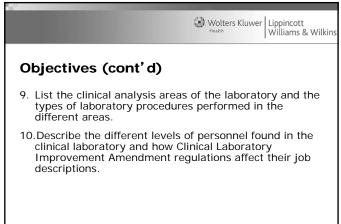


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Phlebotomy: A Historical Perspective

Stone Age

- Crude tools used to cut vessels & drain blood from body
- Egypt (1400 BC)
 - Tomb painting shows leech applied to patient for bloodletting
- Hippocrates (460-377 BC)
 - Health depended on balance of the body. Thought disease was due to excesses like blood, phlegm, black/yellow bile
 - Bloodletting was used to rid the body of evil spirits, cleanse the body.
 - Venesection: cutting vein to bleed patient

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Wolters Kluwer Lippincott Williams & Wilkins **Phlebotomy: A Historical Perspective** Middle Ages - Barber-surgeons performed bloodletting & leeching Barber pole (red & white): represented blood of patient Bleeding bowl: used to collect blood from patient • 17th & 18th Centuries Phlebotomy became a major therapy Lancets & fleams were used to cut veins & arteries Cupping & leeching were used

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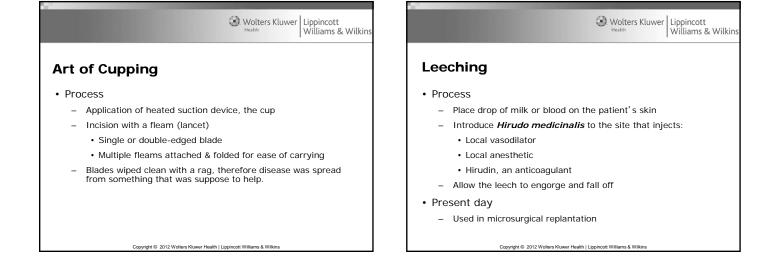
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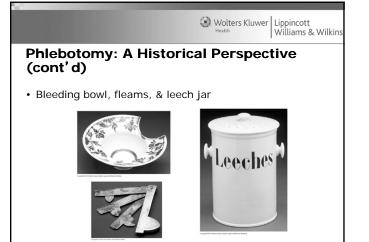
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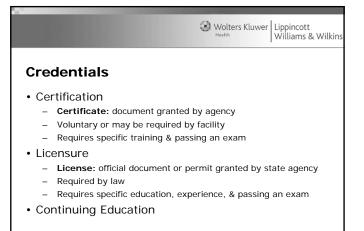
 <u>Wolters Kluwer</u> Lippincott Williams & Wilkins
 <u>Goals and Methods of Philebotomy Today</u>
 <u>Goals</u>
 <u>Goals</u>
 <u>Goals</u>
 <u>Costain blood for diagnostic purposes & monitor treatment (to establish dosage, to maintain dosage at therapeutic level, avoid toxicity) Example: blood thinner, seizure meds, mood stabilizers
 <u>Remove blood for therapeutic purposes: Therapeutic philebotomy</u> (polycythemia (over production of RBCs, hemochromatosis (excess iron deposits in the tissues)
 <u>Methods</u>
 <u>Venipuncture</u>: blood collection via a needle inserted in a vein
 <u>Capitlary puncture</u>: blood collection via skin puncture
</u>

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Role and Skills of Phlebotomist

- Role
 - Phlebotomist: anyone trained in blood collection
 - Many healthcare team members are trained in phlebotomy
- Skills/Knowledge Needed
 - Good manual dexterity
 - Special communication skills
 - Good organizational skills
 - Thorough knowledge of lab specimen requirements
 - Training in phlebotomy skills & standards of practice

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Patient-Client Interaction

- Customer Relations
 - Phlebotomist may be only contact patient has with lab
 - Patient may judge hospital based on encounter with phlebotomist _
- _ Goal: put patient at ease & establish positive relationship
- · Diversity: Understanding patients' health-related-
 - Beliefs & values
 - Needs based on environment
 - Customs & traditions
 - Attitudes toward seeking help from healthcare providers

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Qualities of Professionalism

- Professional appearance
- Self-confidence
- Integrity
- Compassion
- Self-motivation
- Dependability
- · Ethical behavior

