

RENEE CALDWELL

Lead Phlebotomist

Lead phlebotomist with 11 years across acute care, mobile draw, and donor collections. Strong on difficult sticks, blood culture contamination reduction, and training new techs to the floor. Comfortable owning the schedule, the QC binder, and the JCAHO walk-through.

Contact Information

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Education

- Phlebotomy Technician (PBT)

American Society for Clinical Pathology (ASCP), 2014
- Associate of Applied Science, Medical Laboratory Technology

Cuyahoga Community College, 2013
- BLS for Healthcare Providers

American Heart Association (current through 2026)

Skills

- Team lead / scheduling (team of 9)
- Blood culture contamination reduction
- Difficult sticks, pediatrics, oncology access
- Mobile and donor (plasmapheresis) collections
- CAP and Joint Commission readiness
- Epic Beaker, Cerner, Sunquest

Experience

LEAD PHLEBOTOMIST, INPATIENT LAB | LAKEVIEW MEMORIAL HOSPITAL | CLEVELAND, OH | 2020-PRESENT

- Lead a team of 9 phlebotomists across 24/7 coverage for a 410-bed acute care hospital.
- Drove blood culture contamination rate from 3.1% to 1.4% over 8 months through diversion device rollout and re-training.
- Built the daily route assignments so morning rounds finish by 7:30 a.m. for AM rounds; lab TAT complaints from nursing dropped sharply.
- Own QC documentation for centrifuges, refrigerators, and POC glucometers; passed the last 2 CAP inspections with no phlebotomy findings.
- Manage scheduling, PTO, and competency check-offs for the team in Kronos and the LIS competency module.

SENIOR PHLEBOTOMY TECHNICIAN | CUYAHOGA COMMUNITY HEALTH NETWORK | CLEVELAND, OH | 2017-2020

- Covered 5 outpatient clinics on a rotating schedule, drawing 50 to 70 patients per day per site.
- Trained 14 new phlebotomists through a 4-week preceptor program with skills check-off at week 2 and week 4.
- Standardized the difficult stick escalation path so a second tech is paged after 2 attempts, cutting patient complaints about repeat sticks.
- Ran the mobile draw van 1 day per week for senior living facilities across the east side.
- Helped pilot a new vein finder device and wrote the 1-page floor guide on when to use it.

PHLEBOTOMIST | RIVERBEND PLASMA CENTER | AKRON, OH | 2014-2017

- Performed donor screening, vein assessment, and plasmapheresis hookups for 30 to 40 donors per shift.
- Maintained a needle stick injury rate of 0 over 3 years on the floor.
- Cross-trained on the front desk and SPE (sample processing) to cover gaps during high-volume Saturdays.
- Coached new donor techs through the first 50 sticks per company protocol.

PHLEBOTOMY TECHNICIAN | BUCKEYE URGENT CARE | LORAIN, OH | 2013-2014

- Drew patients at a walk-in urgent care alongside running rapid strep, flu, and urine dips.
- Maintained chain-of-custody for occupational health drug screens for 6 local employers.

- Preceptor and competency check-offs
- QC documentation and instrument logs
- Vein finder device evaluation
- Closed the lab nightly: QC logs, instrument shutdown, and specimen drop to the courier.