

	Blood Bank Communication Log BB.PROTOCOL.1048.2	Dept:	324311
		Dept Name	Blood Bank
		Effective Date:	1/11/2018
		Revised Date:	3/31/2020
Name & Title: CLIA Laboratory Medical Director		Contact:	Julie Simmons
Signature:		Date:	

1. General Protocol Statement:

A. Purpose:

To provide a formal mechanism for the communication of information between shifts.

B. Responsible Department/Scope:

- i. Protocol owner/Implementer: Julie H. Simmons
- ii. Protocol prepared by: Julie H Simmons
- iii. Who performs protocol: Department staff/management

C. Definitions:

Senior Tech: Medical Technologist/Clinical Laboratory Scientist with the most seniority.

2. Protocol:

- 1.0 Communication between shifts and within shifts is crucial to effectively and efficiently provide testing and products for our patients.
- 2.0 The Blood Bank Communication log will utilize Outlook: BB Communication Calendar
 - 2.1 Additions should be added as needed to the BB Communication Calendar
- 3.0 Each staff member is responsible for checking the Blood Bank communication calendar after clocking in for his or her shift.
- 4.0 Any issues should be recorded on the Blood Bank Communication Calendar.
- 5.0 Issues that will potentially carry over into the next shift should be entered on the Blood Bank Communication Calendar.
 - 5.1 Examples include the following: Missing coolers, Problems obtaining blood, Blood Shortages, Awaiting specimen for testing or to send out, Rees issues, ED Emerge issues, anything pending at shift change.
- 6.0 Additional antibody work-ups are not put on the BB Communication Calendar. Antibody communications will be documented on the Antibody Identification Summary or Extended Testing worksheets and verbally communicated to the staff member taking over the work-up.
- 7.0 The tech that identifies the issue or receives the information is responsible for entering the 'issue' on the Blood Bank calendar and saving.

- 7.1 Example, Staff member A calls in sick
 - a. Person taking the phone call in the Blood Bank should document this in the Blood Bank communication calendar by filling out the Date/Time of the call and their initials.
 - b. The person would then type the information “Staff member A” will not be into work.
 - c. Follow-up could be entered by the same tech. For example: Management notified. Rotations rearranged. Sufficient staff for shift.
- 7.2 Example, Expired Reagents/Supplies are listed on BB Communication Calendar
 - d. Third shift will check calendar daily for expiring reagents/supplies
 - e. Expiring reagents and supplies will be moved/discarded accordingly by tech.
 - f. Follow up comment on BB communication calendar will be added stating fix: example: “moved to student fridge,” “discarded,” “QC shelf for training,” etc.
- 7.3 Additional entries could be made after some or all of the next shift personnel have already reviewed the calendar. The person from the previous shift writing the entry needs to communicate with eye contact with each person on the current shift.
 - a. The current shift techs are required to acknowledge the new entry as soon as possible.

8.0 If additional space is needed: Open the event on the calendar and type additional information into the message section.

9.0 The charge tech or senior tech on the shift (when charge tech is not working) will verify that all staff members on their shift have reviewed the calendar.

10.0 Senior tech is defined as the Medical Technologist/Clinical Laboratory Scientist with the most seniority.

11.0 The Blood Bank Communication Calendar should be saved after each entry.

12.0 Any entries completed should be documented in the message section/categorized as “done.”

3. Review/Revised/implemented:

All protocols must be reviewed as stated in the Document Change Protocol.

All new protocols that have major revisions must be signed by the CLIA Director.

All reviewed protocols with minor revisions can be signed by the designated section medical Director or designee.

4. Related Protocols: NA

5. References: NA

6. Attachments: NA

7. Revised/Reviewed Dates and Signatures:

See Archived Document Change Control