

DACUM Research Chart for Phlebotomy Technician

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Produced for

G R O S S M O N T
C O L L E G E



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8800 Grossmont College Drive
El Cajon, California 92020

Developed by



December 6-7, 2001

Developed and published under contract #01-005-002 with the California Community Colleges Chancellor's Office. This work is a product of the Statewide Special Project Collaborative in Health Occupations operated by Grossmont-Cuyamaca Community College District and does not necessarily reflect the policy of the Board of Governors of the California Community Colleges. Permission is hereby granted to reproduce this work, in whole or part, for classroom or curriculum use.

DACUM Research Chart for Phlebotomy Technician

Duties		← Tasks				
A	Perform Clerical Functions	A-1 Obtain patient demographics	A-2 Obtain physician demographics/orders	A-3 Obtain billing/insurance information	A-4 Enter physician orders	A-5 Provide specimen collection instructions/materials
	B	Perform Phlebotomy	B-1 Assess medical requirements	B-2 Verify physician orders	B-3 Identify patient	B-4 Assess patient needs
C		Process Specimens	B-13 Package/transport specimens			
	C-1 Receive specimen		C-2 Prepare specimen	C-3 Transport/store to appropriate area (e.g., Lab Sections, Ref. Lab)		C-4 Arrange for pickup of specimen
D	Collect Specimens	D-1 Collect forensic specimens	D-2 Collect arterial blood gas specimens	D-3 Collect chain-of-custody specimens		
E	Perform/Assist with CLIA-Approved Testing	E-1 Perform waived testing	E-2 Set-up micro-cultures	E-3 Assist with performance of lab tests		
F	Maintain Safe Environment	F-1 Follow ergonomic procedures	F-2 Maintain physical security	F-3 Comply with infection-control requirements	F-4 Handle/dispose chemical hazards	F-5 Perform routine equipment maintenance
G	Continue Professional Dev. Education	G-1 Maintain certification/licensure	G-2 Attend continuing education courses	G-3 Maintain CPR certification	G-4 Attend professional organization meetings	G-5 Attend process improvement seminars

December 6-7, 2001

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A-6 Schedule patient appointments	A-7 Maintain data files	A-8 Maintain quality assurance data logs	A-9 Relay released lab results	A-10 Maintain supplies		
B-6 Assemble phlebotomy supplies	B-7 Prep anatomical site	B-8 Obtain blood sample	B-9 Assess patient condition	B-10 Label tubes	B-11 Restore work area	B-12 Provide age-related, post-care instructions
C-5 Clean/disinfect area						
F-6 Participate in disaster preparedness						
G-6 Maintain annual competencies	G- Review policies and procedures	G-8 Provide on-the-job training				

General Knowledge and Skills

Operate modern technology	Ability to follow instructions
Print legibly	Listening skills
Computer skills	Team player
Communication skills	Speak and read English proficiently
Speak other languages	Phlebotomy skills
Interpersonal skills	Reading and comprehension Skills
Medical terminology	Basic safety skills
Confidentiality	Legal aspects
Drive car	Analytical skills
Customer skills	Negotiation skills
Basic math skills	Organizational skills
Problem solving skills	
Decision making skills	
Telephone skills	

Worker Behaviors

Professional appearance	Mentally alert
Positive attitude	Desire to learn and expand skills
Able to distinguish colors	Able to take constructive criticism
Control anger	Patience
Good/corrected vision	Assertive
Honest	Motor skills
Detail oriented	Respectful
Safety conscious	Ethical
Mechanically inclined	Independent
Self motivated	Open-minded
Able to multi-task	
Responsible	
Reliable	
Adaptive	
Confidence	

Tools, Equipment, Supplies and Materials

Telephone	Sputum cup
Fax	Stool kit
Car	Occult blood kits or slides
Needles, assorted sizes	Pin worm paddle
Drawing chair	Incubator
Tourniquet	Centrifuge
Hand cleaner	Hood
Alcohol swabs	Racks
Beta dine	Timer
Needle holders	Bio bags
Sharp container	Gram stain rgt
Lancets	Refrigerator
Sterile specimen containers	Bleach bottle (10%)
Band aids	Culture plates
Spill kit	Slide protectors
Apron	
Lab coat	
Safety	
Face mask	
Shields	
Asbestos gloves	

Future Trends and Concerns

- Licensing
- Required CEUs
- Increased pay
- Safety devices
- Increased customer service
- Increased responsibility
- Stabilization of career
- Increased regulations
- Awareness of cost containment
- Increased exposure to hazardous materials
- Increased computer technology
- Increased career opportunities

Acronyms

CEUs Continuing Education Units