



2013 - 2014

# Master Plan of Instruction Phlebotomy

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**MISSION:** Lake Technical Center's mission is to meet the educational needs of the community by offering a variety of high quality career-technical training opportunities.

No person shall, on the basis of race, color, creed, religion, sex, age, handicap, marital status, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity under the direction of Lake Technical Center Board of Directors. Lake Technical Center is an Equal Opportunity Institution.

*charting new directions*

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# LAKE TECHNICAL CENTER

## Phlebotomy

### INTRODUCTION

**Welcome** to Lake Technical Center Health Science Education Department Phlebotomy program. Your future holds for you a rewarding and challenging health career!

This booklet has been prepared to help you in orientation to the school and becoming familiar with the requirements of the Phlebotomy program. We will do everything in our power to make this educational experience both pleasant and profitable. We believe that faculty and students have reciprocal rights and duties in the educational process. We will strive to instruct, motivate, demonstrate, guide, and encourage the student, and facilitate learning; however, we believe the student must desire and seek knowledge, display professional behavior, and demonstrate initiative by participating in his/her own learning and demonstrate understanding by giving a high quality of client care.

Your instructors are registered nurses and certified teachers.

Lake Technical Center encourages people with disabilities to enroll in appropriate vocational programs. The Center has on staff a students with disabilities coordinator who will assist in arranging special modifications or accommodations.

Lake Technical Center has both federal and institutional financial aid available for eligible students. Agency support services, which may include childcare, tuition, textbooks and supplies for students who qualify, may also be awarded. Each individual's needs are unique. To determine what assistance you may be qualified to receive, please contact the Financial Aid Office. Even if you think you don't need assistance, apply and apply early. Emergencies arise! **BE PREPARED!** Please feel free to call on us for help at any time.

### HEALTH SCIENCE EDUCATION MISSION

The mission of the Health Science Education Department is to prepare students for productive healthcare careers in a global economy.

### HEALTH SCIENCE EDUCATION PHILOSOPHY STATEMENT

We believe the phlebotomist holds a responsible position in the health industry. In order to become competent in this role, instruction must contain theory, lab, and clinical experiences.

We believe the curriculum must have a unified and organized pattern. The educational experiences should be meaningful and build from simple to complex and should provide opportunities to apply new learning directly to real life situations.

We believe that continuous evaluation of a student's progress is necessary in measuring the effectiveness of instruction and in achieving the stated objectives of the program.

We believe that individuals who meet the legal requirements of the state and who show an interest and aptitude for phlebotomy, together with potential for career success and satisfaction, should be accepted into this program.

We believe that phlebotomy education is an ongoing process that must continue after completion of the program to keep the practitioner accountable for, and alert to, current trends and practices and to develop leadership potential to enable the practitioner to become an active and guiding force within the field.

### ADMISSIONS REQUIREMENTS

The Health Science Education's admission policy requires that applicants must be at least 18 years of age for Phlebotomy and be academically, physically, and emotionally capable of meeting the demands of the program chosen. Applicants make initial application through the Admissions Office.

The Phlebotomy program has the following minimum admission requirements. Students must:

1. Complete a Lake Technical Center application.
2. Be at least 18 years of age.
3. Have a high school diploma/GED.
4. Meet the definition of Good Moral Character and be able to perform the Essential Physical and Emotional requirements.

Must have taken Basic Healthcare Worker (CORE) and have an interest in phlebotomy, a desire to become a phlebotomist and a commitment to enter the workplace upon successful completion of the program.

### ESSENTIAL TASKS

Health related occupations are demanding, both physically and emotionally. Before entering a program in the health field, it is important to review the following tasks which have been established. Their performance is essential for success in the program.

#### Physical Requirements

Ability to perform repetitive tasks  
hostility  
Ability to walk the equivalent of 5 miles per day  
Ability to reach above shoulder level  
Ability to hear and interpret audible sounds of distress  
Ability to demonstrate high degree of manual dexterity  
Ability to work with chemicals and detergents  
patience  
Ability to demonstrate a high degree of physical flexibility  
spaces  
Ability to sit or stand for long periods of time  
Ability to perform CPR  
Ability to grip

#### Mental and Emotional Requirements

Ability to cope with the anger/fear/  
of others in a calm manner  
Ability to concentrate, work alone  
Ability to demonstrate a high degree of  
mental and emotional flexibility  
Ability to demonstrate a high degree of  
Ability to work in close and crowded work

### GOOD MORAL CHARACTER

Healthcare providers meet the standards of good moral character. A history of the following will prevent a student from entering/continuing in the Phlebotomy program.

