



## LAB Dept MEETING – Huddles

**Date of Meeting:** December 6, 2018

**Attendees:** Jocelyn Ybarra, Alan Dandridge, Raquel Lecaro, Lourdes Maniago, Maria Villafuerte, Mayra Castillo, Gregory Johnson, Michelle Trammell, Mark Gomez, Elliott Faure, Melanie Magee, Juanita Fernandez, Patricia Chea, Marissa Calilung, Theda Bryant

Topic	Details	Action Item, responsible person, date due, or informational only
KUDOS SAFETY TIP	<ul style="list-style-type: none"> <li>• KUDOS to all phlebotomist...we have the lowest urine culture cancellation rate for the whole region. </li> <li>• KUDOS to all for our improved inpatient TAT. From 87% early this year, we went up to 93%. Thank you for all your hard work.</li> <li>• Thank you to everybody for sharing their blessing to De Jesus-Raya Family. Thank you Theda for leading the team for this project.</li> <li>• KUDOS to Marissa for listening to staff concerns.</li> </ul> <p>Safety Tip:</p> <ul style="list-style-type: none"> <li>• Watch your step when walking. Been raining recently.</li> </ul>	Informational
New Lab Staff	<ul style="list-style-type: none"> <li>• Welcome AJ Tolentino- New CLS</li> <li>• Welcome Mayra Castillo- New Aerotek Phlebotomist</li> </ul>	Informational
Pathology form	See sample below. Lab staff to sign in Lab Staff MOB area, where Lady Gaga name is at.	ALL STAFF
Meals Guideline	Follow the meals guideline. See Attached	ALL STAFF
Reminders	<ul style="list-style-type: none"> <li>• Downtime competency assessment quiz due on Wednesday, December 12,2018. Thank you to all who submitted. Submit to Marissa.</li> <li>• Annual EH&amp;S training quiz and KP Learn course due on November 26,2018- extended to December 5,2018. There are still a few who are either incomplete or haven't submitted at all. Thank you to all those who completed this annual mandatory training.</li> </ul>	ALL STAFF

Use tie-line	Use tie-line whenever possible. Kaiser spends >\$800K for outside lines. Tie-line is free.	ALL STAFF
Schedules	Review your schedules, they are posted in advance <ul style="list-style-type: none"> <li>• Draft schedule posted for 1 month</li> <li>• Vacation bid posted 1<sup>st</sup> quarter of the year</li> <li>• Holiday bid posted 1<sup>st</sup> quarter of the year.</li> </ul>	ALL STAFF
Start of draw guidelines.  Effective Dec 15, 2018.	A lot of phlebs are still not following the guideline for draw. You are expected to start your draw/specimen processing based on the guideline. Effective Dec 15, 2018, management will start reviewing individual performance, failure to follow the guideline is a performance issue and will result to correction action.  This is a change that has not been easy for everybody, we appreciate your resilience and hard work.	Phlebotomist
Pathology specimens	Second reminder <b>DO NOT save pathology specimens in the refrigerator.</b> Once received, put in the red bin, then continue adding to that bin as we receive them. Pathology specimens have formalin as preservative, there is no benefit in putting them in refrigerator. We kept missing/delaying specimen transport to pathology bec it was left in the refrigerator.	Phlebotomist
RMC Pathology	Starting Dec 1 ,2018, RMC Pathology will be open on Saturdays from 0800-1630.  We can start sending A/P specimens daily	Phlebotomist
Phlebotomy supplies	Last Friday night, ED was ordering Lead test and we do not have Tan Vacutainer. When you use the last supply make sure to order it by writing on the supply form.	
Filing of ED orders	 <p>Juanita volunteered to clear the filing cabinet once a week.</p>	

	Thank you for being a team player!	
<p>Quiet at Night  Week 2 reminders  Nov 12-18</p>	<p>Week 1 Nov 5 – 11</p> <ul style="list-style-type: none"> <li>• dB Monitoring app. Ave 50-60</li> <li>• Hush Tag</li> <li>• Quiet signage on the floors</li> </ul> <p>Week 2 Nov 12-18</p> <ul style="list-style-type: none"> <li>• Lab carts have been repaired</li> </ul> <p>Week 3 Nov 19- 25</p> <ul style="list-style-type: none"> <li>• Be conscious when turning on lights in the patients room. Always ask first or let them know that you are about to turn on the lights</li> <li>• Close doors and cabinets quietly</li> </ul> <p>Week 4</p> <ul style="list-style-type: none"> <li>• Continue to be conscientious when you are on the floors. Keep voices, electronics, and movements at library level noise.</li> </ul>	Phlebotomist

**Week 4: Nov 26 - Dec 2**  
**Focus 3: Physicians & Staff Voices & Movement**



Utilize huddles and visual boards to communicate the importance of a quiet environment and how **physicians and staff voices & movement** play a vital role in creating a healing environment

Continue to implement Focus 1: Environment & Technology at 10 PM every night

Continue to implement Focus 2: Physician & Patient Engagement every evening

Implement Focus 3: Physicians & Staff Voices Movement from the hours of 10 PM to 5 AM

- Decrease physician and staff voices

Conduct Leader Rounding  
Huddle with staff and review any Quiet challenges

Proficiency testing

- To be more consistent, use Cerner results instead of raw data / instrument print outs when transcribing API or CAP proficiency results on result forms, unless the instruction says otherwise like for iQ200, it specifically says not to edit instrument print out. Always carefully read and follow all instructions.

