LAB Dept MEETING – Huddles

Date of Meeting: April 10, 2019
Attendees: Jocelyn Ybarra, Juliet Garlejo, Priscila Dar, Quang Trinh, Alejandro Tolentino, Tessa Strickland, Mark Gomez, Bill Craig, Elliott Faure, Juanita Fernandez, Vanessa Cardenas, Mayra Castillo, Patricia Chea, Marissa Calilung, Marie Rutledge, Theda Bryant

Topic	Details	Action Item, responsible person, date due, or informational only
Lab Week	• April 21-27 • Jeans OK, No Denim	
KUDOS	• Shout out to Mark for having the best performance with 0445 am draw in February--- from Tricia • Awesome job to our top 3 lowest butterfly needle usage: Elliot #1, Marietes #2, and Greg #3---from Tricia • Kudos to all phlebotomists! An OB nurse praised the team for handling baby draws and the way they talk to families. Way to go team! • KUDOS to all CLS for meeting the ED TAT • Thank you to all CLS who helps log in specimens in the processing area--- from Tessa • Gratitude Tree- chance to express your gratitude, post your fruits---Theda	Informational
Safety Tip	• Lab Annual Health Screening will be every February. e.g. if did your health screening in Jan, you will have to do it again in Feb, then every year thereafter. • Sharps containers full, seems like they don't pick up regularly (Tues & Fri)---Marissa to reach out to EVS…you can also call EVS to pick up • Micro specimens in the refrigerator always full---Tricia to check, we still need to save them maybe we can create a temporary process while waiting for refrigerator.	ALL STAFF

Release of Patient Information	• See attachment • Refer members to 951 353 4470 • ROI department is open M-F 0900-1630	ALL STAFF
Lactic Acid	• Lactic acid transport- Keeping the lactic acid samples at room temperature up to one hour and elimination of transporting lactic acid samples on ice is the method of choice to deliver lactic acid samples to the lab. This is effective today, 4/10/19. Lactic acid samples received on ice are also acceptable specimens. We still need to process lactic acid samples immediately as soon as we received them.	ALL STAFF
New MVMC visitation policy	• See attached	ALL STAFF
UhCG POCT	• Per Opal the QC we give the nurses to use is the Quantimetrix Level 1 and 2 for performing QC on urine hCG kits. Boxes of these QC are located in the Access 2/UA refrigerator. *Do not use BioRad QC.*	CLS
Correcting Results	• Follow below steps when correcting results on Cerner • Refer to Lab Informatics P&P for more information	CLS

2019 Lab Goals
 	
People Pulse Question:
Do you know your goals?
	CLS
	• ED in-lab to verify TAT- CBC (15 mins), Elec (20 mins), Trop (35 mins), Lact (20 mins)- 10/12 months
	• CLS competency completion before Oct 1, 2019-100%
	• CLS to print and review pending- 95% compliance
	   ✓ A shift: 1700
	   ✓ B shift: 0500
	
	Phleb
	• Blood culture sent on the first available courier- 95%
	• IP/ED samples sent on the first available courier- 75%
	• IP Non AM draws (from order to draw, except 0515 am)- $\pm$ 1.5 hours 95%
		ALL STAFF

	- IP Timing critical (order to draw)- $\pm$ 15 mins- 50% - ***Managers will post monthly updates on the UBT board***	

UBT	- Working on three projects
	   ✓ Hand hygiene
	   ✓ Adopt or spread project
	   ✓ People Pulse Action Plan
	
	People Pulse Question: are you part of the Lab UBT?
	Yes, we all are	

This concludes the Minutes of the _4/10/2019_____ Lab Staff Meeting.
Prepared by: _Patricia Chea, Marissa Calilung, Marie Rutledge_   Date: 4/16/2019

LAB
WEEK

April 21- 27, 2019

MONDAY

REVENGE OF THE NERDS DAY
Dress like a Nerd/ Lab Shirt
Breakfast Bagels
Activity: Mini "Lab Themed" photo booth at each location

TUESDAY

FAT TUESDAY MARDI GRAS
Wear green, purple and gold
Activity: Guess who's that baby?

