

Utah State University
Health Professions Programs
Assessment
2021

Phlebotomy

The USU phlebotomy course is taught over a 16 week period or one semester. There are no prerequisites required to take the course, however, the course is required for students accepted into the USU Medical Assistant Program in their first semester. For medical assistant students, this course should be taken in sequence with the MA program.

The course does prepare students for a career as a phlebotomy technician or to use as a stackable certificate for other health profession programs. The course is taught using a didactic and lab-based approach. Students are required to demonstrate a proficiency in venipuncture technique and are required to obtain 50 successful venipunctures and 10 successful capillary punctures. At the successful completion of the course students are able to sit for a national certification exam Registered Phlebotomist (RPT) through either American Medical Technicians (AMT) which is encouraged for MA program students as they can also sit for the Registered Medical Assistant (RMA) certification. Students may also sit for the national exam through American Medical Certification Association (AMCA). Students can sit for both exams on the Blanding campus and for the AMT exam on the Price campus.

The curriculum is taken from the required phlebotomy section of the core curriculum for medical assistants through the Medical Assistant Educations Review Board (MAERB) and American Medical Technologists (AMT) core curriculum for phlebotomy technicians.

Students who have been accepted into the medical assistant program must maintain a GPA of 2.67 throughout the course. As part of the MA program, the course is evaluated along with the rest of the MA program based on standards as set forth by the Accrediting Bureau of Health Education Schools (ABHES) during the accreditation process.

The program learning objectives as set forth by core curriculum are as follows:

Disciplinary Knowledge:

1. Define and demonstrate effective communication techniques with patients and between medical professionals.
2. Verbalize an understanding of order of draw, proper handling of specimens and importance of checking for completeness and accuracy on all laboratory requisition forms.
3. Demonstrate team approach within the medical field.
4. Discuss proper documentation techniques in the medical record.
5. Describe the functions of the clinical lab, identify various tests performed in the lab, and demonstrate proficiency in performing laboratory procedures.
6. Identify ethical and legal responsibilities to patient and employer.

Skills and Career Competencies:

1. Apply knowledge of anatomy and physiology of the circulatory system when attempting venipuncture.
2. Describe and demonstrate proper phlebotomy procedures.
3. Describe and demonstrate medical asepsis as well as disease and infection practices.
4. Demonstrate knowledge of proper venipuncture equipment and supplies.
5. Verbalize and demonstrate

The course listed above has assessments embedded in the course. Not only does the course have a strategic plan, all health professions utilizes a living document known as the Program Effectiveness Plan (PEP) to track program outcomes and monitor the effectiveness of the programs. Because the phlebotomy course is included in the medical assistant program, overall program satisfaction is tracked through surveys sent to the following groups: current students, graduate students, clinical affiliates and employers. Responses are graded on a Likert scale of 1-5 (5 being the highest). The goal for program satisfaction is a 3 or above on a Likert scale on all surveys. Student responses as well as comments are taken seriously and reviewed by the faculty and Health Professions director. Any responses below a "3" on the Likert scale are evaluated and an action plan for correction is developed. Surveys are sent out the third week in February and the third week in October as Health Professions programs run fall and spring semesters. Once the surveys and outcomes are tabulated, and a correction plan is developed for student concerns, the results are entered into the PEP and presented to the program's advisory board for their review and recommendations. If a correction plan is agreed upon by the board, faculty and HP program director, then the plan is implemented and the results of the plan are reported on during the next advisory board meeting. This allows time for the plan to be evaluated after implementation for at least six months as the advisory board meetings are held bi-annually in the spring and fall.

Because the instructor for the phlebotomy course is an adjunct instructor, the program relies on IDEA evaluations submitted by students and reviews these each semester. Peer reviews and distance education reviews are also performed yearly on all health professions program instructors.

