**Weekly Updates**

**October 24, 2013**

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| Test | Description of Change(s) | Affected Individuals |
| Salivary Cortisol | The salivary cortisol test requires a special collection and containers. These containers are stored in the ‘special tube area’ in the cupboard. The directions are included with the tubes. | All Staff |
| Sed Rate Controls | There is no need to save the sed rate control tubes. Please toss in a Sharps container. | Bench Techs |
| Glucose study | We are done with the glucose study and are crunching the data. Soon, we will have a protocol for how we plan to use the glucometer. Thanks for your help with this validation study. | All Staff |
| Hand Washing Results | The third quarter hand hygiene audit was phenomenal!! We had 100% compliance. Of 12 observations, there was compliance with foam/washing before and after patient contact. Woo Hoo!!C:\Documents and Settings\PCO577\Local Settings\Temporary Internet Files\Content.IE5\0LARS9IB\MC900434728[1].png  | All Staff |
| Replacement for Wally | We did get approval for a replacement instrument. Denelle and Sherry are working through the process, so stay tuned as things progress. ☺ | All Staff |
| FDR Game Plan | While Kassy is learning we plan to do these things to facilitate a successful transition:* The phone will be answered by staff other than Kassy, until she’s acclimated.
* She is going to ask for assistance from the sendouts/T2 with the arrival of 4+ yellow slips.
* She will direct front desk procedural questions to phlebs and technical/lab questions to techs in the back.
* Patience is necessary during this transition; the amount to learn is substantial and will take time.
* Open communication and feedback
* Other employees should minimize distractions to Kassy at the front desk.
 | All Staff |
| H Pylori Breath Test | We have recently learned that we can charge for the administration of the breath test. In fact, we actually get more money from insurance from this step, then billing for the performance of the test.Search in EPIC for ‘breath test’. The one you want is the one below. It is not a lab test, so once it is ordered and released it looks as though it disappears, but it will trigger the billing for this test. Please see Denelle if you have questions. | All Staff |
| Tues AM | We plan to have Sue or Hamsa working from 8-12 so there is more complete bench coverage, while we are as busy as we are. | All Staff |
| PYC/North Courier | Quicksilver is now picking up for PCY/North at scheduled times and delivering to the NPH Lab. This will be posted in the sendouts area. | All Staff |

**Procedure Additions, Updates and Changes:**