(Submit photos by April 15)

WEDNESDAY

SPORTS DAY
Wear your favorite sports Jersey
Tail gate potluck
Activity: Catch that bacteria

WESTERN HOEDOWN
BBQ Potluck
Activity: Pea in the cup game

THURSDAY

FRIDAY

SUPER HERO DAY
Dress like your favorite superhero or favorite super hero shirt
Pizza Party
Activity: Pop that cell

Kaiser Permanente Riverside Release of Information Department

Mailing Address

Kaiser Permanente
Release of Information Department
10800 Magnolia Avenue
Riverside, CA 92505

KP.ORG/requestrecords
RIVROIU@kp.org
(951) 353-4470
Phones Hours: M-F 9:00 AM – 4:30 PM

All locations are closed on the 1st Thursday of each month from 1:00 PM – 4:30 PM as well as all major holidays

Physical Locations

10689 Magnolia Ave., Ste 7
Riverside, CA 92505
Mon-Fri 9:00 AM – 4:30 PM

73733 Fred Waring Dr., Ste 110
Palm Desert CA 92260
Mon, Wed, & Fri
9:00 AM – 12:00 PM
and 1:00 PM – 4:30 PM

27350 iris Avenue, MOB 1
Moreno Valley, CA
Wed and Friday
9:00 AM – 12:30 PM
and 1:30 PM – 4:30 PM

36450 Inland Valley Dr., Ste 212
Wildomar, CA
Tue & Thur
9:00 AM – 12:30 PM
and 1:30 PM – 4:30 PM

2055 Kellogg Avenue
Corona, CA 92879
Mon-Fri
9:00 AM – 12:30 PM
and 1:30 PM – 4:30 PM

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State Disability Insurance (SDI) Claims

Step 1: File an initial claim for disability benefits online through the SDI website at www.edd.ca.gov you will be given a Form Receipt Number

Step 2: Contact the Release of Information (ROI) Department via kp.org/requestrecords, email (rivroiu@kp.org), phone (951-353-4470), or in person (see list of locations and hours) and provide your Form Receipt Number (R1 number), your Medical Record Number along with the exact name you used to create your claim. Your claim will be processed electronically.

SDI Extension Claims

Contact the Release of Information (ROI) Department via kp.org/requestrecords, email (rivroiu@kp.org), phone (951-353-4470), or in person (see list of locations and hours)) and provide your Form Receipt Number (D1 number), Medical Record Number along with the exact name you used to create your claim. Your claim will be processed electronically.

SDI Note: All requests are processed in the order in which received, most requests are submitted to the State the same day. Once the medical certification has been provided to the State please allow 2-3 business days for them to process your request before checking on payment status with the State.

Paid Family Leave (PFL) Claims

Step 1: Please make sure that the patient and doctor have discussed the patient's need for a caregiver and the specifics of the need (time and duration as well as care being provided).

Step 2: File for paid family leave online through the SDI website at www.edd.ca.gov

Step 3: Contact the Release of Information (ROI) Department via kp.org/requestrecords, email (rivroiu@kp.org), phone (951-353-4470), or in person (see list of locations and hours) and provide your Form Receipt Number (R1 number provided by SDI), the patient's Medical Record number along with a signed "Authorization for Use or Disclosure of Patient Health Information" form. This form is available on kp.org or by stopping by one of our offices.

Supplemental/Private Insurance Requests

Attending Physician Statements (for example: Aflac* Insurance, Aetna* Health Insurance, etc.) can be submitted directly to the ROI Department by email (rivroiu@kp.org) or in person (see list of locations and hours)

Family Medical Leave Act (FMLA) Requests

The Release of Information Department will complete the medical certification needed for your employer. Time certified is based on clinical need. You can request a FMLA medical certification via kp.org/requestrecords, email (rivroiu@kp.org), phone (951-353-4470, or in person (see list of locations and hours). You will be asked to provide your medical record number, the diagnosis that you need the FMLA medical certification for, along with the critical job function you are unable to perform and if for caregiver the care to be provided. Please allow 7-10 business days for processing.

