**Phlebotomy Technician Technical Standards**

**Purpose Statement**

All students in the Phlebotomy Technician program are expected to meet certain technical standards essential for successfully completing all program phases and reflecting industry requirements and standards. To verify the student’s ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. The ability to meet the program’s technical standards does not guarantee a student’s eligibility for any certification exams or successful program completion.

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| Technical Standard | Definition of Standards | Examples |
| Critical Thinking/Problem Solving Skills | Ability to collect, interpret, and integrate information and make good decisions within range of abilities and scope of practice. | * Collect data, prioritize needs and tasks, and anticipate reactions. * Transfer knowledge from one situation to another. * Ability to exercise independent, ethical judgment and think logically in performing duties. |
| Interpersonal Skills | Ability to effectively communicate and collaborate with faculty, student-peers in the classroom/lab/clinical settings, employers/healthcare workers, and when working with patients. | * Respect, and care for residents whose appearance, race, ethnicity, gender, sexual orientation, condition, beliefs, and values may conflict with your own. * Establish rapport with patients, instructors, staff, colleagues, and groups. |
| Communication Skills | Able to effectively express oneself in English in verbal, nonverbal, and written formats with faculty, students, patients, and families, and other healthcare team members. | * Communicate effectively and sensitively, both orally and in writing, with all members of the healthcare team and/or patients. * Read and comprehend written material such as textbooks, test materials, procedure manuals, instrument manuals, and safety/personnel policies. * Transmit information clearly, accurately, and efficiently. * Create organized, legible, and coherent written documentation |
| Coping Skills | Ability to maintain a state of harmony. | * Adapt rapidly to changing environments and/or stress. |
| Mobility/Motor Skills | Physical abilities are sufficient to move in one’s environment with ease and without restriction. | * Perform moderately taxing continuous physical work, including prolonged standing. * Be able to access patients in beds, seated in chairs, and phlebotomy collection stations. * Reach and bend to access laboratory benchtops and shelves easily and without restriction. * Assist patients in and out of phlebotomy collection stations. * Sufficient physical endurance to perform prolonged walking, sitting, and standing periods. * Lift and move objects of at least 25 pounds. * Demonstrate full manual dexterity of the body ergonomically. * Maintain balance in multiple positions. * Administer CPR. * Position and maneuver while providing services, including bending and stretching. * Perform repetitive tasks for 4-6 hours at a time. * Perform skills at varying heights. * Ability to perform manual laboratory procedures with dexterity. * Ability to operate sensitive laboratory equipment, including computers, touch screens, and keyboards. |
| Sensory  Auditory, Observation, and Tactile: | Auditory abilities are sufficient to monitor and assess health needs.  Visual ability is sufficient for observation and assessment is necessary for nursing.  Tactile ability is sufficient for physical assessment.  Ability to visually observe patients, read records and patient charges and read equipment.  Able to visually monitor patients during day and evening lighting.  Adequate sense of touch to monitor patients and detect health needs/abnormalities.  Adequate sense of touch to monitor patients and detect health needs/abnormalities. | * Actively participate in all classroom and laboratory sessions including: demonstrations, lectures, student laboratory, and clinical practicums. * Recognize alarms, both visual and auditory. * Observe resident responses and see changes in conditions. * Read vital sign equipment and medical records. * Hear cries for help. * Palpate pulses. * Detect skin and environmental temperatures. * Detect odors. |
| Environmental | Possess the ability to tolerate environmental stressors. | * Practice standard precautions in lab and clinical settings. * Anticipate exposure to communicable diseases, body fluids, and toxic substances. * Tolerate exposure to allergens |
| Intellectual, Conceptual, Integrative, and Quality Skills: | Possess the intellectual abilities to be skilled in clinical reasoning and problem-solving. | * Be able to prioritize based on the needs of the patient and/or situation. * Be able to determine when to seek supervisory help in a clinical setting. * Deal simultaneously with several problems.   identify and communicate the limits of their knowledge to others when appropriate |
| Emotional/Behavioral | Emotional stability is sufficient to maintain composure in stressful situations and assume responsibility/accountability for actions. | * Possess the emotional health skills required to fully utilize intellectual abilities to include: exercising sound judgment, recognizing emergency situations, working in a changing and stressful environment, and functioning independently in the face of uncertainties. * Demonstrate the ability to follow directions with accuracy and precision. * Demonstrate the ability to maintain intellectual and emotional stability and maturity. * Possess the ability to manage time and organize workload * Practice discretion and confidentiality. * Adhere to safety guidelines to ensure the safety of themselves and others. * Function independently as well as part of a team. * Be prepared to give and receive constructive feedback. |
| Ethical Standards: | Possess belief in ethical, legal, and professional behavior consistent with laws and regulations. | * Demonstrate professional demeanor and behavior. * Demonstrate honesty and integrity. * Be willing to admit to mistakes and take responsibility for one’s own actions.   Perform ethically in dealing with peers, faculty, staff, and residents/patients. |
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In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless doing so would fundamentally alter the essential training elements, cause undue hardship, o produce a direct threat to the safety of the patient or student.

Beaufort County Community College is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or other legally protected category. The College will provide all qualified individuals reasonable accommodations in the work and educational environment and ensure equal access to all College programs, activities and facilities. The College does not discriminate in admissions, educational programs, or employment on the basis of any factor outlined above or prohibited under applicable law. The College is committed to creating and maintaining an environment free of discrimination that is unlawful or prohibited by College policy. For detailed information or to request accommodations visit Support Services at <https://www.beaufortccc.edu/student-life/accessibility-services>. An appointment is recommended prior to enrollment in order to discuss any special concerns.

Revised: 07/11/2023