

**Hagerstown Community College
Phlebotomy Certificate Program
Curriculum Map**

Program Outcome	Course Outcome	Course Outcome	Course Outcome	Course Outcome	Course Outcome	Course Outcome
	CSC 102 Introduction to Information Technology	STU 106 Professionalism in the Workplace	MAP 110 Introduction to Health Sciences Professions and Technology	MAP 102 Medical Terminology	PLB 105 Phlebotomy	PLB 106 Phlebotomy Externship
1. Provide appropriate patient care with respect for diverse cultures, values and beliefs.			Demonstrate understanding of ethnic, cultural and racial differences related to health care.		Demonstrate knowledge of culture, values, and belief systems when performing phlebotomy procedures.	Integrate knowledge of culture, values, and belief systems when performing phlebotomy procedures.
2. Competently perform routine phlebotomy procedures.				Demonstrate basic knowledge of medical terminology associated with body systems, signs and symptoms, diseases, disorders, treatments, procedures, and devices	Demonstrate competency by achieving a minimum score of 80% for each required phlebotomy competency.	Demonstrate competency by successfully completing 125 venipuncture procedures and several dermal punctures.
3. Utilize appropriate standard precautions.			Demonstrate a basic understanding of infection control components.		Describe standard precautions, isolation procedures, needlestick safety, and quality assurance procedures.	Demonstrate familiarity with standard precautions, isolation procedures, needlestick safety, and quality assurance procedures.
4. Exhibit professionalism in all communications and encounters with patients and the health care team.		To develop a professional image, maintaining positive relationships both within and outside an organization	Recognize basic concepts of professional communication in health care.	Demonstrate ability to build, define and correctly spell medical terms to insure accurate documentation.	Demonstrate ability to professionally utilize appropriate oral, written, and electronic communication skills.	Demonstrate ability to professionally utilize appropriate oral, written, and electronic communication skills.
5. Make critical decisions appropriate for the phlebotomist.	Critically evaluate data through technology resources.		.		Describe appropriate responses to unexpected events that can arise during blood specimen collections while adhering to safety and quality guidelines.	Demonstrate ability to adjust to unexpected events that can arise during blood specimen collections while adhering to safety and quality guidelines.
6. Practice within the ethical and legal framework of the profession.			Describe basic understanding of ethical/legal guidelines for healthcare practice.	.	Demonstrate knowledge of legal, regulatory, and procedural guidelines for maintaining patient confidentiality and insuring safe blood collections.	Demonstrate knowledge of legal, regulatory, and procedural guidelines for maintaining patient confidentiality and insuring safe blood collections from various sources through the use of approved collection techniques