

# INDIVIDUAL CASE STUDY (CASE CODE: 15)

## DIAGNOSTIC SERVICES COMMITTEE

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### PARTICIPANT GUIDELINES

- Event will be presented to you through your reading of CURIS Skills, CURIS Knowledge and Case Details
- Each case study must be completed individually and should take approximately 1 hour
- You should take approximately 10 minutes to review this information and 20 mins to conduct external research to help prepare your response
- You should then take approximately 20 minutes to write your response and allot 10 minutes to edit your response and submit your work
- Please also include a citations page to indicate which external sources were used
- All submissions will be made through the CurisConnect website: <https://curisconnect.vercel.app/> via written responses on a pdf document in paragraphs (fill in the given response template)
- You will be evaluated on how well you demonstrate the CURIS Skills and meet the CURIS Knowledge criteria. The last page in your case study package consists of an Evaluation Form whereby the evaluator will allot points for the completion of the case study.
- The points allotted will be based on the depth and detail of your explanation in your response since there are no defined right or wrong answers, but rather we want to see your thinking, research, knowledge and understanding on the situation at hand.
- The amount of points earned will correspond to the amount of volunteer minutes or hours you will earn. The threshold and range for this grading scheme can also be found at the bottom of the Evaluation Form.
- Participants who successfully complete the case study will receive a Certificate of Participation

### CURIS SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.
- Healthcare Oriented Mindset - Utilizes proper terminology and demonstrates foundational educational understanding in discipline.

### CURIS KNOWLEDGE

- Analyze the potential medical conditions and symptoms based on the patient's medical history and current presentation.
- Examine ethical considerations related to patient care.
- Compare and contrast different phlebotomy procedures and equipment.

## CASE DETAILS

Community Healthcare Center (CHC) is a non-profit organization founded in 1998, dedicated to providing accessible and affordable healthcare services to underserved populations in the urban area of Anytown. The center offers a wide range of medical services including primary care, dental care, mental health services, and laboratory testing. With a diverse client base comprising predominantly low-income families, uninsured individuals, and Medicaid recipients, CHC focuses on delivering high-quality care with compassion and cultural sensitivity.

Maria is a 45-year-old woman who visits CHC regularly for her routine check-ups. She has a history of hypertension and type 2 diabetes, both of which are managed with medication and lifestyle modifications. During her recent visit, Maria complains of persistent fatigue, dizziness, and shortness of breath upon exertion. Her blood pressure is elevated at 150/90 mmHg, and her blood glucose level is within the target range. Concerned about her symptoms, Maria's primary care physician orders a comprehensive blood test to investigate further.

Upon receiving the order, the phlebotomist, tasked with drawing Maria's blood, notices that Maria appears anxious and apprehensive about the procedure. Maria mentions her fear of needles and past negative experiences with blood draws, expressing concerns about pain and discomfort. The phlebotomist takes extra time to reassure Maria, explaining the procedure step-by-step and addressing her fears with empathy and patience. Despite her initial hesitation, Maria agrees to proceed with the blood draw, feeling more at ease with the phlebotomist's supportive approach.

You are expected to discuss the potential causes of Maria's symptoms, considering her medical history of hypertension and type 2 diabetes. What additional tests or evaluations might be warranted to further investigate her condition? Additionally, you must evaluate the phlebotomist's approach to patient care in this scenario. How did their communication and empathy impact Maria's experience, and what strategies can healthcare providers employ to alleviate patient anxiety during procedures?

Please also address the following questions in your response:

- Explore the psychological factors contributing to needle phobia and anxiety in patients like Maria. What evidence-based interventions or techniques can healthcare providers implement to effectively manage and reduce needle-related fears?
- Investigate the latest advancements in phlebotomy techniques and equipment designed to minimize patient discomfort and improve the overall blood draw experience. How do these innovations impact patient satisfaction and compliance with diagnostic procedures?

## EVALUATION FORM

PARTICIPANT: \_\_\_\_\_

EVALUATOR: \_\_\_\_\_

Did the participant:		Below expectations	Meets expectations	Exceeds expectations	Judged score
<b>CURIS KNOWLEDGE</b>					
1	Analyze the potential medical conditions and symptoms based on the patient's medical history and current presentation.	2	4	6	
2	Examine ethical considerations related to patient care.	2	4	6	
3	Compare and contrast different phlebotomy procedures and equipment.	2	4	6	
<b>CURIS SKILLS</b>					
4	Critical Thinking & Problem-Solving	1	2	3	
5	Communication, Terminology & Professionalism	1	2	3	
6	Creativity & Innovation	1	2	3	
7	Healthcare Oriented Mindset	1	2	3	
<b>TOTAL SCORE</b>					