**LAB Dept MEETING – Huddles**

**Date of Meeting**: June 22, 2017

**Attendees**: Jocelyn Ybarra, Raquel Lecaro, Juliet Garlejo, Michelle Trammell, Melanie Magee, Mark Gomez, Greg Johnson, Elliott Faure, Mhae Villafuerte, Alan Dandridge, Bill Craig, Marie Gonzalez, Marissa Calilung, Marie Rutledge, Denise Topliff, Tricia Jasper, Nancy Boyd

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| --- | --- | --- |
| **Topic** | **Details** | **Action Item, responsible person, date due, or informational only** |
| KUDOS | * Congratulations to all phlebotomists for zero Quantiferon errors from Jan 2017 to May 2017.
* Big thanks to Michelle, Marie, Juliet, Letty, for your help during unscheduled KPPI downtime.
* Thank you to Marissa for bringing yummy food last Saturday
 | Informational |
| SAFETY TIP | * Eye wash lever by DXC 600 #1 sticks out. Be careful not to hit yourself when you go by that area.
 |  |
|  | * When you are requesting vacation in TORT on days that are already finalized. Make sure to communicate that to all managers by sending them an email.
* Read MedTraining Huddle Notes within 2 weeks. Goal is to have 100% compliance.
* Osmolality Blood panel live on 6/21/17- read e-mail sent on 6/21/17
* Lactic Acid with Reflex to repeat – live on 6/21/17- technical bulletin posted on huddle board.
 | ALL STAFF |
|  | * When receiving supplies, make sure to rotate when storing. Old reagent must be moved to the front.
* Hematology Annual Compet4ency due September 1 ,2017
* Chemistry, UA and Immunology annual competencies are due on or before October 7,2017
* Access 2 system check- failed system checks always need to be investigated. A washed check %CV of 8.0 and above needs to be investigated or repeated even acceptable range is <12%. Check aspirate probes, make sure they are installed right and properly seated, no leaks, use fresh cleaning solution then repeat system check. If all these checked out and system check still fails, call hotline and initiate service if necessary. When doing weekly maintenance, always replace aspirate probes with clean or new ones before performing system check to make sure they are working properly as expected.
* Use osmolality patient log always. Reprint Cerner label and fill up log.
* Consistently follow the P&P when correcting patient reports. Always call provider/nurse and always document when you correct a report. After a result is verified and you need to correct it for any reason, always call and document the call.
 | CLS |
|  | * If we received the send out C. Diff order, please communicate to floor to cancel that order and enter the correct one. Should be C. Diff Antigen w/ Reflex to PCR.

This is now an in-house test.* Regional Courier Warm Handoff Project
* Regional courier will initiate the “Medical Center Courier Log” form (see attachment)
* Lab personnel and courier will sign and make sure the information is correct.
* All totes/packages/incubator, etc that courier will be picking up will be tracked using this form.
 | Phlebotomist |
| UBT | * Voice of the Customer
1. When cancelling tests, use 3 key words
* Cancelling the test bec….
* Please reorder
* Recollect if necessary
1. When calling for critical result
* Ask read back of result and CLS name (CLS to introduce themselves using **full name**)
1. Lab not helpful and rude. Continue to provide excellent customer care to our customers: patients, nurses, physicians, etc.

Communicate good service but not saying “ I am by myself!” or “I don’t know I just got here!. Better to say “ Please give me info and I will get back to you” or “ We will be there ASAP”. |  |

This concludes the Minutes of the \_\_\_June 22, 2017\_\_\_ Lab Staff Meeting.

Prepared by: \_\_\_Patricia Jasper\_\_\_\_ Date: \_\_\_\_\_June 23, 2017\_\_\_\_

Hi all,

Starting with the **OCT 2017 CLS/MLT license renewals**“online” renewal applications will begin.   The big change besides application and paying online there are two critical processes:

1. CLS/MLT must have a current email address filed with the State Laboratory Field Services.  There is a requirement to update your email address and your mailing address within 30 days.
2. **Digital scanned copies** of your **CEU certificates** must be submitted with the renewal application.  (currently only a list is submitted with the certificates submitted upon request,  this is now changed)
3. You will be notified how to make your application (online or paper) 60 days prior to your renewal

“Keep your certificates in a safe place”

Fred Ung, CLS

Director of Laboratory Quality and Compliance

Dept. of Quality, Manaagement and Implementation

11668 Sherman Way, N. Hollywood, CA, 91605

Office:  818-503-7025, Mobile:   818-482-9262

Email:  Fred.x.Ung@kp.org





**PATHOLOGY RED BINS COMING:**

**We are getting 4 large and 2 medium**

Large 20” x 14” x 12”

Medium 18” x 10” x 6”

Small 10” x 8” x 7”





