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| HMC Transfusion Service Staff Meeting 12/14/16 |
| 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 |  **Communication*** 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
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| Hospital Update | * HMC budget – loss in October but overall budget still on track for FY17.
* LMS sign off-Dec 30th. Staff should have completed this by now. Please take time off bench to complete if not done yet.
* Workday 2017- performance evaluations will start in Sept 1-Dec 31st for 2017. Workday will be implemented in summer of 2017 which will allow employees to have their evaluations performed electronically. Workday is going to also keep your ESS information. ESS and OWLS will no longer be in existence. Kronos will be linked to workday. Staff should already be entering their leave requests in kronos correctly. Once workday is active, you would not be able to correct previous timecards that have already been submitted for processing. Labmed payroll will no longer be correcting kronos, these will go directly to medical center HR. More to come in 2017.
* Inclement weather guidelines- check HMC Intranet for inclement weather policy. Resources are available for staff when there is inclement weather. Reminder to keep essentials such as medication, spare clothes in case you are unable to go home.
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| Lab Update  | * Annual HMC TSL review- see meeting minutes binder.
* Staffing update- 2 MLS 1- evening shift and night shift
* Biorad Infinity- Installation will be January 9th 2017.Stephanie will attend training the week of Jan 9th. Stephanie and Hernan will be training all staff on the new analyzer. Validation and training will take about 2months to complete.
* Credo Cooler updates-total of 4 data loggers and 4 credo coolers have been validated and available for use. Coolers 3 and 4 have been removed from service and will be revalidated for use. Plans to start supporting Olympia base with cooler in the next month or so. Will monitor to see if additional liquid plasma is needed.
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| QA/Blood Utilization | * November utilization data, CT ratio 1.3
* RBC -1
* PLTs-4
* Plasma-1 outdate/1 expired
* Cryo-1
* QA update- see minutes binder
* LTP stickers on frozen plasma, labels are coming off. This has been reported to BWNW.
* One BPDR where unit was tagged as LTP instead of LTPLT.
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| Staff Round Table |  |