

EINSTEIN MEDICAL CENTER-CHEMISTRY

SUBJECT: CHEMISTRY STAFF MEETING

ATTENDEES: JENNIFER LORE

DATE: AUGUST 24TH, 2016

AGENDA

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
TECHNICAL CHEM	<ol style="list-style-type: none"> 1. Vidas 3 2. Critical Values 3. EIMA 4. HEP C 5. Urine forms 6. Wasting of QC 7. Mislabeled Samples 	<ul style="list-style-type: none"> • Vidas 3 – Procalcitonin – has a 45 minute TAT <ul style="list-style-type: none"> ○ Specimens have their own Red Top Tube and Label – must be spun offline. Do not load on Abbott Analyzer ○ Timer placed near instrument – please set it as a reminder to result PCT when testing is completed • Documentation of Critical Values – Remember Name, date and time. Initials. If you are not compliant you will be written up. No exceptions. • We will be starting with an outreach to the Klein 300 location called EIMA. State date should be 9/1/2016 but samples will be picked up and registered by the lab. Phone list is being updated to remove Belmont and to add the phone number of EIMA location. There will be three pick-up's by CP staff 10am, 1pm, and 6pm. All samples will be registered by the CP staff and delivered to the appropriate department. • Einstein was awarded a new grant to perform Hep C testing on uninsured and under insured patients (similar to our HIV grant). • Urine/ Serum HCG Procedure & QC Change starting 9/1/2016 • Please be careful with over pouring QC. We are wasting too much QC due to over pouring. The instruments will tell you how much is needed to run testing. • Training of CP staff has been moving along. About 5 more individuals that are in the process of being trained. • Thank you for your due diligence with completing the DDR forms regarding mislabeled samples from the floor. Unit. Lab. This now has the attention of the CMO. Pettina is representing the lab on the patient safety committee. 	<ul style="list-style-type: none"> • Discussed • HCG procedure will be rolled out on MTS.
Goals	<ul style="list-style-type: none"> • Chemistry Goals 	<p>GOALS FOR OUR DEPARTMENT INCLUDE THE FOLLOWING:</p> <ul style="list-style-type: none"> • Goals for Chemistry Department <ul style="list-style-type: none"> ○ Troponins are now >88% <u>within 55 minutes</u> ○ Screen8 >88% <u>within 55 minutes</u> ○ BNP >88% within 60 minutes ○ PCT >88% within 45 minutes ○ <u>Time to cancel samples after they reach the lab for hemolysis, QNS is now being tracked.</u> <p style="text-align: center;">What can we do to make these goals? What are your suggestions? What are the issues</p>	<ul style="list-style-type: none"> • Discussed • ED is going to continue with the large lavender top tubes. Please continue our efforts to meet the 90% TAT.

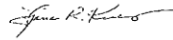
CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
		you are seeing?	
EMPLOYEE ISSUES/ Competency	<ol style="list-style-type: none"> 1. EMCP-employees due for competency 2. Evaluations 	<ul style="list-style-type: none"> • Please remember it is your responsibility to provide the supervisor with all necessary documentation for your competency. Chanh, Loretta and Chris will still provide staff with the unknown samples. Anyone who is competent may observe and sign you off on the duties. It does not have to be Chanh, Loretta or Chris. • We will be using the MedTraining.org website. Competency quizzes will be assigned at the beginning of your competency month. You will have till the end of the month to complete the quiz and be competent. • Evaluations – Dave and Jennifer will be meeting with staff starting in August your yearly evaluations. Core lab will be completed by Sept. 16th. Chris L will complete all 3rd shift employees by August 12th, and Loretta will complete 2nd shift by Sept. 30th. 	<ul style="list-style-type: none"> • Discussed
HOSPITAL NEWS	<ol style="list-style-type: none"> 1. Overtime Approval 2. Overtime forms 3. Rapid Response 4. 150 Year Celebration 5. Einstein CMS Star Rating 	<ul style="list-style-type: none"> • Remember you need a supervisor’s approval to work over your scheduled time. This is even if it is 15 minute. You need to request approval prior to staying, do not come and let us know that you stayed and it is after your scheduled time. • Employees must complete a Voluntary Overtime Acknowledgment Form for each voluntarily worked shift that they accept that is outside of the agreed to, predetermined and regularly scheduled work shift. (Appendix A). Managers must retain the completed Voluntary Overtime Acknowledgment Form for three (3) years. Sheets will be located by the schedules in a separate bin. For those of you that are helping pick up shifts please remember to complete the voluntary overtime form. • If there is an emergency you would call the STAT operator at 6-6161 use this number for codes as well. If you have an emergency for a non-inpatient, the non-inpatient needs to go to the ED, call 6-6911 • The Historical Society of Pennsylvania is hosting an exhibit honoring Einstein’s 150 year anniversary. A time capsule will also be installed on the grounds to be opened in 100 years. • Barry Freedman sent out a memo with an update on the Hospitals are now being star rated. EMCP has a 2 star rating, EMCM has a 3 star rating. 	<ul style="list-style-type: none"> • Don’t forget to go online to vote on the top 10 ideas. See attached Memo • See attached memo of Star rating and efforts to improve.

