EINSTEIN MEDICAL CENTER-Blood Bank

subject: BLOOD BANK

date: AUGUST 24, 2017

**AGENDA \*standing items**

| **CATEGORY** | **TOPIC** | ANNOUNCEMENT / UPDATE | **MINUTES** |
| --- | --- | --- | --- |
| **Blood bank issues/discussion.****June, July, August 2017** | 1. Blood bank Team
 | 1. **Questions?**
2. **Concerns?**
3. **Opening story -Einstein’s Mission (going above and beyond): *With humanity, humility and honor, to heal by providing exceptionally intelligent and responsive healthcare and education for as many as we can reach.***
4. **Blood bank Errors-June, July August**

**\*Mixed blood types manual entry from provue to cerner.** **\*MF reactivity on the Vision in the Rh typing and results as negative – the patient was Weak-D positive.****\*Changing positive screens to Negative on the Vision**1. **PSN reports**
2. **ARC circular location [AABB standard] - Cabinet with binders over bench**
3. **\*HLA LAB Feedback: HLA Package training due by 8/25/17**
4. **Emergency Disaster Notification Drill-Lab Unit leader form**
5. Bright Ideas to reduce Wastage-Ruth Lefton’s
6. **When must you perform DAT’s on a cord?**
7. **Vision Flow Chart Location (MF, Positive screens, FIB)**
8. **Octaplas- RED DISPLAY**
9. FY18 Pillar Goals & Pillar Tactics-see board
10. Media Highlights-See board
11. **Sasha will rotate weekly from EMCM**
12. **Supervisors to monitor how staff is answering phones- Internal Customer Satisfaction goal.**
13. **Core lab will be doing Rounding with nursing- to help build relationships with other departments.**
14. **Wrong Label/No Label on tube- Rejection process**
15. **Each department will adopt a standard what do you think ours should be?**

**10/5 Rule (use pleasant tone of voice, eye contact, and if appropriate smile)****Blameless apologies (Recognize the need to apologize without assigning blame)****Positive Intentions (Do not use phrases, “it’s not my job, or I don’t know, get help, follow-up)****Want A.D.D.S (ask for help, describe the situation, describe everything you’ve done to address the situation, solve the challenge together)****Receiving feedback gracefully**1. **\*MF (mixed field) reactivity is a discrepancy and must be ran in tube/on bench. If the Vision interprets a result as MF you must test on bench and investigate the reason why. Same as on the provue.**

14. **If the Vision results an antibody as Positive, you must perform the panel on the bench. Do not change the screen to negative as the vision is very sensitive and could have identified a low titer antibody.** **\*Cross over the positive screen on the Vision. If the panel is negative on the bench. Add comment to PPI: Extended xm, and panel results from the bench.** Image result for teamImage result for team | * **Nothing to report for opening story.**
* **If the Vision gives a “?” and you review the card and the card is CLEAN, it is ok to modify the result to negative on the Vision.**
* **For other discrepancies it must be cleared up on the bench. (MF, etc.…) You must resolve by proper blood bank technique on the bench.**
* **“FIB” can be re-spun and re-ran, or run on the bench. -See flow sheets post on the side of the vision.**
* **PLEASE REVIEW the SOP for the VISION, you may find reading it in detail to be helpful.**
* **Modify on the Vision with caution do not take risk. Take the specimen to the bench before you make an erroneous decision.**
* **Please look at the side of the Vision, I posted Flow Sheets that may assist you when the Vision reports discrepant results.**
* **MF (Mixed Field) has been added back to Cerner. Please use MF when you identify MF reactivity on the bench.**
* **If the REASON for MF has been identified from transfusion history and from previous work up, please result reaction as MF and manually select the ABO interpretation as the previous blood type on file.**