Murder  
Manslaughter  
Kidnapping  
Obscene literature  
Sexual battery  
Lewd and lascivious behavior  
Child abuse/aggravated child abuse  
Abuse/neglect of disabled adult or elderly  
False Imprisonment  
Negligent treatment of children  
Fraudulent sale of controlled substance  
Prohibited acts of a person in familiar or custodial  
authority on a child

Incest  
Arson  
Prostitution  
Assault to a minor  
Vehicular homicide  
Lewd and indecent exposure  
Aggravated Assault  
Exploitation of disabled adult or elderly  
Sexual performance by a child  
Killing of unborn child by injury to mother  
Theft, robbery and related crimes if the offense is a  
felony  
Relating to drug abuse prevention and control, if  
offense was a felony or if other person involved  
was a minor

Any student with a felony conviction, regardless of adjudication, may not attend the program. Any student who is arrested while in the program must notify the instructor upon return to class; failure to do so shall be grounds for termination from the program.

## TUITION

Tuition is charged for adult students at a reasonable rate that may vary slightly from year to year and is due prior to the first day of each semester. Current fee information is available from the Admissions Office. Failure to pay all fees due at the time class begins will result in the student not being able to attend class and/or clinicals.

## ATTENDANCE POLICY

In an effort to develop appropriate work ethics, Lake Tech CTE students are expected to attend all class sessions. As is expected in the workplace, when it is necessary to be absent due to illness or emergency situations, all students are to notify the instructor on or before the date of absence. The student attendance policy for each postsecondary program is consistent with industry standards.

A student who is absent for six (6) consecutive class sessions will be withdrawn from enrollment in his/her program. A student withdrawn for absenteeism must petition administration to return. Students exhibiting a pattern of consecutive absences less than six days will be subject to dismissal as determined by a School Intervention Team.

Students in non-licensure programs must have achieved a minimum of 80% attendance at the end of each quarter. Students not having met this requirement will sign an acknowledgement that they have been notified that continued absences will pose a threat to grades and program enrollment. School Intervention Team meetings will be held as necessary to attempt to alleviate issues resulting in excessive absences and to counsel the student of possible alternatives and consequences. Students who miss more than 20% of their program will not be allowed to re-enroll the next semester and must wait until the following enrollment period to re-register. Only regularly scheduled class hours will be reported for attendance.

Licensure program attendance policies are more rigid due to licensure requirements. See the individual program Master Plan of Instruction for specifics.

### **Notification of Absences**

Attendance is very important in the Phlebotomy program. **A student who finds it necessary to be absent due to illness or emergency situations MUST notify the instructor prior to or within one (1) hour of the state of class that day. When a student finds it necessary to leave school early they must notify the instructor.**

Failure of notification will result in:

1. a verbal reprimand at the first no-call, no-show
2. a written reprimand for the second no-call, no-show
3. a School Intervention Team meeting (SIT) for the third no-call, no-show

If a test is not taken at the regularly scheduled time, students will lose 10 points off their grade on that test. Regularly scheduled means the original time and date that a test is scheduled. Students who enter the classroom after any of the testing students leave the classroom will be considered as missing the regularly scheduled time and be subject to the 10 point penalty.

### **Excessive Absences**

Any student whose absences exceed 5% will be placed on PROBATION. The purpose of probation is to formally notify and appropriately document an existing condition that is jeopardizing the ability of a student to successfully complete the Phlebotomy program. Excessive absences may jeopardize enrollment in the class

Probationary status will terminate when the terms of the contract have been satisfied or when the number of hours absent does not exceed the cumulative 5% of the hours to that point in the program.

Students on probation for excessive absences may continue in the program only as long as they are making satisfactory progress in the theory and clinical areas, and that the excessive absences are due to extenuating circumstances such as hospitalization, emergency surgery, or extreme personal hardship. Excessive absences

will impact the work habits grade or may result in withdrawal from the program. Any specific requirements attached to the probationary status will be discussed at that time and will become part of the written contract. Students have the right to appeal by submitting a letter to the department chairperson. A committee of instructors, chairperson and administration will review the appeal.

