

Laboratory Staff Meeting Minutes

12 September 2018
[11:15-1240]

1. Patient Preferred Name – Jennifer

- As part of quality improvement patients should be referred to by their preferred name when verbally speaking with them.
- Preferred names will be entered by the clerks as a Patient Comment and will print on a sticker when blood work is ordered.
- Preferred names should also be captured in medipatient.
- Patients will still be identified for venipuncture by their legal name
- Patient comments do not print on the reports
- Please put any other important information regarding collection info, hard of hearing etc in as a patient comment to alert collectors of this if pertinent to interacting with a patient.
- Health net viewer is also a place to look up alternate names and health care numbers in the Demographics section.

2. Dexterra – Jennifer

- Email sent about the change of name for the facility management company for the new hospital
- Dexterra will be the provider of housekeeping, facility services and nutrition in the new hospital

3. Accreditation Surveys – Jennifer

- Last week to complete surveys online. Please try and complete both. You can be entered in a draw for prizes!

4. Receiving of Boxes/Supplies/Caps etc. – Amy

- When shipments arrive at the lab please inspect the boxes – don't leave it expecting someone else to
- Time and temperature sensitive stuff has been left unopened
- Direct it to the responsible bench or person if you don't have time to open and deal with it.
- Cap samples should be time/date/initial and temperature taken prior to placing in walk in fridge so that they can be troubleshooted if not received at the right temperature etc.
- It is no longer ok to just place stuff on the Tech 2 desks – these areas are not assigned specifically they are touch down spots. Tech 2's will

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try and organize better to have designated spots so people can leave things for them specifically.

5. Cordless Phone Request – Kim

- There is a headset that can be set up for use when needed – it was on the front desk by the main phone.

6. Routine Phone Calls between 7 and 9 am – Kim

- Phone calls are an issue for Core tech staff during this time period.
- It is recognized that staffing at this time of day does not account for dealing with routine samples or requests
- If phone call is something that does not need to be urgently dealt with you may say “I’m sorry but I cannot answer this for you right now – please call back after 9am”
- Jen is interviewing for another Relief lab assistant

7. Patient Pay Testing – or Not covered testing – Joanne

- Patient presented with Bioavailable Testosterone testing request – this is a test that the patient must pay for prior to having it drawn – patient has standing order
- Patients are to be directed to registration to pay for the testing prior to bloodwork being drawn
- There is a small list of testing that requires pre-approval, however the NWT doctors are not limited by what tests they may order
- If the test requires pre-approval AHS contacts the department to see if ok to proceed with testing.
- There is no specific list of tests that are covered or not covered by the NWT health care – Dr. Corkal approves these on a case by case basis.
- Patient may present with a letter of pre-approval – keep a copy to send with sample.
- If patient does not have a letter then contact physician to see about getting it and whether to proceed with testing.

8. Employment Medical Testing Requests – Front Line Medics – Jen

- As of October 1st – we will not be providing testing for any Employment Medical ordering. See email from Jen

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9. Round Table

1. Vivian

i. 24 hour Urine sample acceptance @ YPCC

- Lab Asst. do not feel that is it safe to be doing the pH and pouring off of 24 hr urines as there is no spill kit at YPCC.
- Suggestion to send them up to the lab instead
- Jen to follow up with Dynalife to see if really necessary to provide containers with acid in them to the patient prior to collection or if samples may be acidified upon receipt
- For now keep process as is

ii. Coolers

- Please ensure they are empty
- Please place Empty stickers on them – initial and date
- For the Styrofoam ones if going back please re-tape them shut

Core Only Meeting

1. Blood Bank stuff – Amy

1. Medivac's have not been handled well lately

- Crossmatch units transfused in transport to patient as soon as possible – must be done even on callback
- Evaluate specimen quality as soon as possible so that Medivac team could sign and label if needed before they leave
- Do NOT use unlabeled specimens – if needed go draw a specimen post transfusion for crossmatching
- The LIS system requires that a technologist is listed as issuing the units – you may add a comment in the system indicated that unit was issued and transfused to/by medivac.
- Amy has it as part of her workplan to fill out the medivac procedures and is following up with the medivac team about what they should do

2. Adding information to the report – Erin – can we add the message section to the BBank – Amy will discuss with erin further and see

3. Gel and Ice Packs – must be in the fridge/freezer for 24 hours before use. There are Ziploc bags for them and new papers to record the date and time to document it – they have been placed in the top drawer by the elastics

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4. There are changes to segment storage procedure – you do not have to print the scannable segment label – it now is integrated on the unit label.

2. Humidity out of Range – Jean

1. Humidity is not in range. To be reported to Facility services

3. 5600 – Jean/Erin

- There were issues with the tip sealer. In cleaning it several parts of sticks and debris was found. Be mindful of your sticks and cleaning materials when performing maintenance.
- After cleaning always use a tip placed down into the sealer to evaluate the cleanliness and quality of the sealer.

4. Samples Missing – Kim

- Evening tech when doing pending list is to notify the other labs via Softcom about missing/late samples.
- If samples are not received they are to be cancelled by the technologist.
- Jen will send a memo to Lab Leaders regarding this process.

5. Sysmex XN's – Kim

- These instruments must be used everyday to maintain good instruments.
- Please throw a full rack of samples on in the morning and in the evening to keep the machines running.