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Utah State University

Phlebotomy Course

HEAL 1860

Strategic Plan

2021

The program is located on the USU Eastern, USU Blanding and USU Moab campuses. These campuses are located in three rural communities that are classified as rural and frontier medicine. There are major health care entities within each of the counties that have supplied letters of support for all of the USU Health Professions Programs. Not only are phlebotomists utilized in the hospitals and clinics of these health care entities, but the certificate of completion also allows students pursuing other programs to add this to their portfolio as a stackable credential. There are no other phlebotomy programs within these communities and the next closest program is located in Provo, Utah.

Students are encouraged to be mindful of civic responsibilities and community service and opportunities for such activities are provided and required. Students participate in a community STEAM festival that is sponsored by Utah State University. Students provide tours of the Phlebotomy labs and classrooms and demonstrate techniques such as venipuncture cardiovascular structure and explain the typical work day in the life of a phlebotomist in a laboratory setting. Activities that pertain to the phlebotomist role are developed so that the public can participate.

Long-term Program Goals

1. Develop a quality and sustainable program that is career focused and will fill the needs of the community with regards to certified phlebotomist jobs.
2. Utah State University (USU) Phlebotomy Course will lead to employment of our graduates as entry-level certified phlebotomists upon completion of the program.
3. The program will enhance the reputation of the University for learning, discovery and engagement.
4. The program will strengthen the recruitment, retention, graduation and placement of students and as part of that goal decrease the faculty to student ratio.
5. To foster new partnerships both internally and externally. Specific Measurable Objectives Utah State University Phlebotomy program uses the following required criteria as outcome measures of the effectiveness of the program:
 - 70% of those entering the Medical Assistant program will graduate from the program.
 - 70% of graduates will find positive placement in employment as a MA/Phlebotomist or in a related field
 - 70% of graduates sitting for the national certification exam will pass to become certified Phlebotomists.
 - 80% of graduate survey responders will "strongly agree" or "agree" when asked to rate the overall quality of their preparation as a Phlebotomist.

- 80% of employers will "strongly agree" or "agree" when asked, "Overall Is this graduate a wellprepared employee"?

Strategies for Achieving the Goals and Objectives

1. Create an advisory committee for the MA program that also reviews curriculum of the phlebotomy program and it is required for the MA program. Also included are: the USU Health Professions Programs Director, faculty members, MLT program director, a distance education specialist and the Health Professions Staff Assistant. The purpose of this committee is to review specific objectives, address program outcomes, and advise as the need for phlebotomists in the community, as well as the response in the community to our program, and review curriculum so that it is current and in keeping with national standards.

2. USU Phlebotomy Program will develop strong and supportive working relationships with our clinical preceptors so that our students receive excellent training in the clinical and lab setting. Clinical Affiliation Agreements will be in place prior to our students starting their clinical preceptorship so there is no question as to the role of preceptor and student, and the goals are clearly defined. Faculty will make site visits prior to signing the Clinical Affiliation Agreements with the facility to ensure that the site is able to provide learning opportunities that meet the national requirements of skills competencies.

3. The program will utilize student surveys to evaluate student satisfaction with the program.

4. The program will utilize employer surveys to evaluate their satisfaction with our graduate students.

5. The program will track graduation rates and pass rates of our students taking the national certification exam. Schedule for Analyzing and Evaluating the Plan The reporting period for which all metrics are measured will be July 1 through June 30, in keeping with the current cycle of all of USUs Health Professions Program reviews. Surveys, graduation rates and certification pass rates will be analyzed. Curriculum review will also take place annually.

The Phlebotomy Program under the direction of the program director, faculty and in conjunction with the advisory board will review the program effectiveness plan at the end of the annual reporting period, meeting minutes will be recorded and review items will include:

- Summary of data collected
- A discussion of the progress made over the past year
- Suggested changes and revisions
- Direction of program for the coming year Information obtained through this review process will be shared with our advisory committee and placed on the agenda for the fall advisory board meeting