The student must complete 156.25 of the 165 hours in the program. Students whose absences exceed the allowable 8.25 hours will **NOT** be eligible for graduation and will be required to re-enroll with the next Phlebotomy class to make up missed hours. Selection for re-enrollment positions will be on a space available basis.

### **Tardiness**

Students are expected to be in their seats promptly at the start of class, after break, and after lunch. Students must notify the instructor of any expected tardiness and of an expected arrival time.

## **CLASS SCHEDULE**

Students attend classes from 5:00 p.m. to 9:30 p.m. Tuesday and Wednesday with a 30-minute lunch period. This provides four (4) hours a day of instruction for two (2) days a week.

## **GRADING PROCEDURE**

Lake Technical Center is a postsecondary institution designed to provide trained individuals to industry. The grading scale for the Phlebotomy program reflects industry standards, as recommended by the advisory committee and approved by the administration of Lake Technical Center. The approved postsecondary program grading requirements must be met if the student is to receive a certificate.

### **Phlebotomy Grading Scale**

94 – 100	Outstanding Progress
87 – 93	Above Average Progress
80 – 86	Average Progress
< 80	Failing

Grades are based on three (3) criteria: Skills, Knowledge, and Work Habits and students must receive a passing grade for each individual area. Each area counts as one-third (1/3) of the final grade for the grading period.

### **KNOWLEDGE (33 1/3% of the grade)**

The Knowledge grade is composed of written exams and assignments. An average grade of 80% or higher is required for successful completion of each unit. Failure of a unit of instruction will result in withdrawal from the program. Delay in meeting graded deadlines will result in loss of points per grade. A minimum overall KNOWLEDGE average of 80% per unit is required to successfully complete the Phlebotomy program.

### **WORK HABITS (33 1/3% of the grade)**

The Work Habits grade is based on personal appearance, attitude, attendance and punctuality. The work habits grade is based on established criteria and reviewed with each student at the end of each grading period. A midway evaluation may be done by the instructor if problems are identified and formal evaluation deemed necessary. A minimum WORK HABITS grade of 80% per grading period is required to successfully complete the Phlebotomy program.

### **Work Habits**

Effective work habits are the cornerstone to successful employment. Students are expected to demonstrate productive work habits during all phases of enrollment. Instructors will work with students who need assistance in this area to improve the overall possibility for successful employment.

**Attendance:** Attends class, arrives/leaves on time; be prepared for class by reading assignments and completing homework, contribute to class discussion and involvement in lab activities (in other words, no sleeping or daydreaming), begin and end work as expected, use work time appropriately.

**Character:** Displays loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline, and self-responsibility; displays a high level of effort and commitment to performing and completing work.

**Teamwork:** Respects the rights of others; respects confidentiality; is a team worker; is cooperative; is assertive; displays a customer service attitude; seeks opportunities for continuous learning; demonstrates mannerly behavior; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit.

**Appearance:** Displays appropriate dress, grooming, hygiene, and etiquette; wears clothing suitable to the job, task and environment; wears full regulation uniform, if required by program.

**Attitude:** Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest.

**Productivity:** Follows safety practices; conserves and maintains equipment and supplies; keeps work area neat and clean; follows directions and procedures; makes up assignments and tests punctually; notifies proper authorities of situations presenting potential safety hazards; does not use or knowingly permits others to use tools and equipment improperly; stays on task and utilizes time constructively.

**Organization:** Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in adapting to changes.

**Communication:** Communicates accurate information to others in a professional and courteous manner; displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills; asks pertinent questions; listens attentively to others, notifies instructor in advance of absences or tardies.

### **SKILLS (33 1/3% of the grade)**

The Skills grade results from performance in the clinical. Clinical skills must be demonstrated and passed during the grading period in which the skill was introduced. A minimum SKILLS grade of 80% per grading period is required to successfully complete the Phlebotomy program.

Failure in any of the above three areas will result in withdrawal from the program.

### **Phlebotomy Grading Procedure**

1. Delay in meeting graded deadlines will result in loss of points per grade.
2. Failure of theory (unit) will result in withdrawal from the program.
3. Failing grade in skills or work habits will result in withdrawal from the program.

