Quality Phlebotomy: Back to the Basics

April 11, 2006
The Inverness Hotel and Conference Center
Englewood, Colorado

October 2, 2006
Hilton Dallas/Park Cities
Dallas, Texas

Presented by
Mayo Medical Laboratories
a Division within Mayo Reference Services
COURSE DESCRIPTION
This conference will address important issues that new phlebotomists, phlebotomy managers, those responsible for training new phlebotomists, and other patient care staff face daily. This one-day conference will enhance your capabilities by providing options for dealing with issues such as safety, the venipuncture process, patient identification, pre-analytical variables, special collections, and age-specific/difficult collections.

LEARNING OBJECTIVES
At the end of this conference, participants should be able to:

• Illustrate the importance of safety in all aspects of phlebotomy

• Interpret the phlebotomy procedure including site selection and order of draw

• Identify the importance of proper patient identification and how to handle discrepancies/errors

• Evaluate the importance of pre-analytical variables and impact on total error

• Describe additional factors beyond additive contamination which influence order of draw

• Define the importance of communication and appropriate techniques for diverse patient population

• Recognize the role of training and competency for the phlebotomist

• State ways to adapt learned techniques for performing difficult collections

• Define the need for accurate documentation of collection times for a wide range of specimen types

• Recognize the need for aseptic technique for the collection of blood cultures

• Enhance communication techniques for different age groups

Attendance at this course does not indicate nor guarantee competence or proficiency in the performance of any procedures which may be discussed or taught in this course.
INTENDED AUDIENCE

Quality Phlebotomy: Back to the Basics is designed as an introductory course covering the basic skills to successfully complete the venipuncture process. This conference will be beneficial to new phlebotomists, phlebotomy managers, those responsible for training new phlebotomists, and other patient care staff involved in specimen collection.

CREDIT

Mayo Reference Services is approved as a provider of continuing education programs in the clinical laboratory sciences by the ASCLS P.A.C.E® Program. This program has been approved for 6 contact hours. Level of instruction for this program is intermediate.

This program has been approved for 6 credit hours towards State of California and State of Florida credit.

Other health care professionals will be provided a certificate of attendance for requesting credits in accordance with state nursing boards, specialty societies, or other professional associations.

DATE AND LOCATION

Quality Phlebotomy: Back to the Basics will be held on April 11, 2006, at The Inverness Hotel and Conference Center at 200 Inverness Drive West in Englewood, Colorado, and on October 2, 2006, at the Hilton Dallas/Park Cities at 5954 Luther Lane in Dallas, Texas.

REGISTRATION

To register, complete the attached registration form and return by mail or fax. The registration fee includes tuition, comprehensive course syllabus, continental breakfast, lunch, and break refreshments. Registration deadline for the April 11, 2006, program is March 10, 2006. Registration deadline for the October 2, 2006, program is September 1, 2006. Although it is not Mayo Medical Laboratories policy to limit the number of registrants for a course, conference room facilities may necessitate closing of enrollment; therefore, early registration is strongly advised.

A letter of confirmation will be sent via e-mail upon receipt of payment and completed registration form. Please present the confirmation letter when checking in at the meeting registration desk.

CANCELLATION POLICY

Your registration fee, less a $75 administrative fee, will be refunded when written notification is received by Mayo Medical Laboratories Education Department on or before March 28, 2006, when registered for the April 11, 2006, program and on or before September 18, 2006, when registered for the October 2, 2006, program. No refunds will be made after the dates specified above. Cancellations can be faxed to 507-284-8016.

TRAVEL

For travel arrangements, you may contact Lori Munson, Corporate Travel at 800-526-4540 or 507-287-7462; fax: 507-282-9020; or e-mail: lori@ctsrst.com. Identify yourself as attending the Mayo Medical Laboratories conference.

LODGING ACCOMMODATIONS

Blocks of guest rooms have been reserved with special conference rates at the following hotels. To ensure accommodations and the discounted rate, please make your reservations on or before the dates listed below and identify yourself as a participant of the Mayo Medical Laboratories conference.

The Inverness Hotel and Conference Center
200 Inverness Drive West
Englewood, CO 80112
800-832-9053 Phone
303-799-5874 Fax
$159
Register on or before March 20, 2006

Hilton Dallas/Park Cities
5954 Luther Lane
Dallas, Texas 75225
214-368-0400 Phone
214-369-9571 Fax
$149
Register on or before September 10, 2006
Course Director(s)

Linda K. Iverson, CLPb(NCA)
Laboratory Services Support*
Mayo Clinic, Rochester, Minnesota

Linda’s career at Mayo has been primarily in phlebotomy management of a multidisciplinary outpatient diagnostic services area at Mayo Clinic Rochester. Linda is an active member of the NCA’s phlebotomy exam committee as a writer/reviewer. Her current position in Laboratory Services Support includes the organization and coordination of the hiring sessions for new phlebotomists at Mayo. She is a course co-director and presenter for several Mayo phlebotomy conferences and workshops.

