

VBSC phlebotomists (n=273) working in PHCs of VLL and LVN answered a questionnaire in 2007.

Of VLL 147, n=13 registered were on leave and n=16 registered retired.

Of LVN n=126, n=16 registered were on leave and n=15 registered retired.

Invited phlebotomists to the IG (n=118).

Invited phlebotomists to the CG (n=95).

n=34 declined participation.

n=16 declined participation.

Final IG (n=84).

Final CG (n=79).