

Laboratory Staff Meeting

Location: Laboratory – Core Laboratory

22 February, 2017 , 11:19 – 11:48



1. Staffing Announcements
 - a. Joel began his new role a Territorial LIS Administrator on Monday, 20 February
 - b. Elwood began his new role as Tech II: Chemistry and POCT Coordinator on Monday, 20 February
 - c. Veronica has verbally accepted a term transfer assignment into Microbiology effective 01 April.
 - d. Jen has already submitted the staffing requisitions for signing for 2 term Core Techs.
2. Safety Officer Role
 - a. With Elwood changing roles he will no longer be able to maintain his obligations as the Safety Officer for the lab.
 - b. Jen is looking for volunteers interested in taking on this role.
 - c. Duties will include:
 - i. Maintaining the Safety Manual
 - ii. Safety Training of new staff members
 - iii. Routine Safety Audits
 - iv. These additional responsibilities come with one day a month of scheduled time which includes 10% responsibility pay for the hours worked that day.
3. Sample Labelling
 - a. We received some feedback from DynaLIFE Anatomical Pathology regarding sample labelling.
 - b. Please ensure that samples submitted should have patient identification labels attached to the container and NOT to the lid.
 - c. A significant number of these labelling errors do occur on the ward at the time of collection. Please ensure that appropriate labels are affixed to the side of the container before sending samples to DynaLIFE.
4. Internet Explorer Update
 - a. The Internet Explorer on many of the laboratory workstations will be updated remotely by the TSC.
 - b. This will occur on 23 February, 2017 at midnight.
5. Morning Collections
 - a. There has been some feedback regarding the late start to morning rounds that seems to occur with regularity.
 - b. Jen asked for more information about what was impacting the ability to begin morning collections at 07:00.
 - c. It was indicated by more than one technologist from the core that there has been an increase in service demand from 06:30 to 07:00 which has a negative impact on the 06:30 Technologist to get the morning requisitions entered prior to rounds beginning at 07:00.
 - d. Jen will consider some solutions to address this and other concerns.

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6. LIS Training

- As most of the laboratory staff is aware the LIS will be going live with an upgraded version in March.
- There will be some changes to the March schedule to accommodate training of all staff.
- If your shifts will be affected Jen will speak with you directly.

7. Zero Tolerance Policy

- Jen has received some concerning feedback about the behaviour of one of the laboratories regular clients.
- As discussed in the meeting, as a member of the STH team you can expect to work in a safe and respectful environment as indicated in the Zero Tolerance Policy.
- If you encounter a client that demonstrates behaviour that is not appropriate or in violation of this policy you are encouraged to speak with Jen right away.
- In the case of the above client, Jen has already engaged with Brianne and has permission to speak with the client's guardian to clarify the expectations of client conduct when seeking service from the laboratory.
- It was also clarified that all staff have a right to refuse unsafe work.

8. Roundtable

- Erin- Erin brought up a recently common occurrence of Avens not receiving their "copies to" in spite of very clear documentation on their requisitions indicating that such copies should be sent.
 - Upon investigation the only logical explanation that Erin is able to come up with it that users are selecting the 'Add Next Order'

A screenshot of the LIS Order Entry interface. The window title is "Order Entry - [New Order - Edit Mode]". The menu bar includes File, Edit, View, Orders, Results, Specimens, Tests, Tools, Window, and Help. The toolbar contains various icons for file operations and navigation. The patient information section shows: Patient Last name: TESTING, first: STANTON, middle: (empty), DOB: 01/01/1900, Age: 117, Deceased: (checkbox), DOD: (empty), CLIENT ID: CS00000685, Sex: female, STJD: (empty), HCN: TESTHELLO, ESO: (empty), Sp: (empty). The "General" tab is selected, showing: Stay, Att. Dr: DUMD, PHYSICIAN, NOT APPLICABLE, Encounter: SX0000001586, Adm On: 10/02/2017, By: (empty), Dis Date: (empty), Resp. Party: (empty), Stay Comm: (checkbox), Ward: YEL, STANTON TERRITORIAL HOSPITAL (LAB), Room: (empty), Bed: (empty). An "Ordered (0)" table is visible on the right with columns for Type, ID, Priority, and Cycled. A red arrow points to the "Add Next Order" button in the toolbar.

- If you select the 'Add Next Order' key in Order Entry this does NOT copy over any "copy to" information in the client order. You must re-type the "copy to" information into the next order to ensure that the sample results are sent to the requested locations.

b. Bayo- When labelling sample tubes please remember the following:

- Do not cover up all the patient demographic details on tube label – this will assist in assessing if a sample has been mislabelled.

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- ii. Do not cover up the entire specimen with an accession label – this will assist in determining sample volume and quality at the bench.
 - iii. Do not obscure the tube type completely – this will assist in determining the sample type at the bench level should add on tests or additional testing be required.