

National Healthcareer Association: Certified Phlebotomy Technician (CPT)

Preparation Suite Edition 2.0
Implementation Guide

> Contents

Description	1
Features	2
Using the Study Guide.....	2
Implementation Strategies.....	3
Implementation of Analytics/Reporting Tools.....	5
Product Support.....	12
ISBN and Copyright Information	12
References	13



Description

The goal of the *Certified Phlebotomy Technician (CPT) Preparation Suite 2.0* is to provide directed preparation for the CPT certification assessment and to instill the knowledge and standards needed for excellence in phlebotomy practice.

Preparation materials include an online or print study guide and three online practice assessments. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice assessments as a suite of preparation resources.

Certification candidates are often anxious to sit for assessments. The CPT study guide provides the best insight on the type of content that will be included on the certification assessment and can be an invaluable resource for assessment preparation. It is, however, a study *guide*. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of every question on the certification assessment. Rather, it provides a map to success by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in the field.

The quizzes and practice assessments provide opportunities to practice answering the types of questions that may appear on the certification assessment. Although some of the answers to the questions on these practice assessments will be found in the study guide, many will not. This provides additional learning opportunities and helps ensure that students are not just memorizing information in the study guide but rather using all learning resources so that they are better prepared for testing. All questions will be relevant to the certification test plan.

Features

The study guide—available in both print book and online tutorial formats—focuses on the principles of phlebotomy technician practice as aligned with the CPT assessment blueprint.

FEATURES AVAILABLE IN BOTH THE ONLINE TUTORIAL AND PRINT STUDY GUIDE

- Illustrations, images, and tables help to explain and clarify concepts.
- Glossary terms allow review of definitions of selected terms.
- Quizzes assess knowledge of chapter/module content and other relevant information related to the test plan.
- Case studies test the ability to think and respond to real-world scenarios.

FEATURES ONLY AVAILABLE IN THE ONLINE VERSION

- Electronic games and flashcards reinforce learning throughout module sections.
- The Focus on Phlebotomy (FoP) Interactive Learning Modules place students front and center in a phlebotomy environment, working through three different patient encounters. Students will need to call on their phlebotomy training and the content featured in the modules to respond appropriately to each encounter. Each FoP challenge includes a case study, video clips, animations, and interactive questions to make it exciting and engaging.
- Professionalism tips provide insights on important soft skills.
- Video enhancements reinforce information presented in the modules.
- Audio pronunciation of glossary terms teaches students how to pronounce terms correctly.
- Centralized quiz scoring includes both individual and cohort results.

FEATURES OF ONLINE PRACTICE ASSESSMENTS

- Online practice assessments align to the CPT assessment blueprint and provide rationales for each question. Focused Review™ is provided for remediation based on practice assessment results.
- Learning Insights assist educators and students in tracking usage and comprehension.

REPORTING AND ANALYTICS

- NHA's reports and analytics such as P360 Vitals™ assist educators and students in tracking usage and comprehension.

Using the Study Guide

WHY USE THE MATERIALS

Promote student success in phlebotomy technician education.

- Facilitate content mastery.
- Help the student improve confidence.
- Support the student's understanding and review of competencies.
- Review essential phlebotomy skills.
- Advocate the student's self-learning.
- Enforce critical thinking and application of knowledge with case studies.

Provide review materials to assist with preparation for the CPT assessment.

- The study guide can be viewed in print book or online tutorial format for customized learning.
- Online practice assessments provide test questions, answers, and rationales to assess learning.
- Glossary terms reinforce vocabulary teaching.

