



St. Luke's College
UnityPoint Health

Sioux City, Iowa

2019



PHLEBOTOMY CERTIFICATE PROGRAM

St. Luke's College
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Mission

St. Luke's College Phlebotomy Certificate Program is committed to providing didactic and clinical instruction, which allows students to acquire the knowledge, skills, and attitudes necessary to attain a high level of competency in the practice of phlebotomy.

The Phlebotomy Career

Rapid advances in the health care delivery system have increased the need for highly skilled phlebotomists. Job opportunities currently exceed the supply of well-trained, motivated professionals in this important role.

The primary function of phlebotomists is the collection of patient blood specimens for laboratory analysis to diagnose and manage medical conditions. The phlebotomist also helps in the collection and transportation of other laboratory specimens and may be involved in other laboratory functions, such as data entry and specimen processing. Phlebotomists must display a high level of professionalism since they are often the patient's only contact with the clinical laboratory. Phlebotomists must like challenges and responsibility. They must be able to perform duties under pressure and communicate effectively with patients, other health care professionals, and the public. Adherence to safety regulations is essential for phlebotomists in order to prevent the transmission of infectious diseases.

St. Luke's College Phlebotomy Certificate Program

UnityPoint Health — St. Luke's is a full-service, community hospital. St. Luke's serves as a medical referral center for Sioux City and surrounding communities, and is recognized for critical care, major surgery, high-risk obstetrics and pediatrics, orthopedic and sports medicine, cardiopulmonary services, and gastrointestinal medicine. The Auxiliary Neonatal Intensive Care Unit is the area's only Level II Regional Neonatal Intensive Care Unit.

The Phlebotomy Certificate Program was established in 2008 and is approved by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS). The program is located at St. Luke's College on the campus of UnityPoint Health—St. Luke's. Clinical instruction is provided by St. Luke's Department of Pathology and Clinical Laboratory Services, Mercy Medical Center — Sioux City, UnityPoint Clinic —Family Medicine at Sergeant Bluff, Orange City Area Health System, and other clinical sites as needed.

The Phlebotomy Certificate Program is offered once per year starting in May. Typical class enrollment is 10 to 12 students. The classroom/skills lab portion of the program consists of **46 clock** hours and is held at St. Luke's College. Daily attendance is required. Class sessions are held in an evening/Saturday format within a five-week time period. The student must attend all class sessions in their entirety to be successful in this program. The clinical practicum consists of **112 required** hours and a minimum of 100 successful, unaided venipunctures and 15 dermal punctures must be completed. Clinical rotations are scheduled Monday through Friday, 7:00 am to 3:30 pm, but other time frames may be scheduled depending on availability at clinical sites. All clinical time missed must be made up at the convenience of the clinical laboratory site.

Course Description

This course is designed to educate the phlebotomy student in basic medical terminology, anatomy and physiology of the body, and components of health care delivery and clinical laboratory structure. The student will learn phlebotomy theory, principles and techniques through classroom lectures, hands-on activities, and supervised clinical performance. The course will cover quality assurance, point-of-care testing, legal and ethical considerations, communication skills, and safety regulations as well as specimen collection and handling.

Program Goals

1. To provide an educational program in accordance with standards established by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS).
2. To provide the community and region with qualified, professional phlebotomists.
3. To enhance and promote the role of the phlebotomist within the healthcare industry and to the public, in general.

4. To encourage and provide a background in clinical laboratory science to those students who may wish to pursue other careers in the clinical laboratory or healthcare.

Admission Requirements

Applicants must be high school graduates or equivalent and will be accepted for admission to the program after evaluation of all application requirements:

1. Completed application and essential requirements forms
2. Two written references from non-family sources
3. Official high school transcripts or official copy of GED
4. Minimum high school cumulative GPA of 2.5
5. Official college transcripts for any college courses taken
6. Good school/work attendance record
7. Good verbal and written communication skills
8. Personal interview with a program official
9. The St. Luke's College Phlebotomy Certificate Program does not lend itself to advanced placement

Essential Requirements

The Essential Requirements provide criteria so that potential applicants can independently evaluate their own ability to meet, participate in education activities, and successfully fulfill the expected competencies required of a phlebotomist. These performance criteria are in compliance with the current regulations of the Rehabilitation's Act, the American Disabilities Act, Civil Rights Act, and the Standards of NAACLS. St. Luke's College requires that all applicants read and sign the form and submit with the application.

