

Laboratory Staff Meeting

Location: Laboratory – Core Laboratory

January 3, 2018 11:15 – 11:45

1. STAT lane on 5600:
 - When people are here at end of night and pull rack at end of STAT lane out, the next person to use the analyzer will have the rack just sit there and might not realize if doing other work.
 - Just wait the 3 seconds until rack comes to halt location or if can't wait make sure you put it back in the lane as it can cause delay.
2. Coolers:
 - If you unpack a cooler, it is your responsibility to check if anything STAT or outdating is inside. If nothing is STAT or outdating then you will not be paid overtime to Medipatient or accession cooler items.
 - Coolers are big and take about 20 minutes to sort through so might have to stay little bit overtime.
 - Was an incident on a weekend, where a urine sample was left in the fridge and the blame was placed on different areas of the lab. Everyone also needs to check the fridges and this includes MLA and MLT, micro and core lab.
 - If micro gets a urine that also has a urinalysis, pour it off right away and take to core lab, don't wait until the end of the day as the core tech's won't have time to run it. This has already been addressed with the micro staff at a previous meeting.
 - Coolers are being dated but not initialed and samples are getting left in the cooler. Make sure you open ice packs and all packing material to ensure there are no samples left inside.
3. Phone bill:
 - There are a lot of phone calls to numbers that are not lab related.
 - Not allowed to make personal long distance phone calls.
 - If Jennifer still sees these numbers on the bill, she is going to call them and see who it is and follow up with individual involved.
4. MLAs:
 - There are a few MLA's that want to write the CSMLS exam in February but Jennifer has not received any special leave forms for this.
 - If writing exam make sure Jennifer gets the leave request as soon as possible so staffing can be planned around this exam.
5. Advanced scheduling vacation:
 - Jennifer only received a few at this time.
 - Jennifer is keeping a private file of the requests so no one can see each other's.

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6. CLSI access to standards:

- GNWT purchased access to CLSI standards.
- If you would like to have access to these standards, let Jennifer know so she can set you up.
- If you decide later on you would like access, let her know and it can be done.

7. Feedback/Risk Pro's/Conversations:

- A lot of feedback is received about mistakes that are made and in some situations, staff has not been helpful or taken responsibility for their error.
- If you make a mistake and someone comes to talk to you about it, help correct the mistake and follow up as you are responsible.
- Need to own up to it and help figure out how or why it happened so it can be prevented in the future.
- May save troubleshooting time if people just come forward and say what they did so time isn't spent trying to figure out what happened.
- Risk Pro is not punitive. They are not admissible in discipline.
- Some people think talking to the individual in person is better but the Risk Pro helps track incidents and can see if same error is occurring at same time, etc. to help look at process and make changes.
- Has to go back to Supervisor so they can monitor and see if there is a performance error that needs to be dealt with.
- We are a team and need to work together. Also, it is not personal and not to be taken this way.

8. Morning rounds:

- Check labels and requisition to make sure match before do blood collection. This way tests that were missed when requisition was accessioned can be caught before blood collection occurs.

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9. Blood bank changes:

- Taking over blood bank testing for NWT except Hay River, going live on Monday.
- Now require 2 pink top tubes for blood bank testing.
- Amy will be training staff next couple of days with changes.
- We are a distribution center for Inuvik and Fort Smith. Will be more boxes coming in and out. There is a chart that has all the flight times to communities to help schedule deliveries.
- Biggest user will be Inuvik.
- Will be using CBS boxes.
- Right now will just be sending out blood but not taking it back. That may change in the future.
- Amy will be talking with everyone to get their feedback on the process to see what is working and what isn't.
- We cannot use CBC for blood bank anymore.
- Baby samples will be investigated further.
- If difficult draw and can only get one tube, just do that and will go back and get more later if it is needed.

10. Roundtable:

- Veronica: coolers on weekends. If we stay until 15 minutes after, this is not overtime. However, Amy pointed out that yes this is overtime even if it is only 15 minutes. If leaving and see that a cooler has just come in, stay to help unpack it so that everyone can get home earlier.
- Theresa: some couriers on the weekends are batching the coolers and delivering them all at 3. She spoke to him about this. Let Jennifer know if this is still occurring.



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