

Laboratory Staff Meeting Minutes

August 21, 2019

11:18-11:48

Attendees: Chantelle, Jennifer, Amy, Laura S, Solomon, Sally, Connie , Theresa, Elwood, David, Laura G., Chelsea, Jocelyn, Moses, Bayo, Vivian, Laurie

Recorder: Amy

1. French Language – Active Offer

- Lab received a complaint regarding service in French
- Reminder that we must offer service to clients in both English and French there are ways to do this – review how
- Ensure any signage posted for clients is in both languages
- A powerpoint refresher has been assigned in MTS. Please take time to review it. It will take a little bit of time to open it as it is a large document
- A Blue Folder with the active offer documents has been distributed. This has the appropriate greetings and phone etiquette as well as the info for CANTalk. The back page has the contact information for people at Stanton who can come to translate if service is needed in French for a client
- At YPCC one of the registration clerks should be bilingual (nto sure who) they can be asked to come assist or phone CANTalk and put on speaker for translation services.

2. Blood Culture Bottles

- Now Kept in the drawers below the tubes for collection in the Specimen Processing Area as they are light sensitive
- Extras will be in the back storage room
- Order more through Stores

3. Gowns

- Clean gowns are delivered by housekeeping to the back storage room
- If time permits bring them to the lab and sort by size into the bins
- Housekeeping does not have access to bring into the lab to do this

4. Panic Buttons

- Be aware that the panic buttons do not work properly if pressed – don't expect a response.

5. Printers

- Email was sent about ensuring the right printers are set up on your account for printing
- If you have printer 113 set up – please remove it.

6. Communication Devices

- STAT Collections – there was confusion whether the “phone” was to be carried around or kept at the lab
- Please keep device in lab when there are others to monitor it. Person in lab can contact the collector to go or tell them when they return to the lab.
- Collector leaving the lab can take one of the other devices if available.

7. CDIFF

- Reminder that wearing your PPE is important
- If patient is on precautions due to CDIFF – washing hands with soap and water is preferable to alcohol based hand wash

8. Accreditation prep.

- Clean up areas
- Stuff must be up off the floor.
- Work on this over the next month

9. Round Table

- Laurie
 - i. Downtime went well – if you have any issues let her know as soon as possible.
 - ii. New LIS Admin to start soon – reminder that Tech II’s and Supervisor should be the first stop for LIS issues in order to triage and troubleshoot issues.
- Connie
 - i. Question regarding the PA system and being unable to hear – Chantelle has sent a ticket to Dexterra regarding this
- Bayo
 - i. Handwashing station temperature is very hot – Chantelle had put a ticket in but will follow up or submit a new ticket to get the temperature fixed
- Elwood
 - i. Lab sweater order due Monday – preferably pay him on Friday (its payday)
- Theresa
 - i. CSF Proteins – run qc daily for now

- ii. Joel is coming to town – dinner Thursday 22nd at the Explorer – 5pm – let her know if interested
- Amy – Laurie’s Baby Shower/Going away is slated for Sunday Sept 8th. We have tentatively booked the kitchen shelter at Fred Henne – weather dependent for location
- Chantelle
 - i. Locum Technologist starting on Tuesday next week
 - ii. Student Technologist starting the following week here until December