

## TRAINING UPDATE

**Lab Location:** SGMC and WAH      **Date Implemented:** 6.19.2018  
**Department:** Field Ops Staff      **Due Date:** 6.30.2018

### DESCRIPTION OF PROCEDURE REVISION

#### **Name of procedure:**

Shift-to-shift communication, non-technical  
And  
Non-technical shift-to-shift communication log

#### **Description of change(s):**

1. We will have 3 different shift communication logs:
  - a. Processing
  - b. Phlebotomy
  - c. Outpatient lab
  
2. Staff will document any issues that subsequent shifts need to be aware of. Examples include:
  - a. Broken equipment
  - b. Patient issues
  - c. Specimens to be on the lookout for
  - d. Recalled patients
  - e. Calls/issues that require follow up
  
3. The outgoing staff member in charge is required to verbally tell the incoming staff member about the issue. Each person will initial the appropriate blank on the form. This will continue until the issue is resolved.

This log was created after an incident at WAH. A physician needed to take the patient to OR to obtain lung specimens for culture. The surgeon called the lab on dayshift to notify the processor that the specimens would be coming and what tests he needed, because the samples were coming in late evening on Friday night. The information was not passed to the evening phlebotomist, and we failed to order the correct tests.



Shady Grove Medical Center  
 Washington Adventist Hospital

### Non-Technical Shift-to-Shift Communication Log

<b>Department:</b>	<input type="checkbox"/> Phlebotomy	<input type="checkbox"/> Processing	<input type="checkbox"/> Outpatient Laboratory
<b>Shift Hand Off (Tech Code):</b>	_____ 1 <sup>st</sup> → 2 <sup>nd</sup> _____	_____ 2 <sup>nd</sup> → 3 <sup>rd</sup> _____	_____ 3 <sup>rd</sup> → 1 <sup>st</sup> _____
<b>Date/Time/ Reported: Reporting Tech:</b>		<b>Date/Time Resolved: Resolving Tech:</b>	
<b>Patient Name:</b>		<b>MRN:</b>	
<b>Description of Event:</b>			
<b>Shift Hand Off (Tech Code):</b>	_____ 1 <sup>st</sup> → 2 <sup>nd</sup> _____	_____ 2 <sup>nd</sup> → 3 <sup>rd</sup> _____	_____ 3 <sup>rd</sup> → 1 <sup>st</sup> _____
<b>Date/Time/ Reported: Reporting Tech:</b>		<b>Date/Time Resolved: Resolving Tech:</b>	
<b>Patient Name:</b>		<b>MRN:</b>	
<b>Description of Event:</b>			
<b>Shift Hand Off (Tech Code):</b>	_____ 1 <sup>st</sup> → 2 <sup>nd</sup> _____	_____ 2 <sup>nd</sup> → 3 <sup>rd</sup> _____	_____ 3 <sup>rd</sup> → 1 <sup>st</sup> _____
<b>Date/Time/ Reported: Reporting Tech:</b>		<b>Date/Time Resolved: Resolving Tech:</b>	
<b>Patient Name:</b>		<b>MRN:</b>	
<b>Description of Event:</b>			

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**Electronic Document Control System**



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**Title:** Shift-to-Shift Communication, Non-Technical

**Owner:** LESLIE BARRETT

**Status:** INWORKS

**Doc Effective Date:** 18-Jul-2018

**Next Review Date:**

Non-Technical SOP

<b>Title</b>	<b>Shift-to-Shift Communication</b>	
<b>Prepared by</b>	Stephanie Codina	Date: 6/8/2018
<b>Owner</b>	Stephanie Codina	Date: 6/8/2018

<b>Laboratory Approval</b>		
<b>Print Name and Title</b>	<b>Signature</b>	<b>Date</b>
<i>Refer to the electronic signature page for approval and approval dates.</i>		
<b>Local Issue Date:</b>		<b>Local Effective Date:</b>

<b>Review:</b>		
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

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**1. PURPOSE**

The non-technical shift log provides a means of communicating information between different shifts in the phlebotomy, processing, and outpatient laboratory departments. Written communication will ensure consistency in the handling of information to be communicated from one shift to the next.

**2. SCOPE**

This procedure applies to any pertinent information that must be passed from one shift to another.

**3. RESPONSIBILITY**

All non-technical staff members must understand and adhere to this procedure for documenting information between shifts.

**4. DEFINITIONS**

NA

**5. PROCEDURE**

Step	Action
1	The communication log will be utilized to pass pertinent information to staff working subsequent shifts. This includes any information that has not been resolved at change of shift.
2	All information to be communicated to incoming shifts will be written on the shift communication log. This includes, but is not limited to, information pertaining to: <ul style="list-style-type: none"> <li>A. Patient orders/specimens</li> <li>B. Specimen problems</li> <li>C. Provider notifications</li> <li>D. Staffing issues</li> <li>E. Equipment/computer issues</li> </ul>

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Step	Action
3	Obtain a new log and check the following: A. Location (Shady Grove Medical Center or Washington Adventist Hospital) B. Department (Phlebotomy, Processing, or Outpatient Lab)
4	Document the following information for each event to be reported: A. Date and time reported and reporting tech code B. Patient name and medical record number, if applicable C. Description of the event
5	The information will be verbally communicated to the next shift at the time of shift change. Both the outgoing (reporting) and incoming (receiving) representative will initial in the appropriate shift change box as long as the issue continues. Pass on is not required after an issues is resolved.
6	When the issue is resolved, document the resolution in the "Description" box and indicate the date and time of resolution as well as the resolving tech code.
7	Completed logs are filed in the designated location for a minimum of 30 days.

**6. REFERENCES**  
 NA

**7. RELATED DOCUMENTS**  
 Form: Non-Technical Shift Communication Log (AG.F417)

**8. REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By

**9. ADDENDA AND APPENDICES**  
 None

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