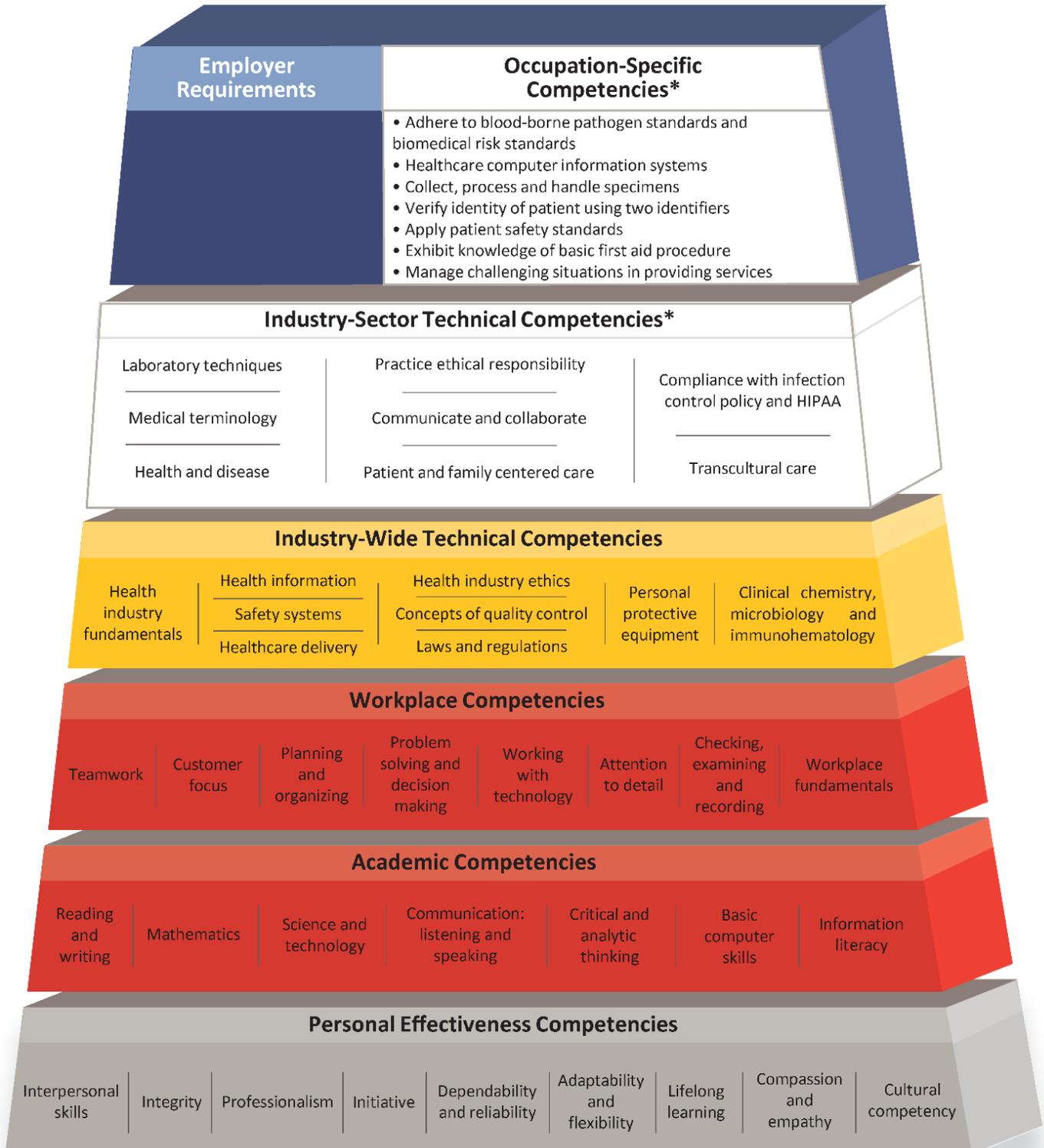


# Minnesota Dual-Training Pipeline

## Competency Model for Health Care Services

### Occupation: Phlebotomist



Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

\* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



## Competency Model for Phlebotomist

**Phlebotomist** – A phlebotomist works in a variety of locations to take blood from a vein with a needle, usually for laboratory testing. Phlebotomy may also be done to remove extra red blood cells from the blood, to treat certain blood disorders.

### Industry-Sector Technical Competencies

**Related Instruction** for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Medical terminology** – Understand language used to describe the human body, including its components, processes, conditions affecting it, and procedures performed upon it.
- **Laboratory techniques** – Understand the processing of blood samples and other bodily fluids for evaluation.
- **Health and disease** – Understand the overall condition of an organism at a given time; disease is a disorder or malfunction of the mind or body, which destroys good health.
- **Practice ethical responsibility** – Understand medical ethics that allow for people, regardless of race, gender, or religion to be guaranteed quality and principled care.
- **Compliance with infection control policy and HIPAA** – Understand the legislation that provides data privacy and security provisions for safeguarding medical information and guidelines and safety precautions that protect healthcare workers from infection.

- **Patient and family centered care** – Understand that patients are partners with their health care providers, and providers treat patients and families not only from a clinical perspective, but also from an emotional, mental, spiritual, social, and financial perspective.
- **Transcultural care** – Understand the awareness of different cultures and cultural sensitivity with both verbal and non-verbal communication.
- **Communicate and collaborate** – Understand the importance of active listening, appropriate conversation, and relaying of information among patients, families, and colleagues.

## Occupation-Specific Competencies

**On-the-Job Training (OJT)** is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Adhere to blood-borne pathogen standards and biomedical risk standards** – Understand the standards that seek to prevent serious infections.
- **Healthcare computer information systems** – Know the information systems that are designed to streamline operations, improve efficiency, enhance productivity, and reduce error.
- **Collect, process and handle specimens** – Understand that specimens must be obtained in the proper containers, correctly labeled, and then promptly transported.
- **Verify identity of patient using two identifiers** – Understand this must be performed every patient, every time. To prevent instances of misidentification and near-miss error. Requirement of two identifiers – such as patient’s full name, date of birth and/or medical identification number at every patient encounter.
- **Apply patient safety standards** – Understand the system of care delivery that prevents errors, learns from the errors that do occur and is built on a culture of safety that involves health care professionals, organizations, and patients.

- **Exhibit knowledge of basic first aid procedure** – Understand how to perform CPR, as well as other lifesaving skills.
- **Manage challenging situations in providing services** – Understand the need to maintain composure and handle professionally, with empathy, tact, discretion, and clarity.

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