If a student does not show satisfactory academic progress, the student will be referred to counseling, and if necessary, to the Assistant Director for Curriculum to review the appropriateness of program placement.

### **Program Progress**

Students are required to complete the program of training within the hours allotted by the State of Florida for completion. Progress must be at a rate that will allow for completion with the number of hours stated in the Curriculum Framework, [http://www.fldoe.org/workforce/dwdframe/heal\\_cluster\\_frame11.asp](http://www.fldoe.org/workforce/dwdframe/heal_cluster_frame11.asp)

## **REASONS FOR WITHDRAWAL**

1. Unsatisfactory academic, lab or clinical work.
2. Lack of aptitude for nursing as demonstrated by unsafe performance and poor professional judgment in the clinical area such as, but not limited to, endangering a patient's safety by:
  - a. Violating standard safety practices in the care of patients.
  - b. Delaying care that is within the student's realm of ability and/or knowledge.
  - c. Performing skills or procedures beyond the realm of the student's ability and/or knowledge.
3. Being found in any restricted or unauthorized area.
4. Unethical conduct such as fraud, drug abuse, alcohol abuse, breach of confidentiality (HIPPA violation); inappropriate nurse/patient interaction or interpersonal relation; or aggressive or dishonest behavior to any school or hospital staff member, physician, patient, or other student, defined as follows:
  - a. Aggressive behavior is defined as a forceful, self-assertive action or attitude that is expressed physically, verbally, or symbolically and is manifested by abusive or destructive acts towards oneself or others.
  - b. Dishonest behavior is defined as an untruthful, untrustworthy or unreliable action.
5. Cheating in any manner.
6. Withdrawal from a hospital or participating agency as the result of due process proceedings based upon a written request from the agency that the student be withdrawn.
7. Violations of the attendance policy.
8. Failure to satisfy identified probationary requirements within the stated time.
9. Failure to comply with requirements as stated in the Master Plan of Instruction.

## **CENTER DRESS POLICY**

Students who attend Lake Tech shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing must be neither distracting nor offensive and be clean, neat, modest, in good repair and appropriately sized. Please refer to the Master Plans of Instruction for individual program dress code policies.

The director or designee has the final authority for determining whether or not a student's apparel conforms to the dress code. When it is determined that it does not, students will be required to change into clothing which will conform to this code or leave campus. Students may return to campus when they have changed into appropriate clothing.

### **Phlebotomy Dress Code**

1. Clean scrub pants and properly fitting scrub top.
2. All uniforms must be free from wrinkles.
3. Athletic shoes.
4. Nametag.

Special Notations:

1. No jewelry other than a watch, a wedding/engagement ring. No other visible body piercing is acceptable.
2. Nails should be no longer than end of fingertip. No artificial nails.
3. No perfume or cologne may be worn.
4. No heavy makeup is to be worn.
5. No gum.
6. Hair must be worn away from the face at all times during laboratory activities.
7. Adequate care of the mouth is mandatory.

Students reporting to school or clinical activity dressed inappropriately will be dismissed for the day.

Remember - students at this Center are preparing for employment in a position where public relations must be a major factor in one's success. Individual desires cannot always take precedence.

## **FINANCIAL AID**

Policies and guidelines for the administration of all financial aid are established according to federal and state law by a financial aid committee and published in the Financial Aid Policies and Procedures Manual. Applicants complete an information form, Free Application for Federal Student Aid, and furnish documentation needed to verify eligibility.

The Financial Aid Office will assist students, where possible, with access to financial support offered by federal agencies (U.S. Department of Education – Pell Grants, Department of Veterans' Affairs), other state and local agencies and local organizations (scholarships).

Financial aid personnel are available daily to assist students with financial aid needs and requests. The financial aid coordinator is also the liaison for all local agencies.

## **PLAN OF INSTRUCTIONAL PRACTICES**

### **Teaching Methods**

Pre- and post-testing, lecture, web-based materials, demonstration and return, discussion, group interaction, guest speakers, audio-visual materials, required reading and written assignments, oral reports, role playing, question and answer, unit examinations, skill practice, anatomical models and charts, individualized instruction, and self-directed learning activity packages, independent study, clinical experience and field trips are among the teaching methods utilized.