* **If you see MF reactivity on a patient that we never had before, and/or you cannot identify the reason for the missed field, result the reactivity as MF and result the ABO as Undetermined. Add the transfusion requirement to give O-cells. Leave note in communication log to look into transfusion history on the patient for lead tech and or supervisor.**
* **The BEST technique to shake all tubes is to SHAKE & ROCK. Please ask me if you do not understand what that means. I will explain.**
* **Pettina will call/ speak to each shift/staff to make sure everyone understands how the Octaplas process works.**
* **We no longer need to call HLA on-call, we will receive the HLA packages, document in the HLA binder and place the packages in the box for HLA to pick up.**
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| **ADMINISTRATIVE- HUMAN RESOURCES** | 1. Vacancies
 | **SWAT Report- see below** |  |
| **QUALITY** | 1. Inspection & Accreditation
 | * **AABB WINDOW OPENS IN JAN 2018 ☺**
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| **EMPLOYEE ISSUES/ Competency** | 1. EMCP-employees due for competency
 | Competencies DUE * Sam- August
 |   |
| **HUMAN RESOURCES**  | 1. Disciplinary Action/FMLA
 | * Cup of coffee conversations-after 2-3 infractions (i.e. not performing QC)
* First infraction-improvement conversation
* 1st step
* 2nd step
* Decision making day
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| **HOSPITAL NEWS** | 1. **Overtime**
2. **Pharmacy hours**
 | * **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 sche\duled 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.**
* **Pharmacy hours for employees are extended from 7am-7:30pm (M-F).**
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| **SAFETY** |  | **NO FOOD OR DRINKS IN THE LAB** |  |
| **STUDER** | 1. AIDET
2. COMMUNICATION Boards
 | Each week, you will receive an email highlighting one of the Standards of Behavior that you can put into action.The Einstein Code of Conduct focuses on five areas: Respect, Empathy, Responsibility, Affinity, and Integrity. Our Standards of Behavior outline how employees can put our Code of Conduct into practice. |  |
| **EMPLOYEE RECOGNITION** |  |  **DON’T FORGET TO VOTE VOTE!!** |  |
| **ATTENDANCE**  | GUIDELINES | * **Attendance guidelines**

Each supervisor/QA manager/Lead technologist will be closely and consistently monitor all employees adherence to time and attendance policies. 1. Four (4) or more unscheduled episodes of absence in any six (6) month period.2. Three (3) or more unscheduled episodes of absence in a six (6) month period occurring before or after scheduled days off, or on weekends.Two (2) further unscheduled episodes of absence within the three(3)Months immediately following the issuance of a performance accountability document related to attendance.4. Lateness or early departure four (4) or more times in one month, or seven (7) or more times during any six (6) month period.5. Two (2) or more unscheduled episodes of absence before, after and/or on a legal holiday in any twelve (12) month period |  |

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|  **SWAT Report - Sasha Voce - 7/13/17** |
| ***Summary of Open Positions*** |
| **Position** | **Req Shift** | **Days Open** | **Comments** | **BW Hours** | **Reason** | **Hiring Manager** | **Posted** |
| 14968 | Laboratory Technologist - Per Diem - Blood Bank - EMCM | evening | 240 | Inbox  | PRN | Replacement - Per diem Blood Bank | Sasha Voce | 11/14/2016 |
| 16088 | Lab Technologist - PRN - Microbiology | evening | 139 | Interview Scheduled  | PRN | Sasha Voce | 02/24/2017 | Replacement - Replacement of Chizoba Stake |
| 16594 | Lab Technologist - Stat Lab | night | 27 | Forwarded to Manager  | 75 | Replacement - Replacement of Lisa Cruz | 06/29/2017 | Sasha Voce |
| 16674 | Lab Technologist - Stat Lab | night | 27 | Interview Scheduled  | 06/19/2017 | 75 | Replacement - Replacement of Samantha Hays | Sasha Voce |
| 16816 | Phlebotomist - Outpatient - Per Diem - EMCM | day | 6 | Attempted Contact  | 07/06/2017 | PRN | Replacement - 2 FMLA's | Sasha Voce |
| 16898 | Lab Technologist - PRN - Stat Lab | night | 6 | 55 |  Replacement - Replacement of Maria Trres | Sasha Voce | 07/06/2017 |
| 16899 | Phlebotomist - Processing Clerk | day | 1 | Inbox  | 70 | Replacement - Replacement of Jessica Domingue | Sasha Voce | 07/12/2017 |
| 16915 | Phlebotomist - Outpatient - Per Diem - EMCM | day | 5 | HR File Review  | PRN | Shift/Hours Change - Coverage for FMLA | Sasha Voce | 07/07/2017 |
| 16916 | Phlebotomist - Outpatient - Per Diem - EMCM | evening | 5 | PRN | Shift/Hours Change - Coverage needed for FMLA | Sasha Voce |
| 16917 | Phlebotomist - Outpatient - EMCM | day | 5 | Candidate Reviewed  | 40 | Replacement - Replacement of Taisha Grobes | Sasha Voce | 07/07/2017 |