**Laine Stewart**

**For Phlebotomy Skills and Standards:  CLSI H3-A6,**

Description: This two-hour program is a step-by-step description of the process of phlebotomy, including discussion of difficult sticks, adverse reactions, and legal implications.  Guidelines from the latest CLSI venipuncture standard are emphasized.  It is recommended for all staff with phlebotomy responsibilities, regardless of experience, as it is useful not only for basic instruction in venipuncture procedure, but also for learning about changes in practice guidelines.

Objectives: At the conclusion of this program, participants will be able to:

1. List the steps of the venipuncture procedure according to CLSI H3-A6.
2. Identify important considerations at each step, such as site selection and order of draw.
3. Describe strategies for handling difficult sticks, adverse effects, and special populations.
4. Define “standard of care” and discuss the application of this legal principle in phlebotomy practice.

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