### **Teaching and Instructional Aids**

Textbooks, workbooks, projects, reports, simulations, hands-on computer experience, collaborative learning, video taped instructions, films, audio tapes, transparencies, guest speakers, board examples, and other

methods are used for instruction as appropriate.

### **Assignments**

Assignments for the class will be made by the instructor responsible for the class. Assignments must be met on the DATE and TIME assigned, unless previously arranged with the instructor. Instructors will not be responsible for reminding the students that work has not been turned in. This is the student's responsibility.

### **Provisions for Individual Differences**

Among the provisions made to allow for individual differences are pre-testing to determine entry level, workbooks, and study guides for progress at individual rate, progress grading, individualized instruction, individual project assignments, and referral for basic skill remediation.

### **Evaluation**

The student's classroom progress will be evaluated throughout and he/she will receive a written report of their performance at the end of each grading period. A conference with the instructor will be held at this time if deemed necessary by the instructor or requested by the student.

### **Clinical**

The instructor will evaluate each student's skills/clinical progress throughout the program. The evaluation is a comparison of the student's performance to the written program objectives, which are based on the Department of Education's Performance Standards. Evaluations are reviewed in individual conferences.

## **PHLEBOTOMY PROGRAM GENERAL INFORMATION**

### **Job Description**

The American Academy of Phlebotomy Technicians' description of a phlebotomist: Phlebotomists collect specimens from patients for clinical analysis and diagnosis. They act as ambassadors of the clinical laboratories. Consequently, they must have excellent customer service skills as they interact with a diverse patient population. Physicians use the results of blood work to assist them in treating and diagnosing patients up to 70% of the time. Therefore, the phlebotomist must collect quality results to ensure physicians are getting optimal results to aid in the treatment of patients.

The Phlebotomist may find employment in labs, clinics, physicians' offices, and private practice.

### **Program Length and Hours**

The Phlebotomy class is a 165-hour program in length.

The Phlebotomy program functions under Lake Technical Center. The program is designed to prepare students for employment as Phlebotomists.

### **Personal Qualities/Health Care**

The following qualities are desirable for one studying to become a phlebotomist: Good health, good citizenship, a desire to help people and to have new experiences, a willingness to accept responsibility, alertness to the needs of people, the ability to get along with others, adaptability, honesty, dependability, promptness, and kindness.

The student is responsible for his/her health and any health problems. The school reserves the right to require a physician's statement if there is reason to believe that the student's health may be jeopardized in a clinic situation. Any student too ill to perform class requirements will be sent home.

### **Supply Fee**

Includes: CPR, First Aid, lab supplies, background check, and liability insurance.

## **PROGRAM POLICIES AND PROCEDURES**

1. NO CELL PHONES ALLOWED IN THE CLASSROOM OR CLINIC.
2. THERE IS TO BE NO FOOD OR DRINK IN THE CLASSROOM. WATER ONLY IN CLEAR COVERED CONTAINERS. Food and drinks are confined to the Student Center and/or a designated area. Gum



- chewing is not allowed.
3. Students are to maintain a neat, clean and appropriate appearance and wear a proper uniform to class and to clinical areas.
  4. No student should be lying on laboratory tables without the permission of the instructor.
  5. All equipment should be returned to its proper place after use. Any broken equipment must be reported to the instructor for repairs.
  6. All students will respect the rights of others.
  7. NO personal calls may be made or accepted during school hours except in emergency situations.
  8. All cell phones are to be turned off or in vibrate mode during class time.
  9. As of July 1, 2013 Lake Tech is a tobacco free institution. The use of tobacco products of any kind is not permitted at any Lake Tech location.
  10. Students should make good use of classroom and clinical time; take responsibility for their own learning.
  11. Students should demonstrate good interpersonal skills with peers, instructor and contribute to the learning atmosphere.
  12. Students should demonstrate punctuality.
  13. Students should respect school and clinical facility property.
  14. NO student is to be in the lab or classroom without the instructor's present.
  15. Conflicts – at any time that conflict arises, for any reason, during class time or clinicals the student is to avoid a serious confrontation at all costs. Right or wrong, students should avoid being part of a bad scenario that would have an impact on the program. Students should report to the instructor or department chairperson immediately and allow one of these individuals to disarm the situation.

