

## Laboratory Staff Meeting

Location: Laboratory – Core Laboratory

15 March, 2017, 11:17 – 11:40



### 1. Customer Service

- a. Jen has received a number of complaints lately from clients and clinic staff about the poor customer service they have received when they call the laboratory for assistance.
- b. While it has been noted that we have all been under quite a bit of stress due to sample volumes, staff being away sick and other factors it is incredibly important to remember that we need to behave in a respectful and professional manner when dealing with outside clients and stakeholders.
- c. Please be mindful of how you speak to people on the phone and endeavor to be helpful and collaborative in finding solutions to problems.
- d. Cynthia and Jen have prepared a submission for Staff Education to provide Frontline Customer Service training to as many people in the lab and Diagnostic Imaging as possible. If the funding is approved Jen will be assigning staff from all areas of the laboratory to attend this training.
- e. Staff is also reminded about the Zero Tolerance Policy. If you encounter individuals attempting to engage in behaviour that violates this policy please ensure that you bring the offensive behaviour to the attention of the individual with whom you are speaking and disengage from the conversation in a professional manner.

### 2. Regan-Lowe and UTM Media

- a. Recently we had a situation in which there was a suspected case of pertussis in Yellowknife that came through the Emergency Department.
- b. The ED team attempted to collect a sample for pertussis testing but the media the lab had on hand was expired and could not be used.
- c. This presented a serious community risk as the patient had to be discharged back into the community without knowing if they had a potentially dangerous infection.
- d. We need to assign the responsibility to routinely check stock and expiration dates of the Regan-Lowe and UTM Media in the front drop off fridge to ensure this never happens again.
- e. It was decided that the 07:00 Lab Assistant will check this stock routinely and will ensure that the media is in date. If the expiry date is approaching the 07:00 Lab Assistant will place an order right away for replacement supplies from DynaLIFE.

### 3. Post Vasectomy Samples

- a. If a client drops off a semen sample for post vasectomy investigation, these samples can be accepted at the YPCC location and forwarded to STH Lab. These samples need to be examined within 24 hours (not 30 minutes as the fertility samples).

### 4. Ketone Test Strips

- a. The new lot number of Ketone test strips has arrived.

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- b. Laboratory Assistants can resume daily quality control testing for the Ketones strips.
- c. If you notice the stock of this is getting low, please let Elwood, Jen or Mike know so that we can order more supplies before we run out.

### 5. Cord Blood Samples

- a. Further to the email sent on how to handle new born cord blood gases that have been labelled with the Mother's Demographics:

*"Hi All,*

*I will be discussing this item at next weeks' staff meeting but, in the meantime please review the email below for how to handle cord blood samples received from OBS that are labelled with the Mother's demographics.*

*In the interest of expedient testing please create a new patient in the LIS using an SX encounter number.*

*Accession the samples using that new patient and then we can merge the patient records after the baby has been registered in MediPatient.*

*As per April's recommendation below enter the new patient as:*

*→so the nomenclature of the NEW client could match the mother's entry but include NBF/NBM/NBU with the first name → Last Name, First Name (NBF/NBM/NBU). We can enter the DOB as that day. That way we have a distinct patient entry.*

***Jennifer G. Daley Bernier, R.T. (CSMLS)***

***Laboratory Supervisor | Superviseure de laboratoire***

### 6. Roundtable

- a. Bayo: Please note that the Water Fund is now depleted. A SoftComm has also been sent to this effect.