Phlebotomy Handbook 10th edition Garza Test Bank

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Phlebotomy Handbook, 10e **(Garza/Becan-McBride)**
Chapter 1 Phlebotomy Practice and Quality Assessment

Multiple Choice Questions

1) The term *phlebotomy* is derived from Greek words that mean:
A) droplet, vein
B) vein, cut
C) blood, droplet
D) red, blood
Answer: B

2) The terms *venesection/venisection*are synonymous with (the same as) which of the following?
A) topside of a vein
B) blood vein
C) phlebotomy
D) venous circulation
Answer: C

3) An emergency care center is an example of which type of health care setting?
A) hospital-based clinic
B) specialty hospital
C) hospice
D) ambulatory care (outpatient) setting
Answer: D

4) What are competency statements for health care workers?
A) federal tax code for health care workers
B) certification requirements
C) precautions for reducing infections
D) skills and abilities required for job performance
Answer: D

5) Which of the following is the medical specialty that pertains to the diagnosis and treatment of skin disorders?
A) dermatology
B) pathology
C) immunology
D) otolaryngology
Answer: A

6) Which of the following specialties would relate to diagnosis and treatment of cancer?
A) dermatology
B) oncology
C) orthopedics
D) infectious diseases
Answer: B

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7) Which of the following medical specialists would only treat elderly patients?
A) pediatrician
B) hematologist
C) gerontologist
D) pathologist
Answer: C

8) Receiving an emergency lab test request is an example of which phase of laboratory testing?
A) preexamination/preanalytical
B) examination/analytical
C) postexamination/postanalytical
D) notification/reporting
Answer: A

9) Assessing a patient for a suitable vein to perform a venipuncture procedure is an example of which phase of laboratory testing?
A) preexamination/preanalytical
B) examination/analytical
C) postexamination/postanalytical
D) notification/reporting
Answer: A

10) Identification and labeling of a blood specimen after a venipuncture procedure is an example of which phase of laboratory testing?
A) preexamination/preanalytical
B) examination/analytical
C) postexamination/postanalytical
D) notification/reporting
Answer: A

11) Using an antiseptic for cleansing the skin prior to a venipuncture procedure is an example of which phase of laboratory testing?
A) preexamination/preanalytical
B) examination/analytical
C) postexamination/postanalytical
D) notification/reporting
Answer: A

12) Centrifugation of a blood specimen is an example of which phase of laboratory testing?
A) preexamination/preanalytical
B) examination/analytical
C) postexamination/postanalytical
D) notification/reporting
Answer: A

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13) Performing a laboratory test on a patient's blood specimen is an example of which phase of laboratory testing?
A) preexamination/preanalytical
B) examination/analytical
C) postexamination/postanalytical
D) notification/reporting
Answer: B

14) In which circumstances is the phlebotomist likely to collaborate with the pharmacy?
A) when the patient is overly angry or agitated
B) when a patient requests a painkiller
C) when asked to collect specimens for drug monitoring
D) when looking for a suitable vein for the venipuncture procedure
Answer: C

15) Which of the following would do the most to promote a professional appearance in a patient care setting?
A) good posture and personal hygiene
B) quality control monitors
C) documentation procedures
D) use of a strong, assertive voice
Answer: A

16) There are many professional expectations for phlebotomists, but one of the most important is following a code of ethics. Which of the following would be an example of ethical behavior?
A) good posture
B) respect for patient's privacy
C) ability to look at blood without fainting
D) maintaining a healthy lifestyle
Answer: B

17) The concept of meeting and exceeding customer expectations by resolving immediate problems, and finding opportunities for improvement where no problems are evident, is known as:
A) continuous quality improvement (CQI)
B) a code of ethics
C) continuing education (CE)
D) Clinical Laboratory Improvement Amendments of 1988 (CLIA 1988)
Answer: A

18) Cleanliness and personal hygiene are important for:
A) precision and accuracy
B) personal and patient safety
C) timeliness of test results
D) personal liability
Answer: B

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19) Professional certification typically refers to:
A) passing a national examination and/or completing continuing education
B) maintaining a good record of attendance at one's jobsite
C) passing a state examination
D) passing an examination given by a local hospital
Answer: A

20) Licensure typically refers to:
A) providing up-to-date income tax records
B) maintaining all immunizations up to date
C) passing a state-required examination and/or continuing education
D) joining a professional organization
Answer: C

21) The term *right to know* refers to:
A) keeping the patient's condition confidential while outside the health care organization
B) the patient's right to information about his procedures and who is performing them
C) accountability of the phlebotomist to know details of every clinical test
D) allowing employers to know personal details of each employee
Answer: B

22) Health care for infants and children falls into which medical specialty?
A) oncology
B) neonatology
C) pediatrics
D) cytology
Answer: C

23) Which of the following is an important work-related characteristic that is helpful for phlebotomists?
A) a keen sense of direction
B) enjoying work with small objects
C) being very athletic
D) involvement in community activities
Answer: B