### **Classroom Rules**

Students will:

1. Maintain a neat, clean, appropriate appearance
  - When in uniform, be dressed according to the dress code
  - When not in uniform, wear standard business attire for class or other occasions
  - Refrain from wearing shorts, midriff tops, etc., these are not appropriate at any time
2. Demonstrate punctuality
  - Notify an instructor prior to expected time regarding tardiness or absences
  - Seek permission and follow procedure to leave early when necessary
  - Return from breaks and meal times at specified time
3. Respect the rights of others
  - Be attentive and polite
  - Do not talk to neighbors preventing others from learning
  - Help classmates if able and time is appropriate
  - Respect the property of others
  - Be patient and considerate of others
  - Pay attention
  - Think before speaking to avoid misunderstanding
  - Do not talk while others are talking
4. Demonstrate good interpersonal relationships with peers and instructors
  - Exhibit/attempt to cooperate, have a congenial attitude with others
  - Show respect for instructors and peers
  - Accept others for themselves
5. Contribute to a learning atmosphere
  - Wait for recognition before speaking
  - Do not interrupt class
  - Assist peers, as able, in their learning
  - Contribute new or pertinent material on topic when appropriate
6. Make good use of classroom/laboratory time
  - Do reading or assignments when no lecture or formal class is in progress
  - Practice skills and techniques.
7. Take responsibility for own learning

- Submit assignments on the specified date. In the event of an absence, submit assignment the first day of the return to class.
  - Responsible for coming to class prepared by bringing pen, pencil, paper, and books
  - Make up work missed during absence in a timely manner without prompting
  - Complete reading assignments and is able to participate in class discussions
8. Attempt to do the best possible
- Try to achieve full potential
  - Make an effort to answer questions when called upon. There will be no unison responses to questions. The instructor will recognize students after asking a question.
  - Use time wisely
  - See the teacher privately to clarify any unclear material
9. Respect school and clinical facility property
- Always leaves classroom, laboratory, conference area neater than found
  - Do not eat or drink except in designated areas
  - Do not deface property of others
  - Be proud of your school and remember to be an ambassador to the public

### **Professionalism and Confidentiality**

Phlebotomists practice under a code of ethics, which safeguards the client's right to privacy by judiciously protecting information of a confidential nature. Through conversation with clients you may be privy to information about themselves, their families, physicians or other healthcare providers which is to be held in strictest confidence and to be discussed ONLY in accordance with your professional responsibilities.

Violation of the "confidential communication" will be grounds for probation or recommendation for dismissal in accordance with program policy as determined by HSE faculty and program chairperson.

### **Methods of Address**

A student will address each other, instructor, office staff and clients with respect and consideration. Clients should be addressed in a friendly manner but never in terms of familiarity or endearment.

## **CERTIFICATE REQUIREMENTS**

In order to receive a Certificate of Completion for the Phlebotomy program, the student must successfully complete with a minimum of 80% average each of the areas of theory, skills and work habits and:

- Demonstrate knowledge related to the 24 Intended Outcomes identified in the Department of Education Curriculum Framework
- Demonstrate proficiency in the laboratory/clinical area
- Attend a minimum of 156.25 hours

The certificate of completion will be presented at the end of the program. Program completers are invited to participate in the school-wide graduation ceremony held in June.

### **Job Placement**

The instructor assists students with job placement. However, no one can be promised the job or hours desired. It is up to the individual student to actively pursue employment opportunities.

### **Follow-Up**

Lake Technical Center is a tax-supported school. In order to receive funding the school must show evidence of placement of graduates in field. It is your professional responsibility to maintain contact with Lake Technical Center through the completion and return of follow-up surveys which you will receive after graduation.

## **GENERAL SCHOOL INFORMATION**

### **Campus Safety**

Basic safety standards, which will include fire drills, weather drills, lockdowns, equipment usage, and traffic regulations, will be covered in the program orientation and within the program as applicable. These basic safety standards will be reinforced throughout the program enrollment. Students should immediately report any safety

concerns to an instructor or administrator. Please refer to the school catalog for more campus safety information.