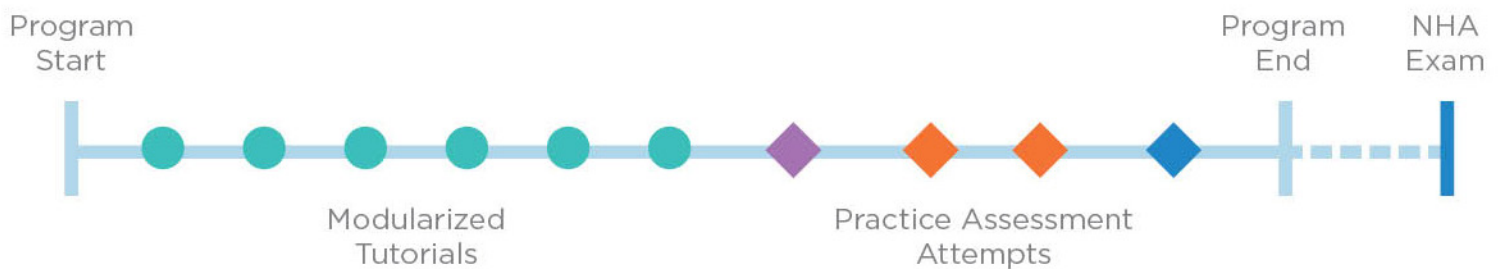
Support faculty teaching practices.

- Assign selected chapters as an adjunct to lecture in an aligning course.
- Assess and reinforce the effectiveness of in-class presentations.

Implementation Strategies

OVERVIEW

The recommendations provided in this document are based in extensive data research assessing the behaviors and practices of candidates who successfully passed the NHA Certification Assessment. Please refer to the time and quiz guidelines below to inform study recommendations for your learners.



- Modularized Tutorials for core exam sections and associated quizzes for each exam section.
- ◆ Practice Assessment #1 (Version A): Gauge what has been learned and get students familiar with exam format. Rationals should be disabled for this assessment to establish a knowledge baseline.
- ◆ Practice Assessments #2 (Version B) and #3 (Version C): Rationales should be enabled so that students can review what they missed.
- ◆ Practice Assessment #4 (Version A): Rationales should be disabled to simulate test day.

WHERE TO START

Mapping the National Certification Test to Course Curriculum

Course curriculum extends beyond the national certification test plan (www.nhanow.com/for-schools/resources), but this can help to ensure all certification assessment content will be covered throughout the duration of the course.

Certification preparation materials should be used in addition to—never as a replacement for—existing course curriculum.

STUDY GUIDE IMPLEMENTATION

- Review the study guide outline to become familiar with the topics covered and order of coverage.
- The study guide provides a high-level review of core topics on the national certification test plan. It may be used as supplementary material throughout the course, and again during the last part of training..
- Align module/chapter content to related courses and build into lesson plans.
- Direct students to complete all non-NHA learning resources such as textbook and workbook assignments/workbook assignments first, then move to the study guide assignment.
- Assign a study guide end of module quiz due date for each course.
- Review quizzing data in P360 Vitals to determine if there are any gaps in overall student learning.
- Review common deficiency areas with students before moving on to the next course. Remind students that although the study guide covers all domains on the test plan, the coverage is at a high level, so encourage students to continue to review with all learning resources when preparing for certification testing.
- Encourage students to review study guide materials again after taking the first assessment. Concentrate on any areas that were deficient.

STUDY GUIDE AND PRACTICE TEST RECOMMENDATIONS

The following recommendations are research-backed guidelines for recommended time spent in module content, quiz attempts by module, and number of practice assessments to take prior to sitting for the certification assessment. NHA derived these recommendations through rigorous analysis of data from students who successfully passed the certification assessment after using NHA's Study Guide and/or Practice Tests.

