

## AMAZING (PROFESSIONALISM & PATIENT SAFETY) RACE IN PHLEBOTOMY EDUCATION

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### WHO?

- Phlebotomy Students
- Faculty Members
- Staff Members
  
- Fletcher Technical Community College
- Schriever, Louisiana




### WHAT?

- Active learning exercise with simulation of real job scenarios
- Innovative method for assessment of effective communication skills
- Unique evaluation of proper patient identification skills ensuring patient safety
- Based off the Amazing Race TV reality show



### WHY?



- Recent clinical preceptor feedback regarding a phlebotomy student included a hesitancy and nervousness during self-introductions to patients
- Active learning increases student engagement & retention of material
- Meet National Patient Safety Goals: Enhanced Staff Communication & Proper Patient Identification
- Set our students up for success in clinicals and the workplace
- Have fun and win a prize during class time


## ACTIVE LEARNING HAS BEEN CONSISTENTLY LINKED WITH GREATER MATERIAL RETENTION IN LEARNERS.

### WHEN?

National Phlebotomy Recognition Week  
February 14 – 18, 2022

Our event was on February 14th

The timing of the event allowed for any necessary remediation to occur prior to students entering their clinical rotations.



### HOW?


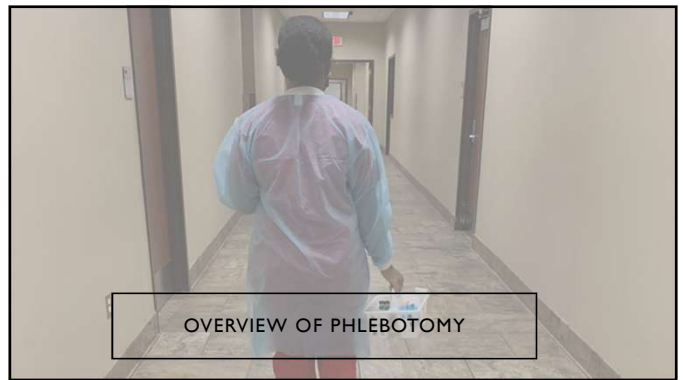
With the help of over 15 volunteers, our Community College was transformed into "Fletcher Hospital" for an hour.

Volunteers served as mock patients, challenge station leaders, and nurses.

Each student started at a different station and completed 10 patient identification stations and 3 challenge stations.




Each patient volunteer evaluated the phlebotomy students on their professionalism and soft skills based on a rubric.

Patient identification errors resulted in repeated attempts thus delaying the student's overall time.

### PROFESSIONALISM & STAMINA

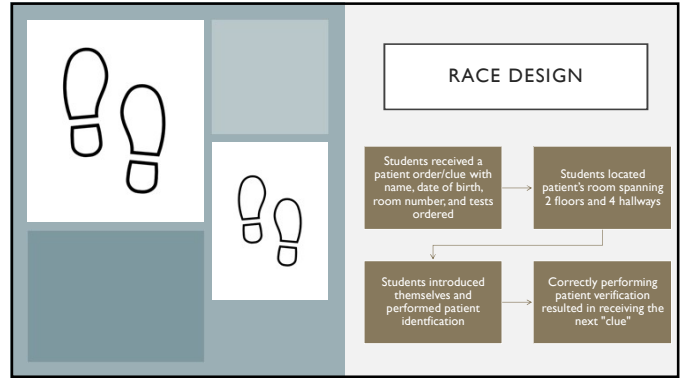
- Phlebotomists perform their job standing typically working 8- or 12-hour shifts
- Phlebotomists are the "ambassadors of the laboratory"
- Phlebotomists must make a positive first impression with each patient

### 2022 LABORATORY NATIONAL PATIENT SAFETY GOALS

IDENTIFY PATIENTS CORRECTLY.  
IMPROVE STAFF COMMUNICATION.  
[www.jointcommission.org](http://www.jointcommission.org)

- The purpose of the National Patient Safety Goals is to improve patient safety.
- The goals focus on problems in health care safety and how to solve them.
- Use at least two ways to identify patients. For example, the patient's name and date of birth.
- This is done to make sure that each patient gets the correct medicine and treatment.
- Get important test results to the right staff person on time.



