

<p style="text-align: center;"><b>Course Outcomes Guide</b> <b>Spring 2012</b></p>
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**Course/Program Title: PLB 106 Phlebotomy Externship Date: 5/16/12**

**Course/Program Team: Melanie Rowland, Kelly Weicht**

**Expected Learning Outcomes:**

- Provide appropriate patient care with respect for diverse cultures, values and beliefs.
- Competently perform routine phlebotomy procedures.
- Utilize appropriate standard precautions.
- Communicate effectively with staff and patients.
- Make critical decisions appropriate for the phlebotomist.
- Perform as an effective team member.
- Practice within the ethical and legal framework of the profession.

**Assessment**

Externship preceptor site evaluations and instructor evaluation.

**Validation**

Completion of course with an average grade of 75% or higher.

**Results**

95 % (20/21 students) completed the course with a grade of 75% or higher  
5% (1/21 students) completed the course with a grade less than 75%.

**Follow-up**

The student who did not successfully complete the course was identified at midpoint by the site as at risk and was counseled and monitored by the instructor. The student failed to improve even with support and coaching. We will continue to have preceptors identify at risk students early in the externship so that the instructor can coach and support the student to the extent possible.