24) Which of the following is acceptable attire for a phlebotomist?
A) dangling earrings
B) necklace tucked inside a collar
C) fragrances and perfumes
D) long, polished fingernails
Answer: B

25) Six Sigma is an example of a:
A) dress code policy
B) customer satisfaction survey
C) certification agency
D) quality improvement framework
Answer: D

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True/False Questions

1) Competencies for phlebotomists never vary from one employer to another.
Answer: FALSE

2) Written examinations are the only way to assess competence in a health care field.
Answer: FALSE

3) An example of quality assessment would be checking for multiple venipunctures on the same patient.
Answer: TRUE

4) The abbreviation *CE* usually refers to a certification examination.
Answer: FALSE

5) Verbal and nonverbal communication skills are considered essential for phlebotomists.
Answer: TRUE

6) The right to refuse treatment is considered a "patient right."
Answer: TRUE

7) Confidentiality is considered a "patient right."
Answer: TRUE

8) A phlebotomist should wear a name badge at all times while on duty.
Answer: TRUE

9) Sandals are permitted in the laboratory.
Answer: FALSE

10) Quality procedures for phlebotomy services do not involve turnaround times.
Answer: FALSE

Short Answer Questions

1) The term used to describe patients, other individuals, groups, or organizations that have an interest in or are influenced by the quality of care in a health care organization is customers or _____.
Answer: stakeholders

2) A patient who is hospitalized is an _____.
Answer: inpatient

3) CMS is an abbreviation for _____.
Answer: Centers for Medicare & Medicaid Services

4) Health care garb that includes gowns, gloves, masks, and face shields is known as _____.
Answer: personal protective equipment (PPE)

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5) The organization that develops international standards for the health care industry is the _____.
Answer: International Organization for Standardization (ISO)

6) Laboratory tests provided to individual consumers on request are referred to as _____.
Answer: direct access testing (DAT) or direct to customer (DTC)

7) NAACLS is an abbreviation for _____.
Answer: National Accrediting Agency for Clinical Laboratory Sciences

8) A specialist who performs laboratory tests and usually has a 2-year certificate or associate's degree is called a _____.
Answer: medical laboratory technician (MLT)

9) The department that provides special diets for patients is called _____.
Answer: Nutrition and Dietetics

10) A physician who specializes in diagnosis and treatment of disorders in the tissues that produce hormones is an _____.
Answer: endocrinologist

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Essay Questions

1) Every health care worker must play a role on a health care team. Explain why teamwork is important in health care and describe several essential attributes that team members have in high-performance teams.
Answer: Most health care workers interact with numerous individuals in the health care setting as they perform their job functions. For phlebotomists, interactions occur prior to, during, and after the actual phlebotomy procedure takes place. At each stage, there are factors that can affect the quality of the laboratory test results, and hence the outcome of care given to patients. It is essential that all members of the health care team share the goal of providing quality care to patients. This is accomplished by team members who demonstrate the following attributes:

- Understand the mission of the organization, goals of the group, or project objectives
- Know the basic skills for group processes and team dynamics
- Understand relevance and commitment to team goals
- Be reliable and dependable
- Communicate effectively
- Actively and respectfully participate in decision making
- Learn how to be flexible in decision making
- Manage conflicts in a constructive manner
- Contribute to the cohesion of the team
- Contribute to problem-solving strategies
- Support and encourage other team members

2) Describe the four areas that shape the concept of *professionalism* for phlebotomists. Analyze your own views of professionalism, and give examples of how your view fits into each of the four areas.
Answer: Professionalism is the skill, competence, or character expected of someone in a trained profession. The four categories that can be used to interpret one's perspective of professionalism are:

- Respect–For others, in personal appearance and in organizational policies/procedures (e.g., patient confidentiality); for coworkers; and of cultural and/or racial differences
- Service–Shifting the focus from oneself to others, and commitment to job duties and to effective communication
- Support–Maintaining a clean workspace; reporting errors and damaged equipment or supplies; exhibiting courteous behavior; engaging one's employer by respectfully disagreeing and offering solutions to problems
- Growth–Learning more about one's job, other aspects of the organization, and the employees who help run it

3) The health care field is a very rewarding place to work; however, it can also be stressful. Describe situations that are likely to make you feel stressed and discuss ways that may help you alleviate work-related stress.
Answer: Examples of stress-inducing scenarios may include dealing with terminally ill patients or angry patients/visitors, uncomfortable peer relationships, excessive overtime, pressure to work faster, and excessive changes in policy/procedure. Box 1-9 lists tips for dealing with stress, including finding time for privacy, planning rest/relaxation periods, associating with gentle people, seeking out humor, exercising regularly, eating a nutritious diet, taking vitamins, finding hobbies or enjoyable social activities, rearranging your schedule, keeping a journal, reading interesting books or articles to get new ideas, avoiding harmful habits, or seeking professional assistance if needed.

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