CLS



ONTARIO	0	2	4	3	6	11	3	5	6	10	0	0	50
PANORAMA CITY	2	3	4	4	3	3	5	2	3	6	0	0	35
RIVERSIDE	1	2	1	4	12	7	4	9	9	15	0	0	64
SAN DIEGO	7	5	8	6	6	3	4	12	9	5	0	0	65
SOUTH BAY	11	12	16	11	9	16	7	22	13	12	0	0	129
WEST LA	6	14	12	6	9	10	7	12	4	17	0	0	97
WOODLAND HILLS	7	1	5	5	2	4	2	4	2	4	0	0	36
<b>TOTAL</b>	<b>52</b>	<b>66</b>	<b>89</b>	<b>75</b>	<b>105</b>	<b>132</b>	<b>83</b>	<b>132</b>	<b>93</b>	<b>106</b>	<b>0</b>	<b>0</b>	<b>933</b>

## People Pulse Page

Lab UBT Level 5

*“Teamwork makes the Dreamwork”*



Accomplished



Pending



Future



No Go

Date	What's Happening	Stoplight Report	For Follow UP
9/10 to 9/28	2018 People Pulse		
	50% People Pulse response rate as off 9/18/18. Goal is min 75%		
	73% People Pulse response rate as off 9/25/18. Goal is min 75%		

Note: Lab UBT is now Level 5...Hooray!!!

## Guideline for inpatient draws and specimen processing starting November 19, 2018

	<b>Start of draw/ specimen processing</b>	<b>Routine</b>	<b>STAT</b>	<b>Timing Critical</b>
<b>C shift</b>	<b>0445</b>	<b>≥0515-1245</b>	<b>0515-1245</b>	<b>0515-1245</b>
<b>D shift</b>	<b>1246</b>	<b>1246-2045</b>	<b>1245-2045</b>	<b>1245-2045</b>
<b>H1 shift</b>	<b>2046</b>	<b>2046-0445</b>	<b>2046-0445</b>	<b>2046-0445</b>
<b>H2 shift</b>	<b>2116</b>	<b>2116-0514</b>	<b>2116-0514</b>	<b>2116-0514</b>

Note: this guideline is to help phlebs prioritize if you have too many things going on but it should not stop staff from working until the end of their shift.





