

EINSTEIN MEDICAL CENTER-HEMATOLOGY

SUBJECT: HEMATOLOGY MEETING

ATTENDEES: DAVID HINKLE

DATE: SEPTEMBER/OCTOBER 2017

AGENDA

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
Mission Stories	1. Mission Story	<p>1. Does anyone have a story they would like to share that connects to Einstein's Mission Statement?</p> <p>Einstein's Mission: With humanity, humility, and honor, to heal by providing exceptionally intelligent and responsive healthcare and education for as many as we can reach.</p>	No stories were shared.
TECHNICAL HEME	<p>1. Teg validation</p> <p>2. Parasite procedure</p> <p>3. Path review</p> <p>4. Communication binder</p> <p>5. Maintenance Logs</p> <p>6. Mesothelial Cells</p>	<p>1. Teg is validated. Training to continue please schedule a training session with Ashley or Myself appx 30 min. Waiting on algorithm and clinician training, and LIS validation following the AECIS upgrade.</p> <p>2. Parasite procedure being edited. Changes include second shift to train and complete Binax and percent positive. Third shift will train to complete Binax testing. BinaxNow should be ordered on every positive parasite, and all negatives when ordered by clinician. All positive parasites are to be sent to the state as per the CDC procedure. Dayshift staff to complete paperwork and give specimens/slides to CP to send out.</p> <p>3. Pathology review requires two techs for manual differential. You may rescan the slide and perform on CellaVision, or perform manually. Document second tech results prior to submitting to pathologist. Reminder all slides go to Dr. Arguello or Dr. Bata. Also please continue sending emails when you find blasts for review.</p> <p>4. Make sure you are writing in the Communication binder, even if everything is okay, indicate OK. The next shift should also be reviewing the communication log at the beginning of each shift.</p> <p>5. Documentation on maintenance/check off sheets is still an issue. Make sure before you leave for the day everything has been double checked.</p> <p>6. The following fluids will never have mesothelial cells: BAL, CSF, Amniotic fluid, Synovial.</p>	Discussed