Application Procedure

St. Luke's College Phlebotomy Certificate Program has a rolling admission process. Applicants are encouraged to apply by March 31 for a May program start date. Applications for entrance into the program will be accepted until a class is filled and may be obtained from St. Luke's College, 2800 Pierce Street, Sioux City, IA 51104 (712) 279-3149 or at www.stlukescollege.edu. A personal interview will be scheduled once all forms, references and transcripts are received. The number of accepted students is dependent on the number of clinical positions available and the applicant pool. St. Luke's does not accept more students than it has available clinical positions. Applications will be kept on file for one year.

St. Luke's College adheres to the Fair Practices in Education. The program does not discriminate with respect to age, sex, marital status, race, color, creed, national origin, or handicap, except those handicaps which may affect bonafide professional performance or academic standards.

Progress Requirements

The grade for this program is based on both the classroom performance and the clinical practicum performance. Each component is worth 50% of the course grade. The student must maintain a minimum grade of C (70%) or better in both the classroom and the clinical portions. Grading of classroom performance is based on quizzes, lab exercises, and final and practical examinations. The clinical practicum grade is based on the clinical evaluation and assigned projects. The student must achieve 70% or better in the classroom component in order to participate in the clinical practicum.

Grading System: A = 90-100%
B = 80-89%
C = 70-79%

When students satisfactorily complete all requirements of the program, they are eligible to take national certifying examinations. The student will be awarded a certificate from the program. Issuing of the program certificate is not contingent upon students passing any type of external certification or licensure examination.

Rules and Regulations

Program Policies are reviewed with students during Orientation. These policies state the criteria regarding academic requirements, academic probation, grievance and appeal procedure and disciplinary action.

Causes for Probation or Dismissal

On the Basis of Grades: Any student failing to achieve a C average in didactic (lecture) or clinical areas will be counseled and will be informed of academic status including verbal warning, written probation notice, and lastly dismissal from the program. Dismissal for scholastic failure or technical incompetence would be per the decision of a committee comprised of the Program Director, classroom instructor, and clinical instructors from the designated area(s). Progress records are maintained and are available to the student at any time.

On the Basis of Conduct: Students are required to conform to existing St. Luke's College and clinical facilities' policies concerning conduct. Reasons for disciplinary actions up to and including dismissal are as follows:

- Theft, immoral conduct, fighting, willful destruction of property on hospital grounds
- Being under the influence of alcohol, drugs or chemicals
- Inconsiderate treatment of patients or discussion of confidential information with unauthorized persons
- Cheating on examinations or dishonesty in the performance or reporting of test procedures
- Excessive unexcused absenteeism and/or tardiness
- Any other act classified as criminal

Students dismissed for reasons of either grades or conduct will not be allowed reentry into the program.

Academic and Nonacademic Appeal/Grievance Process

An appeal/grievance procedure is available for use by any student having an academic or nonacademic grievance based upon seemingly unfair treatment. This procedure ensures neutral evaluation, due process and fair disposition. Students enrolled in the Phlebotomy Certificate Program, who have need to exercise a grievance appeal, will follow the current process in place for students of St. Luke's College. The Appeal/Grievance Process can be found in the St. Luke's College Handbook and program policies.

Tuition and Expenses

Tuition is \$1,000. (Tuition is subject to change and is reviewed on an annual basis.) A \$100 nonrefundable enrollment fee must accompany a letter of acceptance and is applied toward the tuition. Tuition is required in full prior to the program start date.

- Textbook: approximately \$70
- Housing/Meals: students are responsible for their own lodging and meals.
- Transportation: Students are responsible for providing their own transportation to and from their personal residence, St. Luke's College and clinical sites

Criminal Background Check

A passed criminal background check will be required prior to clinical participation. The student is responsible for all costs associated with the criminal background check.

Refunds

The student is entitled to a 100% tuition refund if withdrawal from the program occurs prior to the first day of class. No refunds will be made once classes begin except under extraordinary circumstances as determined by the Program Director and Dean of Student Services.

Program Withdrawal

If a student chooses to withdraw from the program, he/she must submit a written statement of withdrawal to the

Program Director, with refund policy as stated.

Health and Liability Insurance

Students are required to have a physical examination to include a chest x-ray or TB skin testing, proof of age-appropriate immunity for measles, mumps, rubella, and chicken pox, and Hepatitis B immunization or a written waiver signed by the student declining the Hepatitis B vaccine prior to the start of the clinical practicum. Students will not be allowed to participate in the clinical practicum until all required health information is received by St. Luke's College. Hospital Emergency Department physicians are available for emergency care. Payment for medical care and treatment, including hospitalization costs, will be the responsibility of the student.