## Meals Guideline

### CLS 12 HR shift

Hours worked	Meals
12 hours	1 meal
>12 hours	2 meals
24 hours	3 meals

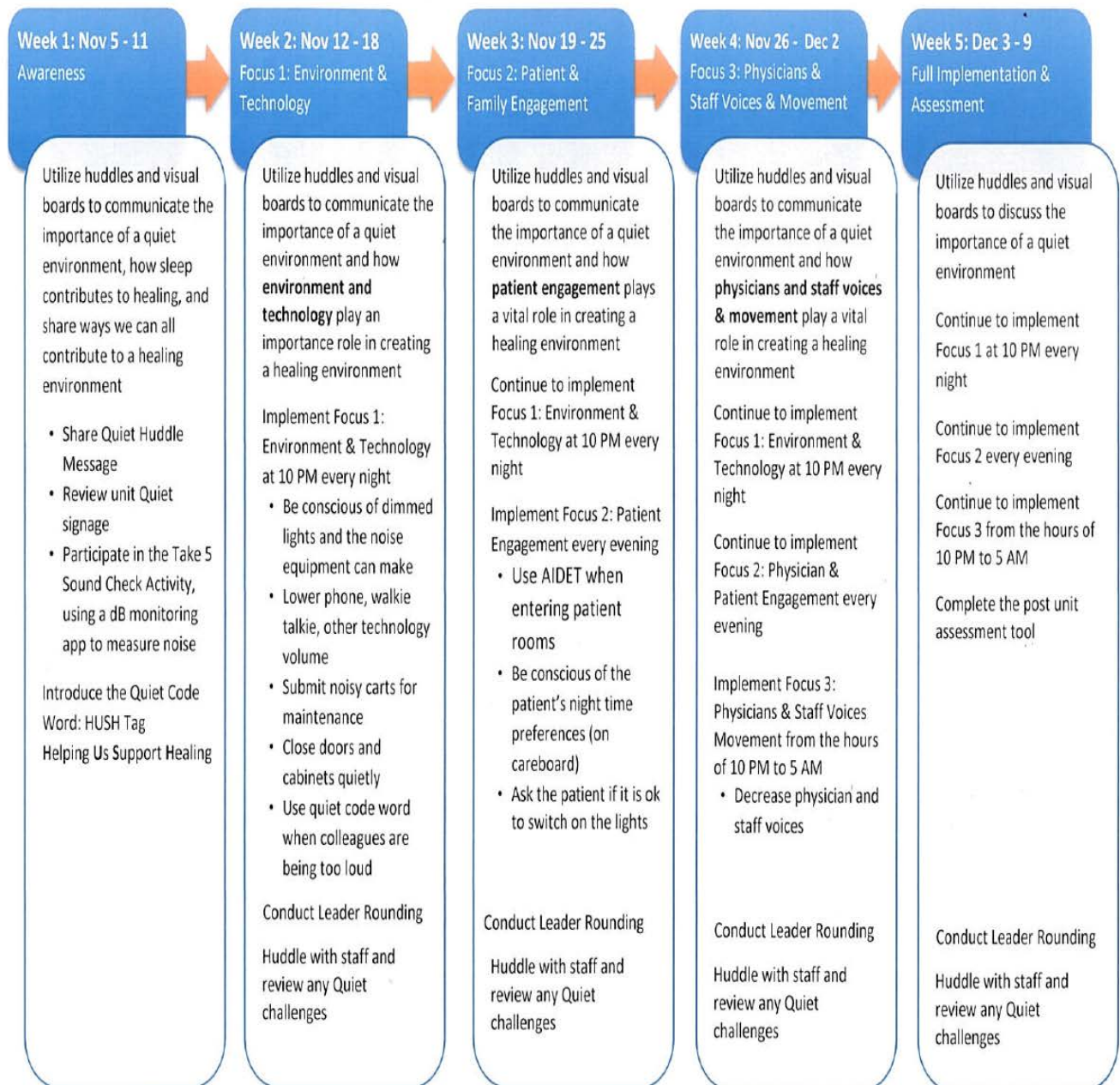
### Phlebotomist 8 HR shift

Hours worked	Meals
8 hours	1 meal
12 hours	2 meals
>12 hours	3 meals
24 hours	4 meals

**Meals: 30 minutes. EE must clock out.**

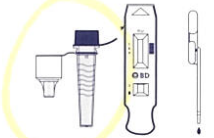

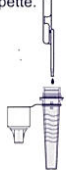
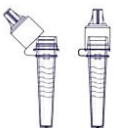
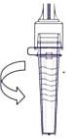
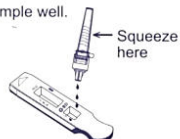


# QUIET AT NIGHT

## 5-Week Action Plan Overview for Ancillary and Support Services Department



**BD Veritor System for Rapid Detection of Flu A+B**  
Clinical Laboratory

**Liquid Nasopharyngeal Wash/Aspirate and Swabs in Transport Media Samples**

- 1** Remove a reagent tube, test device and pipette from the kit and label with patient's name. 
- 2** Remove the cap from the tube and discard. 
- 3** Add 300 µL of vortexed sample to the tube using the pipette. 
- 4** Press the attached tip firmly onto the tube. 
- 5** Vortex or mix thoroughly. 
- 6** Invert tube and add 3 drops to the test device sample well. 
- 7** Let the test run for 10 minutes before inserting into reader. Cover device if testing in a laminar flow hood to avoid inconsistent flow. 
- 8** When the test is ready, power-on the reader. When prompted, insert the test device into the reader and read the results on the screen. 

**INTERPRETATION OF RESULTS**

The **BD Veritor System Reader** (purchased separately) must be used for all interpretation of test results. Refer to table at right.  
**Test results must NOT be read visually.**



Becton, Dickinson and Company  
7 Loveton Circle  
Sparks, MD 21152 USA

8090281(02)  
2016-02

Reader Display	Interpretation	
FLU A: + FLU B: -	Positive Test for Flu A (influenza A antigen present)	<b>Positive Test Results</b> – Influenza A antigen present; does not rule out co-infection with other pathogens.
FLU A: - FLU B: +	Positive Test for Flu B (influenza B antigen present)	<b>Positive Test Results</b> – Influenza B antigen present; does not rule out co-infection with other pathogens.
FLU A: - FLU B: -	Negative Test for Flu A and Flu B (no antigen detected)	<b>Negative Test Results</b> – Negative results are presumptive and it is recommended that these results be confirmed by viral culture or an FDA-cleared influenza A and B molecular test. Negative test results do not preclude influenza viral infection and should not be used as the sole basis for treatment or other patient management decisions.
RESULT INVALID	Result Invalid	<b>Invalid Test</b> – If the test is invalid, the <b>BD Veritor System Reader</b> will display a "RESULT INVALID" or "CONTROL INVALID" result and the test or control must then be repeated.
CONTROL INVALID	Control Line Error	

The **BD Veritor System Reader** reports dual positive influenza A and influenza B results as "Result Invalid." True dual positives are exceptionally rare. Specimens generating a "Result Invalid" should be retested. Upon retesting, if the specimen produces a "Result Invalid" the user may want to consider other methods to determine whether the sample is positive or negative for influenza virus.