

Outcomes and Curriculum Map – Phlebotomy/Healthcare Tech Certificate

KEY

I = Introduce; R = Reinforce;

E = Emphasize

X = Extent to which outcome is addressed is not specified

PROGRAM MISSION STATEMENT: The mission of the Phlebotomy/Healthcare Technician Program is to prepare competent entry level Phlebotomists who will professionally serve the phlebotomy needs of the Greater Merrimack Valley Hospital and Outpatient Community.

OBJECTIVES	ASSOCIATED LEARNING OUTCOMES	PROGRAM CURRICULUM: SPECIFIC COURSES AND RELATIONSHIP TO OUTCOME						
		Requirements						Electives
The objectives of the Phlebotomy/Healthcare Certificate Program include to assist students in the development of:	The graduating student will be able to:	ENG101 English Comp 1	HES103 RICCS: Preparing for Success in a Healthcare Career	HES115 Medical Terminology	HES120 Phlebotomy	HES121 Phlebotomy Externship	HES201 Healthcare Law and Ethics	Computer Elective (3)
Basic Understanding of Medical Language.	1	Diagram med terms, label word parts and give definitions.			EIR			
	2	Describe structure of human body and ID body systems.			IER			
	3	Recognize body planes, cavities and major organs and systems.			IER			
Effective Oral Communication, Listening and Reading Comprehension Skills.	4	Explain procedures to patients and communicate information to staff.	IER		IER		ER	
	5	Understand messages from patient.	IER					
	6	Comprehend verbal and written instructions.	IER		IER			

Adequate Preparation for a Career in Healthcare.	7	Develop effective resume.		IER					
	8	Demonstrate professionalism.		IER		IER	E		
	9	Provide good customer service skills.		IER		IER	E		
Venous and Capillary Collection Techniques.	10	Practice Safety OSHA Infection Control methods.				IER	ER		
	11	Collection and process specimen.				IER	ER		
	12	Requisition EMK, QC and QA.				IER	ER		
Further Development and Proficiency in Specimen Collection in this Capstone Class.	13	Collect hematological specimens.					IER ER		
	14	Evaluate and critique skill level and professional skills.					IER		
Knowledge Concerning the Ethical-Legal Responsibility of Healthcare Professionals which Requires Critical Thinking.	15	Demonstrate knowledge of Professional Liability and HIPPA.						IER	
	16	Protect Patient Rights and Safety.						IER	
	17	Demonstrate awareness of Controversial Ethical Issues.						IER	
Effective Use of Computers.	18	Use various Application Software.				ER		ER	IER
	19	Prepare an Electronic Spreadsheet.							IER
	20	Work with DB Management Software.							IER