

Laboratory Staff Meeting Minutes Specimen Control

March 18, 2021

Time: 1300hr - 1330hrs

Attendees: Pearl, Joanne, Emily, Jaime, Alexa, Myles

Recorder: Elwood

1. **Infant Hypoglycemia Incident Investigation**

- This is not a punitive investigation
- It is a quality process investigation where we are trying to figure out how the hospital as a whole can prevent future similar situations from occurring
- Elwood and Jen will be building a detailed time line leading up to the clients leaving the hospital AMA
- This investigation is not being done just for the laboratory, but for the nursing staff as well
- Elwood/Jen will be asking all specimen control staff to provide any information they may have to help with the quality improvement initiative

2. **Drying Rack for PKU Cards**

- There is a metal PKU drying rack
- Please dry PKU cards horizontally so that they are not touching one another

3. **Completing 2020-2021 Performance Documents**

- Elwood will be completing everyone's Performance Documents for the fiscal year in the next few weeks.
- Please take a look through your performance documents and provide comments/feedback on your performance since November 2020 (when the documents were started)
- Remember that performance documents are for the benefit of the employee.

4. **Biohazard Bags RL6 Investigation**

- Update: Carolyn has investigated the RL6s about improperly sealed sample bags being sent in the pneumatic tube and specimens coming out specimen bags during transport in the tube system

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- The manufacturer has been contacted to see whether there are manufacturer defects
 - Carolyn has also followed up with the departments in question
 - Please continue to enter the RL6s as these occurrences happen.
 - This will help Carolyn in her continued investigation
5. **Active Offer Audit**
- Emily received a phone call from an Active Offer auditor , she passed the audit, hurray!
 - This auditor spoke to her in English and asked for services in French
 - Remember that as a public service provider we have an obligation to provide services in either English or French
 - If someone requests service in French and you do not speak French, please use the phone list and contact one of the designated bilingual staff in the building
 - The auditor has indicated that there will be an external Active Offer Auditor. This person will be speaking French.
 - You are not obligated to respond in French.
 - You do need to inform the person that you will be putting them on hold while you transfer/find someone that can provide them services in French
 - Please familiarize yourself with the location of the job aids and phone list for bilingual staff members.