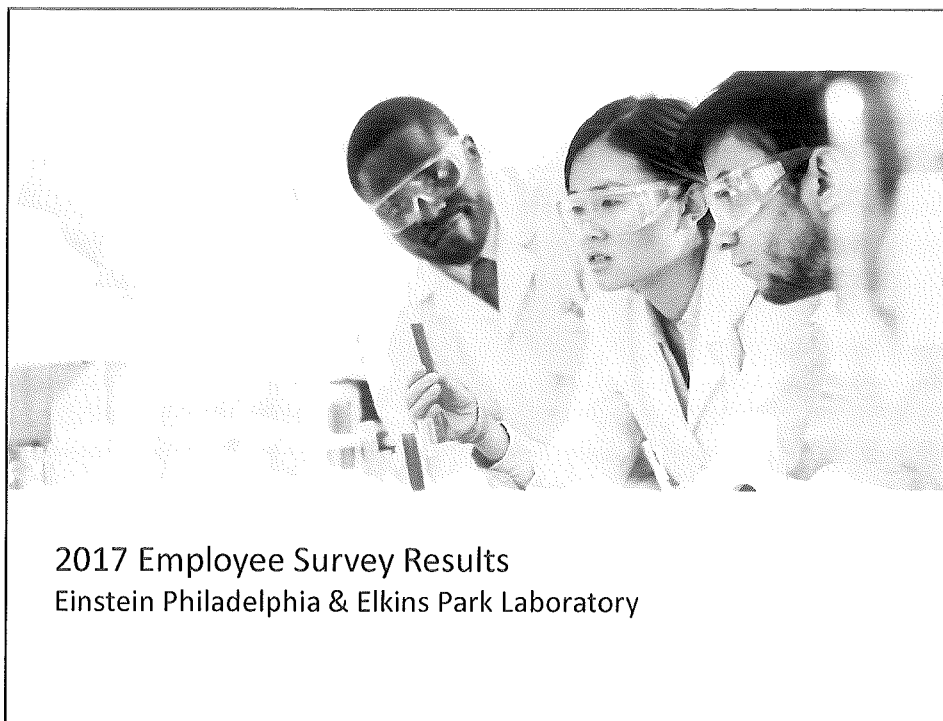
CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
General Hematology Updates	<ol style="list-style-type: none"> 1. Lunches and breaks 2. Reagents and Supplies 3. Labeling 4. Filing slides 5. Coag Confirmation 	<ol style="list-style-type: none"> 1. Lunch times- Dayshift please follow the schedule. Schedule is posted on the cabinets above the microscopes. Breaks are to be 15 mins and only if work and staffing allows. Lunches are 45 minutes. Please review HR policy about breaks/lunches. If you do not get a lunch/dinner break you are responsible to enter it in the Kronos log book with the reason no lunch/dinner allowed. Remember missed breaks should be approved by a Supervisor. 2. Restock benches for the next shifts. If something is empty, please restock the shelves. If you receive reagents, please use the log sheets by the eyewash station. Expiration dates, lot numbers and quantity are required. Also make sure reagents and supplies away and initial the sheet to show you performed the task 3. All Reagents must be initialed and have the date and time of reconstitution and expiration. We will continue to monitor this, if the issue continues we will have to start having each shift check all reagents and write a DDR for the previous shift. 4. Each shift is responsible for filing their slides in the slide box. 5. All Coags that fail linearity and are in blue need to be repeated and confirmed on the analyzer as per the procedures. 	
DDR	<ol style="list-style-type: none"> 1. Review of DDRs and PSN 	<p>Each month I will provide you with an overview of the DDRs that were submitted for the Hematology department.</p> <p>Remember if you find errors you must fix the error and write a DDR.</p> <ul style="list-style-type: none"> • August DDR: <ul style="list-style-type: none"> o Hematology found 5 mislabeled specimens from the floors. o 2 MCV deltas not investigated properly o Critical value not called to floor. • September DDR: <ul style="list-style-type: none"> o 4 MCV delta not investigated/ commented properly o 1 incorrect comment for critical call o 1 correction for BF clerical error. • If you investigate MCV delta remember specimen check is not a valid investigation. 	
QA	<ol style="list-style-type: none"> 1. Hematology Goals 	<ul style="list-style-type: none"> o New GOALS FOR FY18 in Hematology: o ED Coag TAT - Target 90% RESULTED WITHIN 40 MINUTES OF RECEIPT-at 88% for September o Stat Coag (Hospital) TAT - Target 90% RESULTED WITHIN 50 MINUTES OF RECEIPT o ED CBC Stat TAT – Target 90% RESULTED WITHIN 40 MINUTES OF RECEIPT o Stat CBC (Hospital) TAT - Target 90% RESULTED WITHIN 50 MINUTES OF RECEIPT o Stat Hepnomo TAT – Target 90% RESULTED WITHIN 45 MINUTES OF RECEIPT o Stroke Stat CBC TAT- 92% RESULTED WITHIN 30 MINUTES OF RECEIPT o Stroke Stat Coag TAT- 92% RESULTED WITHIN 30 MINUTES OF RECEIPT-87% in August. SS not being announced by ED/CP. Please write DDR's when SS is unannounced to the department. In September only 3/40 Tests were announced. We 	discussed

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
		<p>will be discussing with the ED workgroup.</p> <ul style="list-style-type: none"> ○ Correlation of Body Fluid to Cytology – Target 100% CORRELATION ○ Critical Results Called – 100% COMPLIANCE WITHIN 60 MINUTES OF RESULT ○ Critical Results TAT – Target 92% WITHIN 60 MINUTES OF RESULT ○ Corrected Reports – 98 % COMPLIANCE ○ CAP – 100% COMPLIANCE ○ Cancellation of hemolyzed Screen8 and Troponins for the ED within 1 hour <p>We met all previous goals and have set new goals that are geared toward challenging ourselves and improving customer satisfaction.</p> <p>What are the issues you are seeing?</p> <ul style="list-style-type: none"> ○ GPS – stands for Growth, Professionalism, Service. This is how we project ourselves to our clients (Critical care and ED floors) 	
EMPLOYEE ISSUES/ Competency	<p>2. GPS</p> <p>1. EMCP- employees due for competency</p> <p>2. Continuing ED</p>	<p>1. Please remember it is your responsibility to provide the lead tech/supervisor with all necessary documentation for your competency. Ashley, Loretta, and Chris to 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 Ashley Loretta or Chris.</p> <ul style="list-style-type: none"> ● The goal is to have all paperwork and competency quiz by your due date. ● We will continue using the MedTraining.org website. Competency quizzes will be assigned at the beginning of the year. You will have till the end of the month to complete the quiz and be competent. ● Health Stream will replace the E2. <p>2. On the H drive we have 3 student presentations that staff can review the PowerPoints, and answer the questions. You may also take any of the Med training continuing ED for CEU.</p>	
HOSPITAL/LAB NEWS	<p>1. Premier Patient Services</p> <p>2. Lab Budget</p> <p>3. Lab Survey</p>	<p>1. Please see the attached information about a concierge program created for Board Members and their families by the Development Office.</p> <p>2. Supervisors will be calculating monthly expenses. The totals for 720100 and 720200 will be posted under the finance section of the Studer boards.</p> <p>3. Attached are the results from the first Lab survey. There were 16 dayshift core lab responses; 9 evening shift responses; 4-night shift responses.</p> <ul style="list-style-type: none"> ● Strongest responses: <ul style="list-style-type: none"> ○ 100% feel they help their coworkers ○ I would re-apply for my job ○ I never think about quitting ○ I would recommend a friend or family member work here ○ 	Staff did not have suggestions for recognition.