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
SLR	<ul style="list-style-type: none">• SLR	What tools do you need to do your job? <ul style="list-style-type: none">• Tech asked if we could combine all the different pending logs of the Urine Bench into 1 or 2.	<ul style="list-style-type: none">• Help Desk Ticket was placed for this item and LIS is working on.

**Einstein Healthcare Network
Memorandum**

To: Einstein Healthcare Network Leaders

From: Lynne Kornblatt, Chief Human Resources Officer



Date: July 21, 2016

Subject: NLRB Election Resolution

As you know, the National Labor Relations Board's Newark Regional Director denied our objections to the April 8, 2016, union election. The Pennsylvania Association of Staff Nurses and Allied Professionals (PASNAP) has been certified as the exclusive bargaining representative of registered nurses at Einstein Medical Center Philadelphia. While we continue to believe our challenge to the election process was justified, we have reached a critical point in the process.

After careful review and consideration of our options, Einstein has agreed with PASNAP not to further appeal the bargaining unit composition or the election outcome. We have decided it is in the best interest of our RNs and other employees, patients, our community and our hospital to proceed with contract negotiations with PASNAP. I recognize and appreciate the level of dedication each of you contributed to our employee education efforts over the last several months. I hope we will have your continued support as we embark on this new chapter at Einstein.

We tried to balance the differing wishes of various EMCP RN groups and the hospital as we moved forward. That path corresponds with an understood commitment from PASNAP leadership, agreeing to a constructive, deliberative bargaining process, which we believe will allow us to retain the values of our organization and provide us the opportunity to improve upon our strong core.

As we move forward in the coming months, it will be important to share a message of collaboration and constructive teamwork to provide a positive workspace for our employees. Our best opportunity for continued success is if we work together.

Thank you.

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Einstein Healthcare Network

Executive Offices

Memorandum

To: Einstein Leaders, Physicians and Employees
From: Joan Gubernick
Chief Marketing Officer, Einstein Healthcare Network
Date: July 11, 2016
Subject: **Our 150-Year History is Being Shared Today – and for Decades to Come**

I would like to share some impressive news with you about events that are part of Einstein's year-long 150th anniversary celebration.

For You and Your Family – See Our Historic Healthcare Exhibit

The Historical Society of Pennsylvania, an organization dedicated to preserving and sharing the heritage and history of our state, is now hosting a special exhibit honoring Einstein's 150-year history and the impact we've had on the City of Philadelphia and beyond. Entitled "150 Years of Compassionate Care to the Community," the exhibit showcases Einstein's journey from a 22-bed facility that first opened in 1866 to the growing, regional healthcare network that we have become today. It includes historic photos and items and will be on display to the public through July 19th.

Don't miss the opportunity to take your family and friends to go see this great exhibit! The Historical Society of Pennsylvania is located at 1300 Locust Street in Center City, and the exhibit is open free-of-charge on Tuesdays, 12:30 p.m. to 5:30 p.m.; Wednesdays, 12:30 p.m. to 8:30 p.m.; Thursdays, 12:30 p.m. to 5:30 p.m.; and Fridays, 10 a.m. to 5:30 p.m.

For Future Generations – Help Fill Our Time Capsule

On August 8th, we will be installing a time capsule on the grounds of the Einstein Medical Center Philadelphia campus, to be opened 100 years from now. We want your help in deciding what to include in the time capsule to help future generations remember Einstein's 150th year. Items could include historical or everyday objects, photographs, recordings on CDs or USB drives, or other things.

You can help us make history by sending your suggestions to einsteinmatters@einstein.edu by **July 20th**. We'll then ask all Einstein employees to vote online for the top 10 ideas and the winners will each receive a \$150 Amazon gift card and be invited to help us install the time capsule at a special ceremony.

