Certified Phlebotomy Technician (CPT) Job Analysis Study
EXECUTIVE SUMMARY

The National Healthcareer Association (NHA) conducted a job task analysis (JTA) of Phlebotomy Technician practice. The goal of the study was to describe the tasks performed and knowledge needed in the phlebotomy technician role, and to validate that description with a broad sample of practitioners working in the role. The study was designed and carried out to ensure that future examinations of the NHA Certified Phlebotomy Technician (CPT) exam will validly reflect contemporary practice and assess the critical content needed by entry-level phlebotomy technicians. Conduct of the JTA adhered to accepted psychometric principles and met credentialing industry accreditation standards.

The study was overseen by a Steering Committee that provided conceptual guidance and oversight. The primary work of the JTA was completed by an appointed task force of subject-matter experts (SMEs) representative of the phlebotomy technician profession. The Job Analysis Task Force (JATF) met virtually over multiple sessions and participated in numerous email-based assignments during the 9-month study to update the CPT test content outline (AKA "Test Plan," "delineation of practice") to ensure it was comprehensive, contemporary, and clear. Additional SMEs provided feedback on the ongoing work of the Task Force during the iterative update process.

Subsequent to the qualitative phase of the study leading to the updated CPT test content outline, the quantitative phase of the study began. The revised test plan was uploaded into an online survey for collection of validation evidence from the profession. The survey was distributed to 76,245 CPT certification holders via individualized password-protected invitations. Customized rating scales were used to gather evidence related to practice. Survey respondents provided task-, knowledge- and domain-level ratings as well as qualitative feedback on the completeness of the content outline and completed a background questionnaire.

The JATF reviewed the results of the validation survey during a series of virtual meetings and developed recommendations regarding the final content outline and updated test specifications for the CPT certification examination. They made recommendations for the updated test plan and test specifications for subsequent forms of the CPT exam based on data derived from survey responses.

The updated and validated CPT test plan comprises five process-based domains that include both tasks and knowledge. The updated content outline and test specifications for the CPT examination resulting from the conduct of the JTA were approved by the NHA Certification Governing Board in June 2024. The structure of the updated CPT test plan, including the domains and subdomains, the numbers of associated tasks and knowledge statements in each domain or subdomain, and the percentage of the CPT exam that will focus on content related to each domain are shown in the following table.

Domains	Tasks	Knowledge	% of exam
1. Safety and Compliance	14	16	26
2. Patient Preparation	17	14	20
3. Routine Blood Collections	18	21	28
4. Special Collections	10	12	12
5. Processing	9	8	14
6. Core Knowledge	—	23	—
Total	**68**	**94**	**100**