RECOMMENDED TIME

Entire Study Guide Content	11 hours
Practice Test Implementation (Versions A, B, C, and Version A again)	2 hours per attempt (8 hours total)
Total Study Guide and Practice Assessment Hours	19 hours

RECOMMENDED TIME (IN MINUTES) PER MODULE

Module Name	Learning Content	Recommended Quiz Attempts
Phlebotomy Fundamentals	122	N/A
Safety and Compliance	126	1
Patient Preparation	100	1
Routine Blood Collections	130	1
Special Collections	82	1
Processing Specimens	65	1
Focus on Phlebotomy	32	N/A

1. Includes games, video challenges, video enhancements, and module overviews

PRACTICE ASSESSMENT IMPLEMENTATION (MAX 6 ATTEMPTS)

There are three practice assessments, each of which can be taken twice. However, NHA's recommendations for taking practice assessments include the following:

- First practice attempt/version A
- Second practice attempt/Version B
- Third practice attempt/Version C
- Fourth practice attempt /Version A (Second attempt)
 - Taking practice assessments (versions B and C) a second time... did not appear to improve scoring on test day
- A certification candidate's first attempt on the practice assessment should be attempted after all of the following have been met:
 - All domains of the CPT test plan have been presented
 - Candidates have completed all seven modules
 - Each quiz has been attempted the recommended number of times in the "Recommended Time Per Module Breakdown" table.

Candidates should have sufficient time to spend in Focused Review™ before moving to additional assessments. We recommend 30 seconds per question missed on each practice assessment be spent in Focused Review™.

As the practice assessment mirrors the certification assessment in length and format, it is recommended to disable the rationales for a certification candidate's first and last practice assessment attempts.

The last practice assessment should be administered near the NHA certification assessment date. Administering the last practice assessment close to the NHA certification assessment can keep the candidate more engaged in the prep materials, as well as reduce test anxiety through increased familiarity with the assessment format. (Keep in mind that students can take each practice test twice. Everyone learns differently so for some, additional testing may be beneficial.).

*The recommendations outlined above are baseline/default settings for our tools at maximum usage and are not standards or requirements and do not guarantee any results. As instructors, you will know students and their needs the best. The recommendations are based on insights we have drawn from use and our aggregated analytics reporting over time. The purchase of NHA assessment preparation materials is not required to sit for any NCCA-accredited certification assessment and use does not guarantee a passing score on an assessment. All NHA assessments are NCCA-accredited.

Implementation of Analytics/Reporting Tools

Our flexible analytics and reporting tools provide descriptive reports of prep usage and performance as well as prescriptive reports on which learners and content areas could benefit from additional remediation focus before the assessment.

The core analytics tool designed to help Administrators and Learners to navigate their journey through the prep materials is called NHA P360 Vitals (or just Vitals). This resource combines impactful graphics with intuitive functionality to measure usage against NHA's learning benchmarks outlined below:

- The amount of time to spend in each module
- The number of times to take each quiz
- The number of times to take practice assessments
- The amount of time to spend in Focused Review™

