February 2013 Hematology Department Meeting

Tuesday, February 2013

Attending: Kay Schanuel, Vicky Douglas, Susan Rowan, Bruce Reese, Anita Konieczny, Patty Isbill, Julia Sauls, Kathy Stanly, Evan Evans.

1. Break Times – Please remember to watch you break and lunch times (20 minutes break, 45 minutes lunch). If you are joined at break and lunch by others who arrive later, you still have to leave when your break is up. It’s not fair to those who are waiting to break, and who always obey the times when others don’t.
2. PKUs – IDPH requires that all PKU specimens be received in Chicago within 72 hours from collection. To help improve our % that arrives within those limits starting on Monday March 4th all PKU’s will be drawn between 0800 and 1100 every day. Infants who will not be > 24 until after 1100 will be drawn the next day.

Jan or I need to have the envelope by 1130 to take to the dock. On Saturdays, the UPS envelope needs to be at the security desk in ED by 1130, UPS is supposed to pick up between 1200 and 1400. If they come early, you need to inform Jan or me so we can investigate.

1. Meeting items –

* With the use of the BD urine tubes, if you have a urine for a send out test (i.e. legionella, histoplasma), the remaining specimen in the yellow-top tube can be placed in either the bottom tubs with other send out urines, or can be placed in that days rack with other send out (blood) specimen tubes.
* Heparin Calibrator - If you open a box, please place it back in the Bally. We have had a couple of instances where we’ve have a box of one lot open in the Heme refrigerator and another, different lot in the Bally. Since we do not use the calibrator but once a month, we should keep it in the Bally so it does not get mixed up with daily use reagents in refrigerator.

1. Lab layout/XN-2000 – We are waiting on the interface to begin training and setting a go-live date. Brandon is working on the procedure/policy at this time. The XN will remain on the bench it is, the IPU and computer screen will be placed where Thing 2 is now. The fFN, PFA and the back-up scope will be placed on the bench where Thing 1 is now.
2. Common lab items storage in the Pit - Since C&D have moved their supplies to their new area, are plan is to use the Pit (yes, we are looking for a new name for the room), as a store room for the common lab supplies (white buckets, red bags, paper, etc.), so each department can keep less of those in the department itself. Vicky and Rita are working on this project.
3. Kathy’s section

* Brandon has accepted the Night shift position. We will hire a phlebotomist and once that phlebotomist is trained techs will no longer be scheduled for C&D.
* MobiLab – hardware is here and Susan and Melissa are going to start the build. We still anticipate a May 1st go-live date.
* Micro Staffing – to provide better patient care and to better utilize the new Vitek, evenings micro is going to be concentrated to only 3 techs (Lindsey P, Lindsay S and Alyssa) –t hey will work from 1300-2130. On weekends, Micro days will drop to 2 techs, one will work form 6-1430, the other 0900-2130 and they will alternate those shifts the next day.
* Competency – Due to new CMS and CAP regulations each analyzer or stand-alone test is considered a separate system direct observation (testing and maintenance), problem solving, survey/unknowns, supervisory review, must be recorded for each. I will maintain the records and Carmella, Vicky and I will have days scheduled for DO (including coming in early for nights and staying late for evenings). I will provide a monthly spread sheet that shows what you have completed. We will develop a quiz to cover the problem solving for Heme and Chemistry.
* Fire Drills – CAP requires that we have a record that each employee has participated in a fire drill. So please remember to sign the clipboard from security (hunt them down if need be) to indicate you have participated in the fire drill.
* Memorial East – Kathy will be sending out an e-mail shortly to see who has an interest in working at the Memorial East site in 2015. We plan on all techs assigned there to be fully cross trained in all areas (Heme, Chem, Blood Bank and the few micro kits tests that will be done. We plan on a staffing pattern of 4 day, 2 evening and 1 night tech, with a lab processing tech every 24 hours.

1. Employee Engagement – Kathy went over the Employee engagement survey results from last September. Detailed handouts were given to staff members (if you did not attend the meeting, Kathy can give you a copy, just ask or e-mail her). While the hospital results were very similar between 2011 and 2012, in the lab our numbers were better; Disengagement and ambivalence went down, while we saw an increase in contentment and engagement. We were happy to see that among our top strengths were:

Conflicts are resolved fairly in my department,

My unit/department has enough staff,

My organization supplies me with the equipment I need,

My organization pays me fairly,

Abusive behavior is not tolerated in my department,

My organization does a good job in selecting and implementing new technologies to support my work.

In all of those areas we saw significant improvement from 2011.

The areas the survey indicated that needed improvement were as follows:

I have job security (an area we saw a decrease in from 2011)

I am interested in promotion opportunities in my unit/department.

I believe in my organizations mission.

We realize that when the survey took place we had announced layoffs in Histo, which affected the first item, and we realize that we do not have a lot of management level in the lab to aspire to. We do not quite understand why the "I believe in my hospitals mission" statement went down.

So we are looking for any suggestions as to what we can do to improve the employee engagement scores even further.

In the meeting it was suggested that they do more co-worker –to-co-worker thanks and asking for help as needed.

Please give any suggestions to Kathy or me via e-mail or face-to-face.

As always – Kathy and I appreciate all the hard work you did in 2012 and will do in 2013!