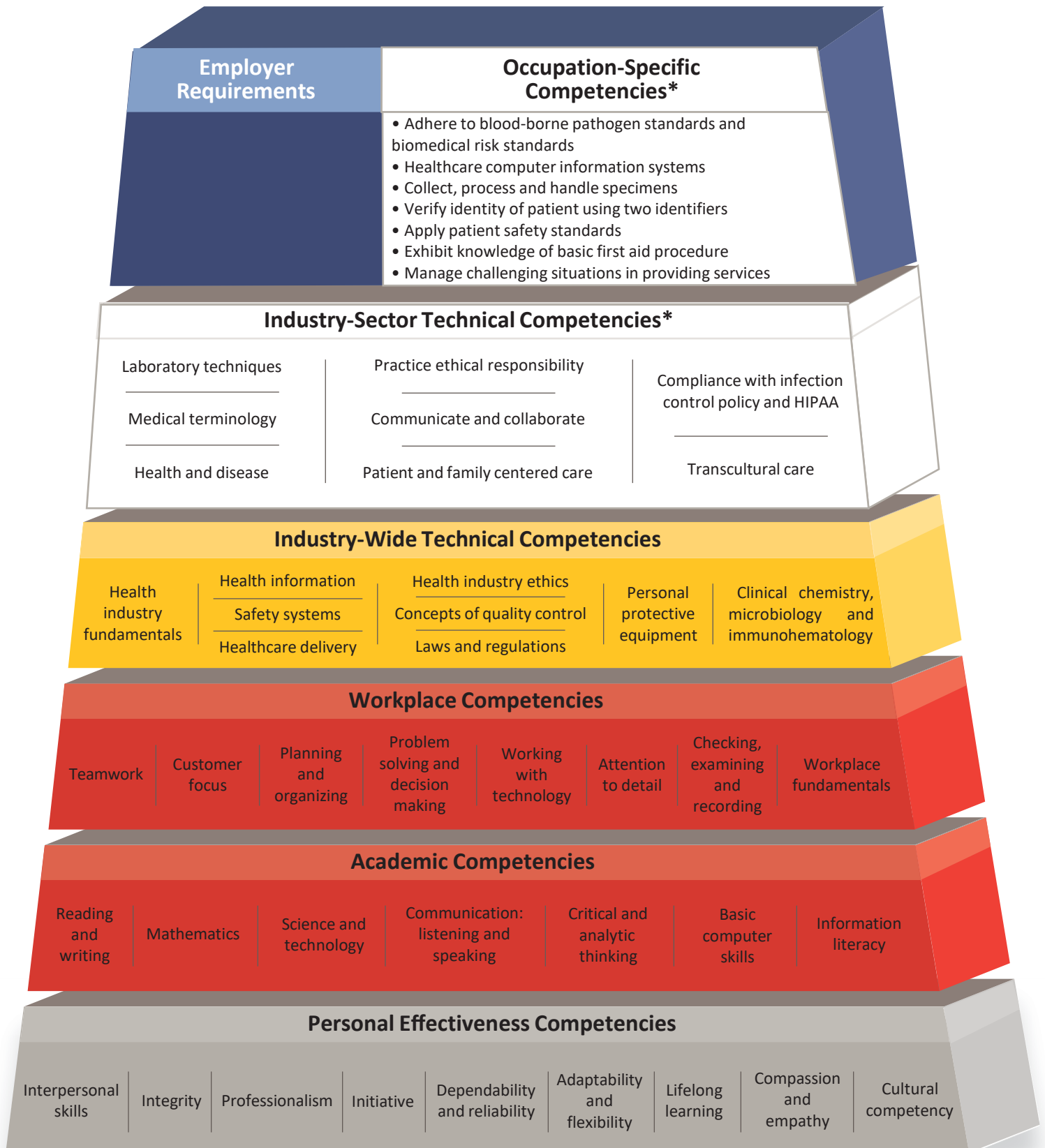


Minnesota Dual-Training Pipeline

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 Health Care Services

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.

Occupation-Specific Competencies*

- **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.

Industry-Sector Technical Competencies*

- **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 active listening, appropriate conversation, and relaying of information among patients, families and colleagues.

Possible Certifications:

- Phlebotomy Certificate

Phlebotomist Competency Training Plan

	Course	Course Description	Credit/Non-Credit	Hours spent on Competency
<i>Related Instruction Competencies</i>				
Medical terminology				
Laboratory techniques				
Health and disease				
Practice ethical responsibility				

Compliance with infection control policy and HIPAA				
Patient and family-centered care				
Transcultural care				
Communicate and collaborate				

On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below

	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours spent on competency
Adhere to blood-borne pathogen standards and biomedical risk standards			
Healthcare computer information systems			
Collect, process and handle specimens			
Verify identity of patient using two identifiers			
Apply patient safety standards			
Exhibit knowledge of basic first aid procedure			
Manage challenging situations in providing services			