St. Luke's maintains a comprehensive liability insurance program which covers students during the course of the program.

Course Modules

(Detailed module objectives are available upon request from the program director.)

1. Phlebotomy and the Healthcare Delivery System
2. The Clinical Laboratory
3. Basic Medical Terminology
4. Safety and Infection Control
5. The Circulatory System
6. Basic Anatomy and Physiology
7. Venipuncture Equipment
8. Routine Venipuncture
9. Venipuncture Complications
10. Special Venipuncture Collection
11. Dermal Puncture
12. Arterial Blood Collection
13. Point-of-Care Testing
14. Quality Assessment and Management in Phlebotomy
15. Regulatory, Ethical, and Legal Issues
16. Additional Duties of the Phlebotomist

Essential Requirements for Phlebotomy Certificate Program

Essential requirements are performance related and provide criteria so that potential applicants can independently evaluate their own ability to fulfill the expected requirements of a phlebotomist. These requirements are made available to facilitate a valid career choice by the potential applicant. The achievement of these cognitive and technical competencies should not endanger or compromise the health and welfare of other students, patients, faculty, or allied health professionals and should not impose "undue hardship" upon the medical facility and/or its patients. *If you are not sure that you will be able to meet the essential requirements, please consult with the Program Director for further information and to discuss your individual situation.*

The phlebotomy student needs to be able to meet the following minimum essential Requirements:

1. Ability to perform **visual requirements**:
 - Read orders, policies, procedures, instrument printouts, number sequence, etc.
 - Differentiate colors; e.g. color codes, test results, etc.
 - Determine specimen suitability
 - Read and comprehend text, numbers, and graphic materials displayed in print and on a video/computer monitor
2. Ability to perform **motor/movement requirements**:
 - Respond appropriately to alarms, pagers, telephones
 - Able and willing to work with blood/body fluids and with infectious organisms
 - Move freely and safely about the clinical facility
 - Reach laboratory bench tops and shelves, patients lying in hospital beds or patients seated in specimen

- collection furniture
 - Perform moderately taxing continuous physical work, often requiring prolonged standing for several hours
 - Perform duties requiring manual and finger dexterity; e.g., using a computer keyboard to accurately enter and transmit data in a timely manner, performing venipunctures, operating and maneuvering specimen collection equipment safely
 - Travel to selected sites for clinical experience
 - Comply with safety regulations; e.g., potential exposure to infectious organisms, body fluids, toxic chemicals
3. Ability to perform communication/behavioral requirements;
- Remain calm and exercise good judgment under stressful and/or emergency situations.
 - Communicate effectively in written/oral English with patients, students, and healthcare workers by giving and receiving instructions and various messages, verbally, in writing, by facsimile, or via computer
 - Maintain a cooperative and productive working relationship with patients, students, visitors, and healthcare workers
 - Maintain flexible, creative, and adaptive to professional and technical change
 - Manage use of time and organizational skills to effectively complete professional and technical tasks
 - Practice honest, compassionate, ethical and responsible conduct
 - Read and comprehend technical and professional materials, e.g., textbooks, magazine and journal articles, handbooks, and procedure manuals
 - Independently prepare papers and take paper, computer, and laboratory practical examinations
 - Recognize potentially hazardous materials, equipment, and situations and proceed safely in order to minimize risk of injury to patients, self, and persons nearby
 - adapt to working with unpleasant biological substances
4. Ability to perform **intellectual/conceptual requirements**:
- Possess these intellectual skills: comprehension, measurement, mathematical calculation, reasoning, integration, analysis, comparison, self-expression, and criticism
 - Exercise sufficient judgment to recognize and correct performance deviations

The National Accrediting Agency for Clinical Laboratory Sciences requires us to define and publish “specific...technical standards” (essential requirements) “required for admission to the program” and to determine “that the applicants or students’ health will permit them to meet the...technical standards...” (essential requirements).

Program Officials

Pamela Briese, MS, MLS(ASCP)^{CM}SC^{CM}, Program Director
 Lauren Kelly, MS, MLS(ASCP)^{CM}, Assistant Professor

Faculty members include the program director, medical laboratory scientists experienced in phlebotomy techniques, and qualified phlebotomists. A current list of faculty members is available from the program director upon request.

For more information, contact the program director: (712) 279-3967 or Pamela.briese@stlukescollege.edu.

Statement of Policy

St. Luke’s College’s educational programs are equal opportunity programs. Any question of discrimination on the basis of age, sex, race, color, creed, disability or national origin shall be directed to:

Chancellor
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 2800 Pierce Street
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