

All,

Thank you for taking the time to attend the IP Phlebotomy Huddles hosted on your shifts. We have tried to phase out Saturday team meetings to increase your satisfaction and engagement.

As always, we appreciate that you give your all when coming to work. We know that our team does wonderful work, and we want to recognize this as much as possible.

Inspired by a suggestion from your teammate, Jessica has revamped the IP Phlebotomy board for recognition. For this to be successful, we must have input from all of you.

Please tell us anytime your team does something outstanding that deserves recognition. We do not know what is not shared with us. Also, I challenge you all to recognize each other by posting shout outs. Shout Out cards are on Jessica's door, so please recognize your teammates for their hard work.

You can do this on the new "shout out" area on the board by the entrance, teammate recognition portal and/or placing an RL. RLs are a great way for us to know what is going on when we are not in the building, as Jasna reads every one we receive.

Some additional items discussed are as follows:

- Late Start to your rounds: If you arrive after rounds have been assigned and you begin work late, let your coordinator know. Call your shift coordinator and let them know that you are starting late and that you would like to fill in where needed. Communicate openly and often with them so that no collections are missed.
- If leaving the suite please take your Rover with you and let someone know where you'll be, just in case you are needed.
- Timekeeping-Wake Area: Once you clock in, please make sure that you are ready to begin work. Examples given include do not clock in in your vehicle and then walk into work, do not change your clothing after you have clocked in and then begin work. Do not eat lunch, breakfast or dinner immediately after you have clocked in. Once you are clocked in, you should immediately begin work.
 - Lunch: You deserve to clock out for your entire lunch. Since all shifts have the opportunity for a full 30-minute lunch, we expect that all will clock out properly.
- Do not wait to collect labs for a later time. The example given was an RCA event where a teammate did not collect a midnight lab until 1:30am. This caused harm to

the patient. **While it was a routine lab, it still needed to be collected in a timely manner as close as possible to the order time.**

- Action Items for leadership: some workflows will be discussed with nursing, such as releasing labs 1-2 hours after they are ordered to be collected and switching orders to lab collect once they see phlebotomy has arrived on the floor. This practice is unsafe for our patients and must stop. We also have open IT tickets that are currently being worked on to separate the ED and the Transition Unit to get the TU into Rover and to allow Cardiac Floors to print their own labels.
- Coordinator involvement: If you are asked to perform a task within your responsibilities by a coordinator, even one that is not on your immediate shift, please complete the task as requested. If you do not understand or disagree with the directive given, complete the task and then speak to the coordinator about this in a professional manner. Communicate openly seeking to understand with an open demeanor.
- As mentioned by one of your teammates, assume the best intent of your fellow teammates. This means that we are in our positions to perform the very best work we can. We must assume the best intent of each other and our interactions consistent with those values.
 - As it relates to shift dynamics, all shifts must interact with other shifts in a professional manner consistent with our culture and commitments. We will lift each other up and work as one team.
 - Back each other up: As we work to foster open communication, we ask that you all work together to complete the best patient care. All who work within the department should understand that once you have completed your round and others are still on the floor, the expectation is that you will help your fellow teammate finish collecting samples.
- Headphones and cell phones: Do not use cell phones and headphones on patient floors. This is a breach of HIPPA. Please also keep phone calls in the suite to a minimum.
- Deferral reasons box: Enter any information that would be helpful for leadership or someone coming after you to collect into this box. Make sure to document all direction given by nursing or providers.
- Hygiene: Maintain your personal hygiene. No scented perfume or lotions should be worn as the hospital has a strict policy against this. Along with this, personal hygiene should be maintained.
- CBCs should not be a lab unable as you can obtain a finger stick. Please make sure to draw these labs.

- Pediatric Patients: Please reach out to Jasna/Jessica if you would like some additional practice with pediatric draws.
- Please submit RLs or give information to Jessica on any break in Isolation Protocols (no isolation signs or incorrect PPE) as everyone should be following Isolation Protocols
- There is a new Treatment Team feature on Rover where you can see a patient's care team, including the nurse currently assigned to that patient. It includes their number and direct access to secure chat the nurse if needed.
- We also addressed Gossip in the department. Please refrain from engaging in or spreading gossip. It impacts team morale and productivity. Let's focus on supporting each other and maintaining a respectful work environment.