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| HMCTransfusion Service Staff Meeting 8/20/15 |
| http://www.komencolorado.org/kdwp/wp-content/uploads/2014/10/Thank-You.jpg | *Patients are First* Pillar Goals* *Focus on Serving the Patient/Family*
* *Provide the Highest Quality of Care*
* *Become the Employer of Choice*
* *Practice Fiscal Responsibility*

Service Culture Guidelines* *Respect privacy and confidentiality*
* *Communicate effectively*
* *Conduct myself professionally*
* *Be accountable*
* *Be committed to my colleagues and to the UW Medicine Health System*
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| Service Culture Guideline | * *Communicate effectively*
	+ Acknowledge patients, family members, and co-workers with a sincere and warm greeting.
	+ Introduce myself by name.
	+ Explain my role and speak in ways that are easily understood.
	+ Ask each patient how he/she would like to be acknowledged (Mr. / Mrs. / first name).
	+ Close every patient encounter with an acknowledgement that is respectful, such as “Thank you” or “Do you have any questions?”
	+ Recognize that body language and tone of voice are integral to effective communication.
	+ Wear my ID badge where it can be easily seen.

Communication is an important part of our day to day operations. Shift hand off communications must occur on paper and verbally.  |
| Lab Update What’s been happening | * Kudos to TSL staff by trauma surgeons- At the transfusion practice committee meeting, staff of HMC TSL was recognized as doing a great job. Dr Arbabi and Dr Bulger commended the techs on being responsive and good service. Good Work as always Everyone!
* Joint Commission ePBM measures visit- 2 day visit by the Joint Commission. They were looking at data tracking in different LIS system in relation to patient blood management. This was not an inspection. HMC had volunteered as a site to help the Joint Commission determine if quality data related blood was readily available or extractable.
* HMC 5 dollar meal – Employee Survey. In response to the employee engagement survey Paul Hayes implemented the 5 dollar meal. Evening and night shift have the opportunity to purchase the meal in the off hours. Check intranet for more details
* Kronos badge reader changes – As you may or may not have noticed some of the keys on the badge reader may have changed. Check the intranet for more details.
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| Project updates | * Sterile Docker- validation in process. Go Live will be Dec/Jan.
* UW TSL go live Jan 2016. Changes for HMC TSL will be coming in terms of component prep, transfusion records and ecodes
* Doe names and Merged records report –remember to enter doe names in the order comment. Currently working on getting automated reports printed that alerts TSL when name changes occur.
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| Job Postings/Announcements | * Full time MLS 1- nights- El Tadina 8/24/15
* Full time MLS 1- eves- Nicole Kramer 08/31/15
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| QA/Blood Utilization | * PSN duplicate draws reporting- when reporting duplicate draws in PSN, be sure to include if it is CPOE or manual order that was drawn twice.
* ED blood refrigerator data review – data compilation complete. See meeting binder in lab. Thanks to everyone who have been diligent with providing accurate data. This has been submitted to the ED team and TSL medical directors for review.
* Duplicate sample draws- we continue to see an increase in duplicate draws. Continue to QIM and PSN duplicate draws. This data was also presented at the Transfusion Practice Committee.
* July utilization data
* RBC- 1 (oms30)
* PLTs- 1
* Plasma- 1 outdate
* Cryo- 2
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| Other | * TAT testing- turn around testing time for MLS techs was reviewed. All staff TAT is within the 50min TAT for stat TXM. There seems to be varied numbers with samples that are run on the Tango. Reminder- routine samples must be tested as soon as there are 2 samples ready to be run on the Tango. Samples should not be waiting to get resulted until the 4th hour just because it is routine. Routine orders with blood products should always be assessed to see when the nurse is planning to transfuse.
* Trauma response 1:1:1- Reminder- every time TSL is called to bring a portable to the ER for a trauma response, a platelet box must be on the fridge. The only time this may not be feasible is if there are multiple MTPs/Trauma occurring and the platelet inventory was short.
* Component Return Form – 2nd and 3rd shift staff, if you have a unit that needs to be returned to the blood center, remember to let the day shift techs know to follow up. Instances where a unit may need to be returned;
* Unit recalled by the blood center. Follow the recall process
* Unit ecode not recognized by SQ
* Plasma thawed that has clots
* Timecard Approval- reminder to approve your timecards at the end of the work week. If you notice a discrepancy and the timekeeper is not available to correct it, go ahead and approve it and fill out a green form for Gie, Erin or Nina to correct. Always check your timecards to make sure your hours and shift differentials are correct.
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