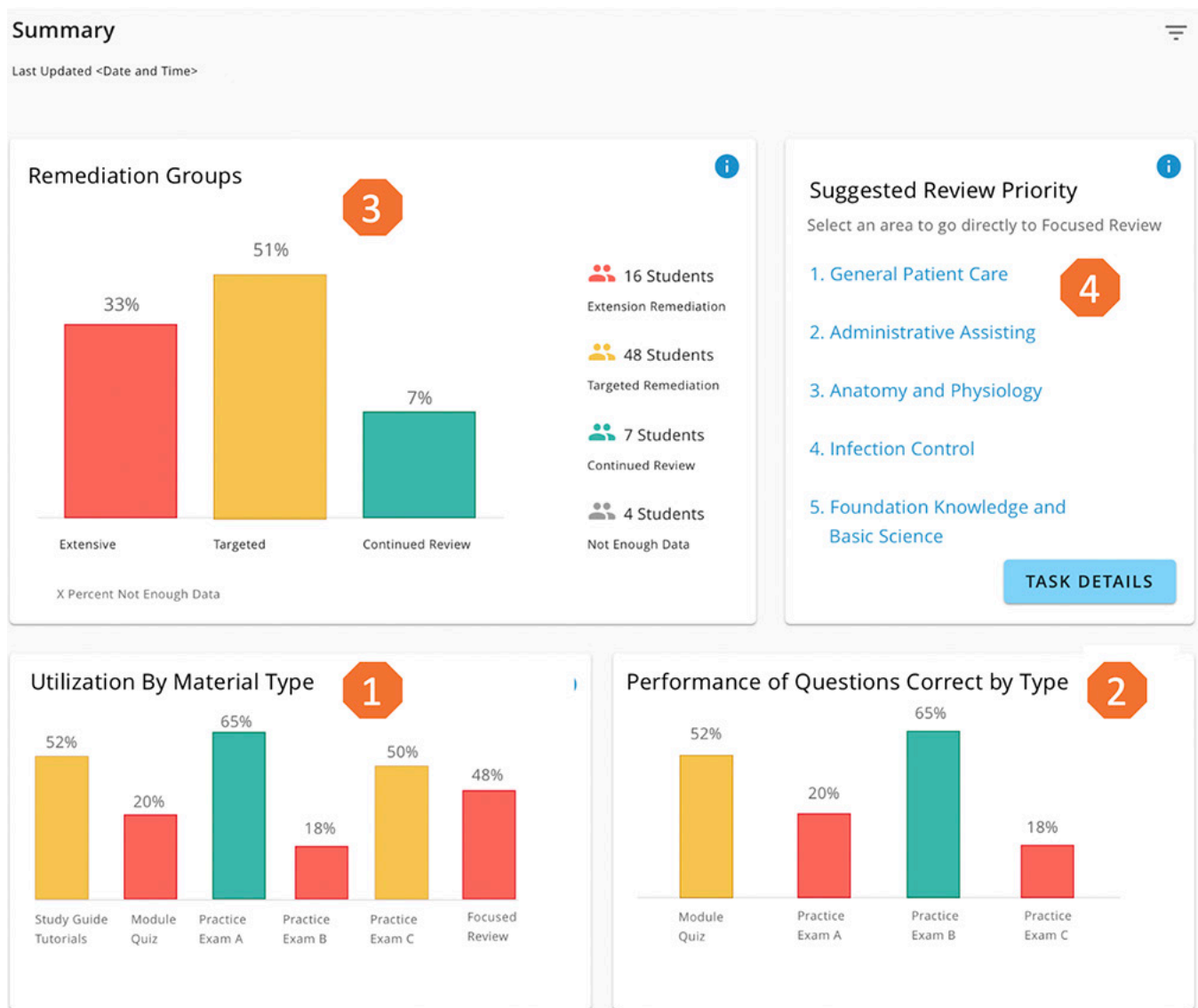
The above information can be found in the Recommended Time table and the Practice Assessment Implementation section in this guide.

NHA P360 VITALS USAGE AND BEST PRACTICES

The Administrator version of NHA P360 Vitals can be found within the Learning Insights Center on the left side of the Cert Portal. Usage of this reporting tool should focus on four main areas:

1. What prep materials have my learners used and to what extent?
2. How have my learners performed on the study materials?
3. Which of my learners need the most help?
4. Where in the content do my learners need the most help?

All of these questions can initially be answered on the Summary page of the NHA P360 Vitals tool in the following locations:



1. What prep materials have my learners used and to what extent?

Total usage and usage for each study material type is shown in the “Utilization by Material Type” card. Clicking on the card will flip the results from “Total” to the individual study material types.

Additional usage metrics can be found by navigating to the Study Guide and Quiz Utilization view of the report via the menu in the top left corner. This view focuses on time spent in the study guide and quizzes taken by individual module.

2. How have my learners performed on the study materials?

Total performance and performance for each scored prep type can be found in the “Performance of Questions Correct” card. Clicking the card will flip the results from “Total” to the individual scored prep types.

3. Which of my learners need the most help?

The Remediation Groups card uses a predictive model developed by our data science team to place your selected learners into one of the displayed Remediation Groups based on their likelihood of passing their NHA assessment, based on their Practice Assessment scores and study material usage.