**Food and Drink in Program Areas**

Food and drinks are confined to the Student Center and designated areas. Food and drinks other than water are not allowed in classroom and laboratory areas. Water is permitted in these areas provided it is in a closed, covered container that will not spill if the container is tipped. This is to protect the equipment and furnishings in the classroom and laboratory areas.

**Leaving Campus During School Hours**

All students who leave campus due to sickness or personal reasons during the scheduled class time are required to inform their program instructor.

**Lunch**

Food services are provided on the main campus by the Culinary Institute and are available during breaks and lunch. In order to avoid congestion in the Student Center, each class is assigned a time for break and lunch. Adult students may leave the LTC campus during the scheduled 30-minute lunch break as long as they are able to return to the program on time.

**Parking Regulations**

Students may park only in the south parking lot in spaces not designated as staff or customer service parking. For safety, loitering in or around vehicles once the vehicle is parked is not allowed and a 10 mph speed limit is enforced. In consideration of the neighbors and classes in session, loud music in vehicles on campus is prohibited.

**COURSE LISTING**

<b>Course Title</b>	<b>Hours</b>
OCP A • CORE	90
OCP B • Phlebotomist	75
TOTAL	165

**2013 – 2014**  
**Florida Department of Education**  
**Curriculum Framework**

**Program Title: Phlebotomy**  
**Program Type: Career Preparatory**  
**Career Cluster: Health Science**

Program Number	H170302
CIP Number	0351100901
Grade Level	30, 31
Standard Length	165 hours
Teacher Certification	PRAC NURSE @7 G *(Registered Nurse) TEC MED !7 G LAB TECH @7 G LAB ASST @7 G MED ASST @7 G PARAMEDIC @7 G REG NURSE 7 G RESP THER @ 7G
CTSO	HOSA
SOC Codes (all applicable)	31-9097 Phlebotomists 31-9099 Healthcare Support Workers, All Other
Facility Code	[252] <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>
Statewide Articulation	<a href="http://www.fldoe.org/workforce/dwdframe/artic_frame.asp">http://www.fldoe.org/workforce/dwdframe/artic_frame.asp</a>
Basic Skills Level	N/A

**Purpose**

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Health Science career cluster.

The purpose of this program is to prepare students for employment as phlebotomists SOC Code 31-9099, Healthcare Support Workers, All other.

The content includes but is not limited to communication, leadership, human relations, and employability skills; performance of safe and efficient work practices in obtaining adequate and correct blood specimens by capillary or venipuncture on adults, children and neonates; maintaining the integrity of the specimen in relation to the test to be performed; preparing blood smears; labeling specimens accurately and completely; collecting timed specimens; promoting the comfort and well-being of the patient while performing blood collecting duties; observing safety policies and procedures; medical terminology; emergency procedures including CPR (Heartsaver); delivering a variety of clinical specimens to the clinical laboratory; sorting and recording specimens received in the laboratory; centrifuging specimens and preparing aliquots of samples according to

the designated protocol; distributing samples to appropriate laboratory sections; and preparing collection trays for specimen procurement.

### Program Structure

This program is a planned sequence of instruction consisting of two occupational completion points.

When offered at the post secondary adult career and technical level, this program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

The following table illustrates the program structure:

A	HSC0003	Basic Healthcare Worker	90 hours	31-9099
B	MEA0520	Phlebotomist	75 hours	31-9097

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### Special Notes

This program meets the Department of Health HIV/AIDS Domestic Violence and Prevention of Medical Errors education requirements. Upon completion of this program, the instructor will provide a certificate to the student verifying that these requirements have been met.

If students in this program are seeking a licensure, certificate or registration through the Department of Health, please refer to 456.0635 F.S. for more information on disqualification for a license, certificate, or registration through the Department of Health.

A voluntary national certification is available through an exam offered by:  
The National Health Career Association, 7500 West 160<sup>th</sup> Street Stilwell, Kansas 66085 PH: 800-499-9092 x8223 Fax: 973-644-4797 [www.nhanow.com](http://www.nhanow.com) To be eligible students must;

1. Have a High School Diploma or equivalency and have completed an NHA approved training program.
- OR
2. Have a High School Diploma or equivalency and have worked in the field for a minimum of one year.

Although there is no state licensure required for phlebotomists, graduates with required amounts of work experience may obtain certification from national credentialing agencies such as the American Society of Clinical Pathologists (ASCP) and the American Society of Phlebotomy Technicians (ASPT), and American Medical Technologists (AMT).

