



Quest Diagnostics Nichols Chantilly  
At  
Washington Adventist Hospital

**BLOOD BANK STAFF MEETING**

**MINUTES**

**(02/04/2014)**

**PRESENT:** 2.4.2014 @ 0640-0710 STEPHANIE CODINA, MARY-DALE ABELLANO, MARIA MORRIS, TSEGAYE NEGASH, VANESSA ROBINSON  
2.4.2014 @ 1455-1525 STEPHANIE CODINA, TARA APPELBAUM, HABIBA LAKO

**DISTRIBUTION: BLOOD BANK STAFF MEMBERS**

**MEETING COMMENCED**

Item	Discussion	Action	Follow-up
<b>Minutes</b>			
Phone Calls	In an attempt to improve customer service, the hospital is requiring that all employees on patient care floors answer a phone that is ringing. When we call, we assume we are talking to a unit clerk or nurse when, in fact, we may be talking to OT, PT, housekeeping, etc. WAH has asked that we ensure we are talking to a nurse, charge nurse, or unit clerk BEFORE giving them a message to ensure the message gets to the right person.	None	None
LIS Issues	Marie is receiving a number of unnecessary LIS calls at night. If you have an LIS issue, you MUST speak to the group lead or tech-in-charge BEFORE calling Marie. Please note that the blood bank does not have a tech-in-charge. This means all BB staff members MUST coordinate with the core lab group lead or TIC prior to calling Marie.	None	None
DPT	We have seen a resurgence of pertussis (whooping cough) in our area. In response, hospital personnel, including lab staff, are required to get the DPT vaccination or booster. You are exempt if you have received the vaccine in the past 5 years and can produce documentation. Lori is currently trying to schedule Linda Pond (Quest nurse) to come and give the vaccine to lab staff members. Deadline for completion is Feb 28 for those with patient contact and Mar 31 for those without patient contact.	All Staff	Get vaccine and provide documentation to BB Manager
Standards of Behavior	The hospital is asking us to re-emphasize the standards of behavior. I must meet with each of you to tell you how I would rate you for behavioral standards (high performer, solid performer, low performer). Low performers will be put on an action plan. Failure to improve will result in progressive discipline per hospital leadership.	None	None
AIDET	We reviewed the AIDET principles and each staff member practiced their AIDET techniques. Each of you must have at least 3 direct observations on file by the end of the month.	None	None

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**Meeting  
adjourned  
Next meeting  
week of March 3,  
2014**

Stephanie Codina  
Recorder