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Patients' Rights

- · Two documents published to strengthen consumer confidence
 - The Patient Bill of Rights in Medicare and Medicaid
 - American Hospital Association's The Patient Care Partnership _

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Confidentiality

- · Patient information must be kept private & confidential
- · Ethical standards & laws enforce confidentiality
- Health Insurance Portability & Accountability Act (HIPAA)
 - Safeguards confidentiality of protected health info (PHI)
 - Established national standards for electronic exchange of PHI
 - States that patients must be informed of rights
 - Disclosure of PHI requires written authorization

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 Communication Skills
 Communication
 The means by which information is exchanged or transmitted
 Components
 - The means by which information is exchanged or transmitted
 Components
 - Verbal
 - Active listening
 - Nonverbal (body language)
 - Kinesics: study of nonverbal communication
 - Proxemics: study of an individuals concept and use of space
 - Appearance
 - Touch: special type of nonverbal communication

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Duties & responsibilities of Phlebotomist

- · Collect routine skin puncture & venous specimens for testing as required
- Prepare specimens for transport to ensure stability of sample
- · Transport specimens to the lab
- · Comply with all procedures instituted in the procedural manual
- · ALWAYS maintain patient confidentiality
- · Promote good relations with patients and hospital personnel
- Assist in collecting & documenting monthly workload & recording data
- Maintain safe working conditions
- · Perform appropriate lab computer operations
- Participate in continuing education programs
- · Perform other tasks assigned by supervisory personnel

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Communication Skills (cont'd)

- Elements of Effective Healthcare Communication
- Empathy
 - Control: patient's sometimes need to feel in control of their situation.
- Respect & confirmation
- Trust

Healthcare Delivery

- · Two general categories of facilities
 - Inpatient (nonambulatory)
 - Outpatient (ambulatory)
- · Three levels of healthcare in the United States
 - Primary
 - Secondary
 - Tertiary

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Wolters Kluwer Lippincott Williams & Wilkins Healthcare Delivery (cont'd) Ambulatory Care - Medical care delivered on outpatient basis Patients requiring care after discharge from hospital Two types _ • Freestanding medical care settings & hospital-owned clinics · Outpatient departments & urgent care facilities Homebound Services - Patients' homes Long-term care facilities

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Wolters Kluwer Lippincott Health Williams & Wilking Wolters Kluwer Lippincott Williams & Wilkins Healthcare Delivery (cont'd) **Healthcare Financing** • Public Health Service · Methods of Payment - Part of Department of Health and Human Services Direct payment - Mission: to protect & advance nation's physical & mental health · Patient pays provider - Sponsors & administers programs on: Indirect (third-party) payment Insurance company, federal government, managed care program, or self-insured company pays provider · Development of health resources · Prevention & control of diseases • Diagnosis & Billing Codes · Dealing with drug abuse - Current procedural terminology (CPT) codes (see Table 1-5) Constantly monitors, screens, protects, & educates public • Reimbursement (entitlement programs) Provides services for little or no charge to entire population _

- Medicare & Medicaid
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Managed Care

- Definition
 - A payment system that attempts to manage cost, quality, & access to healthcare by:
 - Detecting illnesses or risk factors early in disease process
 - Offering financial incentives for providers
 - Offering patient education & encouraging healthy lifestyles
- Characteristics
 - Set fee schedule
 - Preauthorization for certain medical procedures
 - Designated case manager required

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Wolters Kluwer Lippincott Williams & Wilkins Managed Care (cont'd) Case Manager Is primary care physician & "gatekeeper" Is experienced healthcare professional - Coordinates all of patient's healthcare Knows patient's condition & needs _ Knows available resources for support & treatment Advises patient on healthcare needs _ _ Provides early detection & treatment for disease Refers patients to appropriate specialists Copyright © 2012 Wolters Kluwer Health | Lippincott Williams & Will

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Managed Care (cont'd)

- Network Service Systems
 - Health maintenance organizations (HMOs)
 - Group practices
 - · Reimbursed on a prepaid, negotiated, & discounted basis
 - Preferred provider organizations (PPOs)
 - Independent groups of physicians or hospitals
 - · Exchange discounted services for steady supply of patients
 - Integrated Healthcare Delivery Systems (IDSs)
 - Number of different types of associated medical facilities
 - · Offers cost-effective holistic and coordinated care