- Extensive Remediation Group users have a low likelihood of passing the assessment.
- Targeted Remediation Group users have a moderate probability of passing the assessment.
- Continued Review users have a high probability of passing the assessment.

Individual results for each learner can be found on the My Learner’s view of the report which can be navigated to via the menu in the top left corner of the report.

4. Where in the content do my learners need the most help?

The Suggested Review Priority is calculated using Practice Assessment scores for each individual module and then placed in order based on which modules they missed the most questions in.

Additional metrics and drill-down to specific task results within each module can be found on the Performance By Task view of the report, which can be navigated to via the menu in the top left corner of the report.

Usage summary

A Full Usage Summary for each learner displays your learner’s usage and performance for all prep material activities within the course, including all study guide time spent by module and by week, all quizzes taken, all practice assessment attempts, and time spent in Focused Review.

This can be accessed via the My Learners view of the report by clicking on any individual learner’s name.

Your learners have access to this same view in the learner version of NHA P360 Vitals described below.

NHA P360 VITALS LEARNER VERSION

A version of NHA P360 Vitals is also available to your learners and can be found in the Study Materials section of the Cert Portal near each study material type. This version is focused around helping your learners understand the following regarding their study material usage:

1. What have I completed so far?
2. What should I do next?
3. Which content areas am I struggling in, that would benefit from additional remediation before taking the assessment?

The learner version of Vitals should be viewed as MORE than just a report. With advanced usage tracking features and links directly into the study content, Vitals will quickly become an indispensable resource for your learners throughout their remediation.

Location

The learner version of Vitals can be found in the Cert Portal near each study material type. Just click on the “Track My Progress” button to enter the Vitals report:

Reports:



Structure

The learner version of Vitals is structured into 4 main views: Study Guide, Practice Assessments, Content Focus, and Usage Summary.