Go to e-Net for more information on the time capsule and stay tuned for more details on our August 8th celebration, which will involve locations throughout the network.

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Einstein Healthcare Network

Executive Offices

Memorandum

To: All Einstein Board Members

From: Barry R. Freedman
President and CEO



Date: August 1, 2016

Subject: **Why We Each Need to Take Personal Responsibility for Quality, Safety and Patient Experience**

The Centers for Medicare and Medicaid Services (CMS) recently rolled out a new rating system for overall hospital quality on its *Hospital Compare* website. I would like to tell you about these ratings and some of the concerns that Einstein and many others have about them. I would also like to share details on steps that we are taking to continue improving our performance on key quality measures and consistently deliver a positive patient experience at Einstein.

As you may know, CMS planned to introduce its new rankings back in April. However, the agency pushed back the public release of the ratings in response to hospital and stakeholder feedback, including concerns about specific calculations that were used to develop the rankings. We are disappointed that CMS made the decision to move forward with the new rankings, without addressing these issues, and are going to keep working with industry groups and state and federal lawmakers to urge the agency to reconsider how it develops its ratings.

How the New Rankings Work

Hospitals can receive one to five stars – with five being the highest -- based on their performance on up to 62 measures related to inpatient and outpatient quality. Information about readmission rates, patient safety measures, and feedback from the surveys that our patients fill out about their overall experience are all factored into the ratings. In the rankings, just 102 hospitals received five stars, and few of them are considered to be among the country's best by other ratings sources such as *U.S. News & World Report* or viewed as the most elite within the medical profession.

How We Did in the Ratings

Einstein Medical Center Philadelphia and Einstein Medical Center Elkins Park received two stars. Einstein Medical Center Montgomery earned three stars.

Other hospitals that received two or three stars included:

- Thomas Jefferson University Hospital (two star)
- Hahnemann University Hospital (two star)
- Temple University Hospital (two star)

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- Hospital of the University of Pennsylvania (three star)
- Beth Israel Medical Center in New York City (two star)
- Tufts Medical Center in Boston (two star)
- Geisinger Medical Center in Danville, Pa. (two star)

You Can't Rate a Hospital Like You Do a Movie or Toaster

Giving consumers access to information that helps them to make educated choices about their care is a good thing. But ratings need to be done in a way that is accurate, reliable and makes sense. And, they need to be fair to all hospitals and reflect how some, like ours, care for patient populations that are more challenging or sicker than most. Einstein – along with the many other health systems, the American Hospital Association, America's Essential Hospitals, Association of American Medical Colleges, and other organizations – believe that CMS' Overall Quality Hospital Star Ratings don't account for the varying factors that affect hospital performance outcomes. The CMS rankings oversimplify how complex it is to measure high-quality healthcare and may mislead consumers, possibly steering them away from some of the best hospitals for their conditions.

We are Continuing to Improve Quality and Patient Experience

We will continue to make Einstein's voice heard about the need for "ratings fairness," but consumers now use ratings as a way to determine who and where they will seek their care - rankings are here to stay and we need to pay attention to them.

At Einstein, we have been working on ways to improve our performance on key quality measures and to consistently deliver a positive patient experience. We have made some progress and still have work to do. Recently, we put together teams spearheaded by senior leaders who will be implementing new plans and reinforcing accountability. You'll be hearing a lot more about this in coming weeks, including specific tactics and timelines, but here are a few important details:

- At EMCP and EMCEP, the team focusing on this is being led by Ruth Lefton, Chief Operating Officer, and a group of senior administrative and physician leaders. We will be focusing on three areas: patient experience, patient safety and reducing readmissions. We are creating Clinical Effectiveness Groups that will be making recommendations on how to improve the quality and consistency of our care through clinical standardization. Clinical departments will be working on data-driven goals and priorities that are specific to their areas. We also are developing interdisciplinary teams to help achieve greater coordination of patient care on the unit level.
- EMCM has developed a plan that will utilize its multidisciplinary Performance Improvement Teams to target those areas where it has the greatest opportunity to improve in the ratings. Those teams are working on issues related to pain management, improved tracking of what medications a patient is taking, reducing readmissions, and other areas.

As a network, we have a roadmap for improving quality and consistently providing a great patient experience. We need everyone in our organization – regardless of whether they are in a clinical or non-clinical role – to play a role in these efforts and take personal responsibility. I, along with other senior leaders, look forward to sharing more news about what we are doing and our progress.