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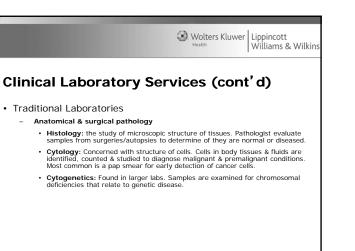
Organization of Hospital Services

- · Characteristics of a "hospital":
 - Permanent inpatient beds
 - 24-hour nursing service
 - Therapeutic & diagnostic services
 - Organized medical staff
- Hospitals are typically organized into departments or medical specialities

Clinical Laboratory Services

- Traditional Laboratories
 - Clinical analysis areas
 - Hematology: blood & blood-forming tissues, most common test is a CBC (complete blood count)
 - · Coagulation: ability of blood to form & dissolve clots
 - Chemistry: Performs most lab tests. Most common specimen is serum. Can also use urine, plasma, other fluids.
 - Serology/immunology: serology mean "study of serum". Deals with bodies response to the presence of bacterial, viral, fungal, parasitic infections.
 - Urinalysis: Testing in this dept can be analyzed manually or with automated instruments. Includes physical, chemical, & microscopic examinations
 - Includes physical, chemical, & microscopic examinations • Microbiology: Analyzes body fluids & tissues for the presence of microorganisms. Will tell physician type of organism and most effective antibiotic.
 - Physical: assesses color, clarity, and specific gravity. Chemical: screens for substances like sugar & protein. Microscopic: establishes presence of blood cells, bacteria, crystals
 - Bloodbank/Immunohematology: Prepares blood products for transfusions

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Clinical Laboratory Services (cont'd)

- Stat Labs
 - Established in some tertiary care facilities
 - Located in emergency room
 - For procedures & tests needed immediately
- Reference Laboratories
 - Large, independent labs
 - Receive specimens from many facilities in city, state, or region
 - Provide routine & specialized analysis of blood, urine, tissue
 - Offer fast turnaround times & reduced cost due to high volume



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Clinical Laboratory Personnel

- Laboratory Director/Pathologist
 - Manages lab (along with lab administrator)
 - May be a pathologist or clinical lab scientist
 - Pathologist: a physician who specializes in diagnosing disease

· Laboratory Administrator/Laboratory Manager

- Usually a technologist with advanced degree & experience
- Oversees all operations involving physician & patient services
- May supervise ancillary services (radiology & respiratory therapy)

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Clinical Laboratory Personnel (cont'd)

A medical technologist performing a complete urinalysis in the ER



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 Clinical Laboratory Personnel (cont'd)
 Medical Laboratory Technician
 _ Typically has associate's degree

- Performs routine testing
- Operates & maintains all equipment
- · Clinical Laboratory Assistant
 - Has phlebotomy experience
 - Has skills in specimen processing & basic lab testing
 - Is a generalist; assists MLS or MLT in any area

Clinical Laboratory Personnel (cont'd)

Phlebotomist

- Collects blood for lab tests for diagnosis & care of patients
- Often serves in role of lab assistant or specimen processor
- Formal programs usually require high school diploma or equivalent to enroll
- Other Laboratory Personnel
 - Computer programmers
 - Laboratory information systems managers (LIS)
 - Quality-assurance managers
 - Point-of-care coordinators

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Clinical Laboratory Improvement Act (CLIA '88)

- · Allows regulation of all sites performing lab testing in US
- Mandates that all labs use same standards regardless of their location, type or size.
- Sets requirements for:
 - Laboratory director
 - Technical consultant
 - Supervisors
 - Testing personnel

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Test Info Chapter 1: Past, Present, & The Healthcare setting

- What other department along with the lab coordinates for TDM?
- · Be sure to know study questions as some are used on the tests
- What dept is responsible for administering O2 therapy?
- · What does "phlebotomy" mean
- Know about different types of communication and communication barriers
- · Know all lab departments and what they do
- Certification
- Patient client interaction
- Some of the first phlebotomists were who????
- Know your study questions
- Situation questions