Outcomes 01-16 are referred to as the Health Science Core and do not have to be completed if the student has previously completed the Core in another health occupations program at any level. The Core should be taken first or concurrently with the first course in the program. Following the successful completion of the core, the student is eligible to take the National Health Care Foundation Skill Standards Assessment with instructor approval and the completion of a portfolio.

### Career and Technical Student Organization (CTSO)

Health Occupations Students of America, Inc. (HOSA) is the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills. Career and

Technical Student Organizations provide activities for students as an integral part of the instruction offered. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

### **Cooperative Training – OJT**

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Basic Skills**

N/A

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an Individual Educational Plan (IEP) served in Exceptional Student Education or ESE) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note postsecondary curriculum cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular Occupational Completion Point (OCP) or a Modified Occupational Completion Point (MOCP). If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP/MOCP. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number (for eligible students with disabilities).

### **Articulation**

This program has no statewide articulation agreement approved by the Florida State Board of Education. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

## Standards

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge of the health care delivery system and health occupations
- 02.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 03.0 Describe the importance of professional ethics and legal responsibilities
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts
- 05.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 06.0 Recognize and respond to emergency situations
- 07.0 Recognize and practice infection control procedures
- 08.0 Use information technology tools.
- 09.0 Explain the importance of employability skill and entrepreneurship skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS
- 11.0 Demonstrate mathematics and science knowledge and skills.
- 12.0 Demonstrate language arts knowledge and skills.
- 13.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 14.0 Solve problems using critical thinking skills, creativity and innovation.
- 15.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 16.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 17.0 Demonstrate accepted professional, communication and interpersonal skills.
- 18.0 Discuss phlebotomy in relation to the health care setting.
- 19.0 Identify the anatomic structure and function of body systems in relation to services performed by phlebotomist.
- 20.0 Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- 21.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 22.0 Practice infection control following universal (standard) precautions.
- 23.0 Practice accepted procedures of transporting, accessioning and processing specimens.
- 24.0 Practice quality assurance and safety.

LAKE TECHNICAL CENTER  
Health Science Education  
Phlebotomy

**CONFIDENTIALITY STATEMENT**

As a student in the Phlebotomy program at Lake Technical Center, I realize that while working in any health care setting or as part of my assigned clinical experience I am dealing with confidential communications. I am also aware that what I learn about clients, their families, physicians, employees, and faculty/staff during the course of my work is to be discussed only in accordance with my professional responsibilities.

I shall not discuss what I have learned in the provision of practice in any other manner. I understand and assume my responsibility to protect the rights of clients and their families by maintaining confidential communication.

I realize that violation of the above agreement will be grounds for probation or dismissal as determined by the program instructor, program chairperson, and administration.

\_\_\_\_\_  
STUDENT SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINT NAME



LAKE TECHNICAL CENTER  
Health Science Education  
Phlebotomy

**SUBSTANCE ABUSE STATEMENT**

I understand and agree that any student in possession of, using, or under the influence of alcoholic beverages, any illegal substances or drugs, or any prescription drugs that are not prescribed for that individual on the school grounds or at any assigned clinical facility, will be subject to immediate dismissal from the program or any other disciplinary action that is deemed appropriate by administration. I also understand that any student convicted of, pleading no contest, or entering into any form of pre-trial program for the use, possession, manufacture, distribution or being under the influence of any of the above listed items or substances, regardless of where the alleged offense occurs, will be subject to immediate dismissal from the program.

As determined by Lake Technical Center Board policy, law enforcement agencies shall be notified.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Program Chairperson: \_\_\_\_\_

Date: \_\_\_\_\_

LAKE TECHNICAL CENTER  
Health Science Education  
Phlebotomy

**STATEMENT OF RECEIPT AND UNDERSTANDING OF POLICIES**

I have received a copy of the Phlebotomy Master Plan of Instruction.

I have read, asked for clarification if needed, understand, and agree to comply with all policies contained therein.

I understand that failure to comply with these policies may result in the termination of my program.

Print Name: \_\_\_\_\_  
\_\_\_\_\_

DATE: \_\_\_\_\_

Signature: \_\_\_\_\_