

TECHNICAL STANDARDS

Phlebotomy Technician

In this program grouping, students should be able to meet specific technical standards, which are the essential skills and abilities needed to be successful in a program, with or without reasonable accommodation. It is important to review and understand these standards before applying to the program. All Technical Standards documents are available for review on the Mid-State Technical College website. (Go to <https://www.mstc.edu/programs> and select the program.)

This document should be reviewed prior to applying to the program.

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services, and employment in accordance with Section 504 and 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, as amended. If accommodations are needed, contact the Disability Services coordinator at 888.575.6782, TTY 711, at least two weeks in advance of needed assistance. Services available are documented at <https://www.mstc.edu/student-services/disability-services>.

For more information, please see Mid-State Technical College's Equal Opportunity/Non-Discrimination Policy.

STANDARD	DEFINITION OF STANDARD	EXAMPLE(S) OF TECHNICAL STANDARD
Critical Thinking Skills	<ul style="list-style-type: none">• Ability to apply knowledge and experience to determine best/safe practice for phlebotomy.• Ability to prioritize care of patient.• Ability to identify and resolve unsafe situations.• Ability to implement and adapt all technical and blood drawing procedures.• Ability to follow emergency procedures as needed.• Ability to problem solve complex situations.• Ability to add, subtract, multiply, and divide with or without use of a calculator.• Ability to distinguish metric system units of measurement.• Ability to tell time.• Ability to read and comprehend procedure manuals and policies	<ul style="list-style-type: none">• Organize workload and manage time to complete technical tasks within realistic time limits.• Read and comprehend text, numbers, and graphs displayed in print or on a digital/video monitor.• Solve problems and consider consequences of solutions.• Identify cause-effect relationships in laboratory situations, recognize patterns.• Analysis, synthesis skills, and comprehension of detailed instructions.• Set realistic expectations to meet requirements.• Critically evaluate performance, accept constructive criticism, and be responsible for improving performance.

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Mobility/Motor Skills	<ul style="list-style-type: none">• Ability to manipulate equipment through adequate gross and fine motor skills, stoop, bend, or turn while providing safe patient care.• Possess sufficient strength to assist patient(s) who may have physical strength deficits.• Possess endurance, strength, mobility, balance, flexibility, and coordination to perform client care activities and emergency procedures.• Possess gross and fine motor skills to perform clinical skills in a safe and effective manner.• Ability to stand, sit, or walk.• Ability to bend, stoop, modified squat, kneel, twist, and reach in all directions.• Ability to move freely.• Ability to move in confined spaces.• Ability to maintain balance.• Ability to move quickly.• Ability to operate laboratory equipment and computers.• Ability to don and wear personal protective equipment.• Ability to transport collection trays.	<ul style="list-style-type: none">• Satisfactory physical strength and endurance to be on feet for extended periods and to move heavy equipment and supplies.• Lifting a 20-pound weight from the ground to waist level.
Tactile Skills	<ul style="list-style-type: none">• Ability to squeeze, grasp, twist, pinch, and manipulate small objects.• Possess adequate sense of touch to monitor patients and detect health needs/abnormalities.• Ability to detect/feel depth of veins and arteries.• Ability to detect vibrations through skin.• Ability to detect subtle differences through skin.• Ability to detect temperature.• Ability to detect swelling.	<ul style="list-style-type: none">• Eye-hand coordination and dexterity to manipulate equipment.
Auditory Skills	<ul style="list-style-type: none">• Ability to hear electronic equipment to monitor and maintain safety of the patient.• Ability to communicate with patients and healthcare team members and be able to understand what is being communicated.• Ability to detect audible alarms.	<ul style="list-style-type: none">• Detect equipment alarms/sounds.
Olfactory Skills	<ul style="list-style-type: none">• Ability to detect abnormal odors.	<ul style="list-style-type: none">• Ability to detect alcohol or abnormal breath.

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Visual Skills	<ul style="list-style-type: none">• Ability to visually observe patients, read records, patient charts, equipment.• Ability to visually monitor patients during day and evening lighting.• Ability to see clearly (both near and far), including peripheral vision and depth perception.• Ability to detect and identify different color.• Ability to identify labels and requisitions (e.g., patient ID bands).• Ability to detect changes in skin color.• Ability to read and measure.• Ability to read and enter information into patient charts or computer record.• Ability to observe patient while in care.	<ul style="list-style-type: none">• Sufficient vision to read records, manipulate equipment, and visually read procedures, graphs and test results.
Communication Skills	<ul style="list-style-type: none">• Ability to effectively express oneself in English in verbal, nonverbal, and written formats with faculty, students, patients, and families, and other healthcare team members.• Ability to read, identify, and chart data as needed.• Ability to understand charts, graphs, and worksheets.• Ability to interact with patients, family, and medical staff in a timely and professional manner.• Ability to follow proper phone protocol.• Ability to speak, write, and understand English.	<ul style="list-style-type: none">• Satisfactory speaking, reading and writing skills to effectively communicate in English.• Maintain clear, concise and accurate laboratory records and reports.
Interpersonal Skills	<ul style="list-style-type: none">• Ability to establish effective relationship with clients, families, and staff.• Ability to show respect for diverse populations.• Ability to identify patients.• Ability to work independently and in team.• Ability to establish a professional working rapport with phlebotomists, phlebotomy lead(s), laboratory managers and supervisors, nurses, physicians, as well as patients.• Ability to exhibit positive interpersonal skills in patient, staff, and faculty interactions.• Ability to recognize appropriate boundaries in relationships with patients and colleagues.• Ability to demonstrate good team building skills.	<ul style="list-style-type: none">• Support peers and health care professionals to promote a team approach to learning, task completion, problem solving, and patient care.

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Behavioral Skills

- Ability to work in an environment with potentially infectious materials.
 - Ability to demonstrate adherence to safety guideline sand regulations.
 - Ability to recognize potentially hazardous conditions and take appropriate actions.
 - Ability to maintain immunization and health care requirements.
 - Ability to utilize personal protective equipment.
 - Ability to operate lab equipment, adhering to lab safety standards.
 - Ability to maintain confidentiality.
 - Ability to adhere to attendance, dress code, and personal hygiene protocol.
 - Ability to accept accountability.
 - Ability to display integrity, honesty, and responsibility.
 - Ability to comply with legal and ethical standards of the medical profession, and policies of the phlebotomy program.
 - Ability to demonstrate appropriate impulse control and professional level of maturity.
 - Ability to handle demanding clinical assignments and handle the stress that goes with it.
 - Ability to demonstrate calm and effective behavior and responses, especially during emergency situations.
- Time management of multiple priorities, multiple stimuli in fast-paced environments.
 - Calmly react to urgent situations.
 - Satisfactory intellectual, emotional, and psychological health and functioning to ensure patient safety and to exercise independent judgment and discretion.
 - Follow established safety and emergency response procedures.
 - Work safely with potentially biohazardous biological specimens.
 - Perform multiple tasks and establish priorities.
 - Recognize own stress level and communicate need for assistance appropriately.

Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President – Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715.422.5325 • AAEO@mstc.edu.