### COMMUNICATION & PATIENT IDENTIFICATION

- Students introduced themselves at each station and were scored on their verbal and non-verbal communication skills
- Students performed three-way verification to check patient identity using orders, ID/hospital bracelet & verbal statements and/or nurse identification
- Immediate feedback on Patient Identification Procedure was provided
- Students could not progress until Patient Identification was mastered

### PATIENT CHALLENGES


- Name misspellings
- Date of Birth mismatches
- Missing Suffixes
- Baby boy and Baby girl twins
- Patient who does not speak English
- Similar sounding names
- Names having two common spellings

### EXAMPLES OF PATIENT CHALLENGES

STUDENT'S CLUE	PATIENT'S IDENTIFICATION
• DOB 12/22/25	• DOB 12/22/52
• BRENDA CHIASSON	• BRENDA CHAISSON
• TIM SMITH	• TIM SMITH JR.

HIGH IMPACT PRACTICES SUCH AS PROBLEM-BASED LEARNING, IMMEDIATE FEEDBACK ASSESSMENT TECHNIQUES, AND REAL-LIFE SIMULATIONS INCREASE STUDENT ENGAGEMENT AND INCREASE LEARNING

CRITICAL  
THINKING



Students decided if they could positively identify each patient.

Each patient asked, "Would you draw me?"

Correct answers earned the next clue/patient order.


Incorrect answers needed to repeat the patient identification process delaying their race time

The students were ranked by time taken to complete the total exercise

Prizes were selected based on finishing times



ROADBLOCKS &  
OBSTACLES




- Order of Draw Activity
- Fun tube toss
- Professionalism questions
- Phlebotomy questions from the textbook
- Time delays for incorrect answers

IMMEDIATE  
FEEDBACK

The **immediate feedback** assessment technique was utilized for patient identification and the order of draw challenge.

Students were immediately notified of incorrect answers and given an opportunity to correct and **master the skill** at each station before moving forward in the activity.



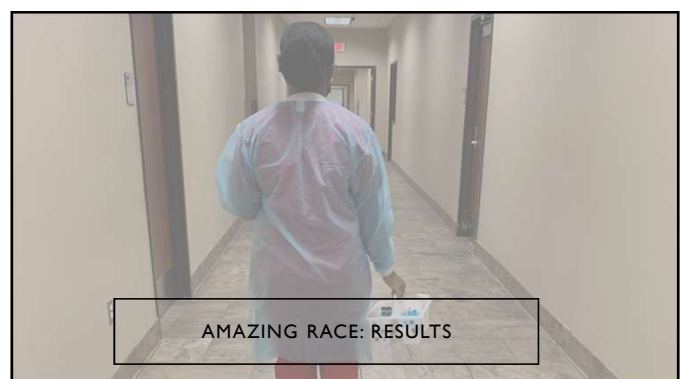
EVENT DETAILS

Needle-less activity

Minimal supplies necessary

Low cost

Small prizes optional but very appreciated by students



**INFORMAL SURVEYS OF BOTH STUDENTS AND VOLUNTEERS WERE CONDUCTED AFTER THE ACTIVITY TO EVALUATE THE OUTCOME AND EFFECTIVENESS OF THE ACTIVITY.**

- "Best activity I have done on campus!"
- "This activity helped me overcome my fear of interacting with patients."
- "I enjoyed helping students learn an important skill."
- "I need to review my order of draw."
- "Must do for future semesters!"
- "Have more challenging patients like a noisy family member or comatose patient using a mannequin from nursing lab."

**YOUR SUCCESS IS OUR PRIORITY!**

Students reported increased confidence and decreased fear of approaching patients after this exercise.

Students reported a greater awareness of the stamina needed to perform phlebotomy after this exercise.

Faculty gained valuable insight on the students' ability to make a professional and positive first impression.

**LEARNER OUTCOMES**

- ✓ **Identified patients correctly**
  - ✓ Every student completed 10 patients successfully
- ✓ **Improved communication skills**
  - ✓ Rubrics and self-evaluation showed increase in soft skills

**AMAZING RACE: APPLICATIONS IN OTHER AREAS**

**ACTIVE LEARNING CAN BE APPLIED TO A WIDE VARIETY OF MATERIAL**

- Collaborative Research Projects using real problems in profession or community related to the classroom topic
- Board Meeting Simulations
- Infection Control Meeting Simulations
- Immediate Feedback Classroom Assessment Techniques

**QUESTIONS? COMMENTS? IDEAS TO SHARE?**

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