NHA P360 VITALS

STUDY GUIDE

PRACTICE EXAMS

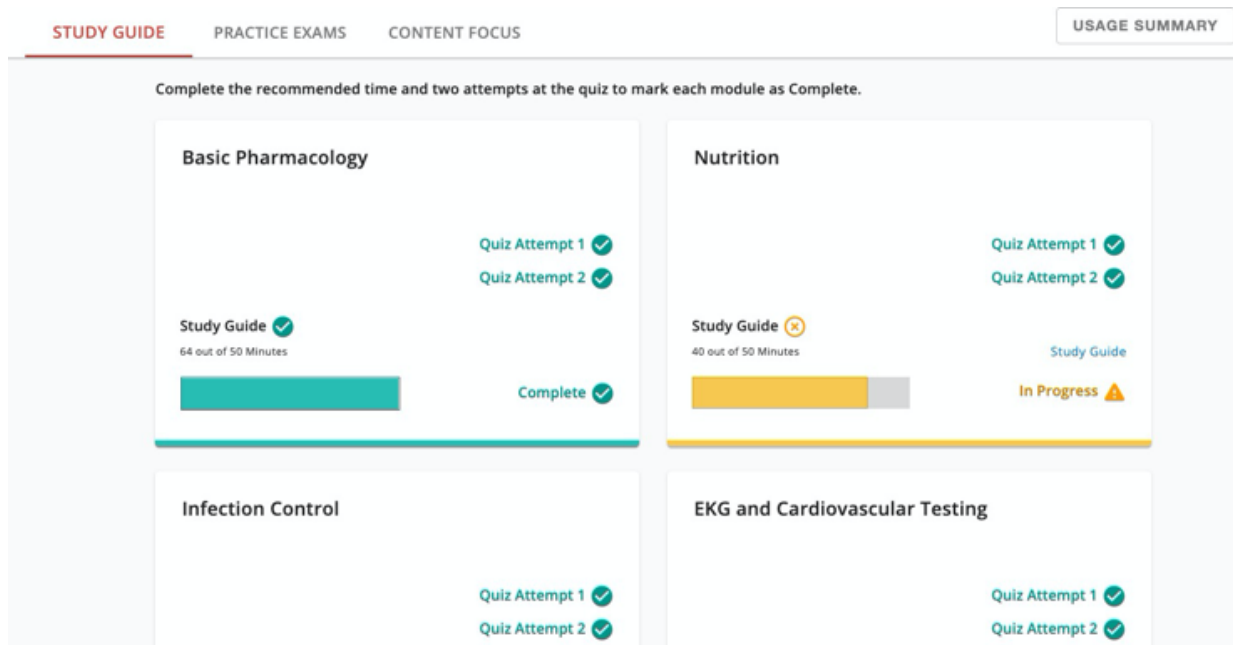
CONTENT FOCUS

USAGE SUMMARY

Study Guide

The Study Guide section shows each module of the study guide along with usage metrics for both Study Guide time-spent and Quizzes attempted. Each is measured based on our best practices (specific in this guide and the recommended number of attempts for each quiz).

Each module card is displayed as either colored gray (not started), yellow (In Progress), or green (Complete). As soon as a module is started in the study guide it will go from gray to yellow (In Progress). When all best practice requirements are met, the card will change from yellow (In Progress) to green (Complete). Links are provided from each card directly into that section of the study guide.



Practice Assessments

The Practice Assessments section shows each practice assessment attempt along with metrics for each attempt as well as Focused Review usage for that attempt. Each is measured based on our best practices (practice assessment completed and 30 seconds spent in the Focused Review for each question missed on the practice assessment).

Each Practice Assessment card is displayed as either colored gray (not started), yellow (In Progress), or green (Complete). As soon as a practice assessment is taken, that card will turn from gray to yellow (In Progress). When all best practice requirements are met, the card will change from yellow (In Progress) to green (Complete). Links are provided from each practice assessment card directly into the Focused Review for that practice assessment.

STUDY GUIDE **PRACTICE EXAMS** CONTENT FOCUS USAGE SUI

Complete the practice exam and the recommended Focused Review time to mark each Practice Exam as Complete. Our Best Practices recommend 4 total attempts at the Practice Exam.

Attempt	Correct	Focused Review Time Spent	National Average	Status
Attempt 1	1 out of 150 Correct	00:13 HOURS : MINUTES Out of 75 minutes suggested	6.4%	In Progress ⚠
Attempt 2	7 out of 150 Correct	00:13 HOURS : MINUTES Out of 72 minutes suggested	57.2%	In Progress ⚠
Attempt 3				In Progress ⚠
Attempt 4	31 out of 150 Correct	00:52 HOURS : MINUTES Out of 60 minutes suggested	66.0%	In Progress ⚠
Attempt 5				In Progress ⚠
Attempt 6				In Progress ⚠

Content Focus

The Content Focus section analyzes performance data from the practice assessments and pinpoints the content areas where your learners have scored the lowest. Each module is displayed and ordered by performance from lowest to highest. Expanding each module section will show the specific tasks within that module where your learner scored the lowest and may provide the most benefit for review.

Both the module name and the specific task link directly to the Focused Review.

NHA P360 VITALS - CPT i

STUDY GUIDE PRACTICE EXAMS **CONTENT FOCUS** USAGE SUMMARY

Module Performance

Expand the Module using the arrow on the right side to see the top 5 tasks within that Module that were answered incorrectly on the most recent practice exam. Click on the Module name or the individual task name to be taken directly to that section of the Focused Review.