Ruth M. Jacobsen, MA, MT (ASCP), CLS, & CLPb(NCA)
Education Program Coordinator, Department of Laboratory Medicine*
Assistant Professor of Laboratory Medicine, Mayo Clinic College of Medicine
Mayo Clinic, Rochester, Minnesota

Ruth’s career as a medical technologist has included all phases of the clinical laboratory, with phlebotomy duties as an integral part of the responsibilities with each position. She is responsible for the in-house phlebotomy training program to meet Mayo’s staffing needs in Laboratory Services and the educational needs of Mayo School of Health Sciences. Ruth presents education lectures and workshops in phlebotomy at Mayo and as a visiting faculty member for Mayo Medical Laboratories. Ruth is an active member of the NCA’s phlebotomy exam committee as a second-level cognitive reviewer and a past phlebotomy exam chair and job analysis committee chair.
Mayo Clinic Rochester Faculty

**Linda M. Backus**  
*Lead, Laboratory Services*

Linda has been with Mayo since 1998. She has been employed the majority of that time as a phlebotomist in an inpatient setting, became a Lead, and currently is an Assistant Supervisor for one of Mayo’s outpatient Laboratory Services area. Linda has an Associates Degree in Business and a Bachelor of Science Degree in Business Management.

**Debra M. Franks, CLPib(NCA)**  
*Vascular Access Education Assistant*

Deb obtained her LPN from Rochester Community and Technical College in 1984 and is currently a Vascular Access Education Assistant. Deb’s expertise is in pediatric and geriatric phlebotomy from her experience in both the inpatient and outpatient setting. Deb presents educational lectures and workshops in phlebotomy at Mayo and as a visiting faculty member for Mayo Medical Laboratories. Deb is an active member of the NCA’s Phlebotomy Exam Committee as a writer and a reviewer.

*Department of Laboratory Medicine and Pathology

**FACULTY DISCLOSURE**

As a provider accredited by ACCME, Mayo Clinic College of Medicine (Mayo School of CME) must ensure balance, independence, objectivity and scientific rigor in its educational activities. Course director(s), planning committee, faculty, and all others who are in a position to control the content of this educational activity are required to disclose all relevant financial relationships with any commercial interest related to the subject matter of the educational activity. Safeguards against commercial bias have been put in place. Faculty also will disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. Disclosure of these relevant financial relationships will be published in course materials so those participants in the activity may formulate their own judgments regarding the presentation.
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7:00 – 8:00 AM Registration and Breakfast

8:00 – 8:05 AM Welcome and Introductions

8:05 – 9:30 AM Safety and Customer Service: It’s All About You
Linda K. Iverson

9:30 – 9:45 AM Break

9:45 – 11:30 AM Patient Identification and the Venipuncture Process
Linda M. Backus

11:30 AM – 12:45 PM Lunch

12:45 – 2:15 PM Age-Specific Phlebotomy Issues Including Difficult Collection
Debra M. Franks

2:15 – 2:30 PM Break

2:30 – 3:45 PM Phlebotomy Collections and Pre-Analytical Variables: It’s All in the Details
Ruth M. Jacobsen

3:45 – 4:30 PM Panel Discussion
Program Faculty
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Circle One:

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Mail form and payment to:
Mayo Medical Laboratories
Education Department, 1-402
3050 Superior Drive NW
Rochester, MN 55901
Web site: www.mayoreferenceservices.org/mrs/mml/mml-education.asp
E-mail: davisson.shelley@mayo.edu

(Please print or type all information. You may duplicate this form for multiple registrations.)

Name __________________________________________________________________________________________________
First Name Middle Name or Initial Last Name
Institution ______________________________________________________________________________________________
E-mail (required) ________________________________________________________________________________________

Which do you prefer to be your mailing address:  □ Work/Business  □ Home

Work Address __________________________________________________________________________________________
City ____________________________________________________ State/PV _______________ ZIP/PC_______________
Country ______________________________________________________________________________________________

Home Address __________________________________________________________________________________________
City _______________________________________________ State/PV ________________ ZIP/PC __________________
Country ______________________________________________________________________________________________

Home Telephone ( ________ ) ________________________ Business Telephone ( ________ )_______________________
International Telephone (Country Code)____________(City Code) ____________ (Phone) _________________________
Fax ________________________________________________________________________________________________

□ Please check if you have special accommodation or dietary needs and indicate specific need(s).

Registration Fee: $250
Total Payment Enclosed $ ______________

Payment Method
□ Check Enclosed (Payable to Mayo Medical Laboratories)
□ Credit Card: □ Visa □ MasterCard

Card Number ________________________________ Expires Mo/Yr

Signature ________________________________ Date ___________________
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