Patient Access

Members may request copies of their own medical records at no cost via kp.org/requestrecords, email (rivroiu@kp.org), phone (951-353-4470), or in person (see list of locations and hours). Please allow 5 business days for processing – records will be provided electronically.

Continuity of Care

Kaiser Permanente will, at no cost, provide your medical records to another provider who is treating you. You may contact the ROI Department via kp.org/requestrecords, email (rivroiu@kp.org), phone (951-353-4470), or in person (see list of locations and hours) to initiate your request. Please note in order to protect your privacy requests will ONLY be fulfilled electronically – we must have an email address where we can send your electronic medical records. Please allow 5 business days for processing

Outside Medical Records –

Kaiser Permanente Release of Information Department does not accept medical records from other facilities. Members are advised to schedule an appointment with their Kaiser Permanente doctor to discuss their medical history prior to obtaining outside medical records. If your doctor determines that medical records are needed, you will need to request them directly from your previous doctor. You should then schedule a follow-up appointment with your Kaiser Permanente doctor and take the outside medical records to the follow-up appointment. Your doctor will determine what, if any, of the outside medical records need to be scanned into your Kaiser Permanente electronic medical record for continuity of care.

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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%	☺	
1/2019	Presented to Lab UBT	☺	
3/2019	Managers to discuss result to emplooyees	☺	
4/2019	UBT to work on action plan (3) I would feel comfortable raising an ethical concern or compliance-related issue to my immediate supervisor or someone else in management	☺	

Visitation Policy Announcement and Key Points

To provide the maximum patient care, rest and allow families/guests to be an integral part of their loved one's care and recovery, the visiting hours at Kaiser Permanente Riverside Medical Center and Moreno Valley Medical Center have changed and are standardized for One Riverside.

Effective immediately, an announcement in English and in Spanish will be played each evening promptly at 8:58 p.m. indicating visiting hours are over, immediately followed by announcing that we are in Quiet Hours

- Family and Friends visiting member's will be asked to enter through the Emergency Department after hours to obtain a visitor pass from the Security Officer
- The visiting hours will be from **7:00 a.m. to 9:00 p.m.** Monday through Sunday
- Only **two (2) visitors per patient** will be allowed at one time
- Children under the age of 14 will require special permission and screening for communicable diseases (*Please ask the parents if the child has a fever, cough, or sore throat*).
- Exceptions will be individualized by the Unit Charge Nurse or Supervisor, based on the requirements of individual patients.

*Please note, there is no change to the Perinatal, OR, and PACU visitation policies.

Managers, we ask that you please huddle this information with your staff and post on your huddle boards. Thank you.

Respectfully,

Jill McCormick, Director Nursing Services Riverside

Myrna Y Muñoz, Director Care Experience

Larry Morgan, Director Security Services

Vera Vercher, Manager ICU Moreno Valley

Diane Lorenz, Telecommunications Manager

Correct a Result

1. Click the **ARE** button on the AppBar.

2. Click **Mode** on the menu bar.

3. Select **Correction**.

4. Scan or type the **Accession** number of the test to be corrected.

5. If typed, press **Enter**.

6. In the **appropriate Result** fields, type the **corrections**.

7. Press **Enter** after each correction.

8. Click the **Comments** button on the toolbar.

9. Click **Edit**.

10. Type **corr**.

11. Press **F9**.

12. Type the **name** of the doctor called.

13. Press **F3**.

14. Type the caller's **NUID**.

15. Press **F3**.

16. Press **F5**.

17. Click **OK**.

18. Click **Close**.

19. Click **Correct.**