Safety and Compliance	<div style="width: 64.0%;"></div> 64.0%	^
Adhere to HIPAA regulations regarding protected health information.		
Adhere to regulations regarding workplace safety (e.g., Occupational Safety and Health Administration, National Institute for Occupational Safety and Health).		
Follow hand hygiene guidelines to prevent the spread of infections.		
Identify and dispose of sharps and biohazards according to Bloodborne Pathogens Standard.		
Initiate first aid and CPR when necessary (e.g., check for DNR bands).		
Special Collections	<div style="width: 71.4%;"></div> 71.4%	v
Patient Preparation	<div style="width: 78.3%;"></div> 78.3%	v
Routine Blood Collections	<div style="width: 80.0%;"></div> 80.0%	v
Processing	<div style="width: 86.7%;"></div> 86.7%	v

Usage Summary

The Usage Summary displays your learner's full usage and performance for all prep material activities within the course, including all study guide time spent by module and by week, all quizzes taken, all practice assessment attempts, and time spent in Focused Review.

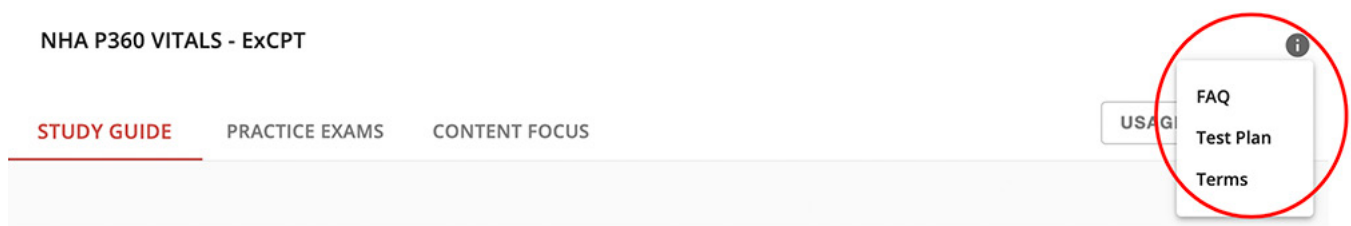
This same view is also available to the administrators as part of the NHA P360 Vitals administrator version, for each learner.

GETTING THE MOST OUT OF NHA P360 VITALS

For your learners to get the most out of the Vitals tool, they will want to check the report regularly to track their progress and see if they have modules they have left to complete in the study guide and to see if there is Focused Review time recommended for each of the practice assessments they have taken.

As your learners get closer and closer to assessment time, they will want to check the Content Focus section for the most updated view of modules and tasks where they are struggling. They can then jump directly into the Focused Review from Vitals, to quickly make the data in the report actionable and relevant to their current remediation.

For additional instruction and answers to common questions, please have your learners consult the Vitals tool for various tips and our FAQ which can be found in the Resources section of the report, where we answer the most common questions on Vitals usage.



GENERAL INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Inform students where policies and procedures differ from the study guide.
- Supplement the study guide with handouts that explain the rules and regulations of your state.
- Review Focus on Phlebotomy scenarios and critical thinking challenges together as a class.
- Assign students to watch one professionalism tip per module. Have them journal their thoughts about the characteristic or skill presented, and state whether they need to improve in the area presented in order to be successful in their health career journey.
- Highlight real-world application of knowledge and skills from your experiences in phlebotomy.
- Conduct assessments of material mastered and opportunities for goal-setting and improvement.
- Assign a project that pertains to news stories or current events. If legislation is in the news, ask students to research the topic.
- Keep in mind that students often do better with hands-on learning.
- Encourage questions from students.
- Meet one-on-one with students to talk about progress and challenges.
- Invite a former student who recently passed the assessment to visit the class and talk about their experiences and best practices for preparation.
- Invite field experts (providers, clinical supervisors, office managers) to talk to students about the importance of soft skills on a regular basis.

ACTIVE INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Have students teach new concepts to the class.
- Assign readings. Follow up the next day with tasks that relate to the chapter.
- Create index cards with questions from the chapter. Have each student read a question and teach the content to the class. After each lesson, request that the group provide feedback.
- Whenever possible, break facts into segments. Larger lessons become more manageable when broken into segments.

Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

ISBN and Copyright Information

- Print study guide: 978-1-56533-582-0
- Online study guide: 978-1-56533-583-7
- Practice tests: 978-1-56533-584-4

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