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
		<ul style="list-style-type: none"> • Areas for improvement/ suggestions <ul style="list-style-type: none"> ○ Recognition by supervisor. Aside from Day to Days, and Employee of the month, and the recognition emails are there any suggestions to improve employee recognition? ○ Respecting coworkers? <u>Dayshift and Night shift</u> ○ Departments within the lab work well with one another. <u>Dayshift</u> 	
GOALS	FY 2018 Pillar Goals and Tactics	<ul style="list-style-type: none"> • Review of the Goals for FY2018 for the Lab. This document is available on the Core lab board for review also. • One important aspect of the goals is the ICS (Internal Customer Satisfaction Survey) <ul style="list-style-type: none"> ○ Reminder MICU patients with MCV deltas please ask if the patient is on fluids or coding. • We will be monitoring how staff answer the phone. Three rings as well as greeting. • Lab Leadership will continue with Rounding on nursing to help improve the communication between the floors and the lab. • Please review the continuing ED board in the hallway by the quality dashboards. Also Education available at the academic's section by the Studer Board. 	
Education	1. Continuing ED board		
HUMAN RESOURCES	<ol style="list-style-type: none"> 1. Open Positions Vacancies 2. Closed Vacancies 3. Incidental OT 	<p style="text-align: center;"><u>Lab - Open Requisitions OPEN REQS. - EMCP/EP/EMCM</u></p> <p><u>Open Positions:</u> Second shift part time to replace Jenny- Jon Lam resignation effective 11-1-17 Jose Ramirez resignation effective 10-14-17</p> <p><u>Closed Positions:</u> <u>FT 3RD SHIFT Anika returns 10-16-17</u> <u>Fifth shift MaryCatherine Dalin</u> <u>3rd shift per diem Nga Lu</u></p> <ul style="list-style-type: none"> • Reminder: you need a supervisor's approval to work over your scheduled time, including working through lunch. This is even if it is 15 minute. You need to request approval prior to staying. • 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 are 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. <p>• Unless approved by a supervisor you may only clock in 6 mins prior or 6 min after your</p>	Discussed

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
HUMAN RESOURCES Continued	4. Missed Swipes 5. FMLA 6. Flu shots 7. Healthy Steps	<p>scheduled shift.</p> <ul style="list-style-type: none"> • You must have your id at all times. If you fail to swipe twice in one month it will be a verbal warning. Three times will result in a first step write up. • FMLA Process: If you are going to be out greater than 5 days you must apply for FMLA. The FMLA documentation serves as a doctor's note with the date the employee is out and the date the employee returns to work. It is your duty to complete this paperwork with HR. • Reminder to get your flu shots as per the attached memo. DUE 11-17-17 • Healthy steps are due 11/30/17 	
STUDER	SLR Studer Standards of Behavior	<ul style="list-style-type: none"> • What tools do you need to do your job? • Rounding – does everyone know what Rounding is? This is where your leaders (lead techs, supervisors, managers) ask you how everything is going, what is going well, what tools or supplies you need to do your job, any improvements you would like to suggest, and if there is anyone you would like recognize. • Each department will adopt a standard what do you think ours should be? <ul style="list-style-type: none"> • 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 • This year on your evaluation you will be asked to adopt a standard and have a goal on how you will achieve this standard in this next year. • Standard Stars Program will replace the Caught in the Act Card-Maria is the ambassador for the EMCP/EP lab. • Stars will be given out to any employee who goes above and beyond 	

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
Employee recognition	<ol style="list-style-type: none"> 1. Employee of the month 2. Day to Days 	<p>Employee of the month for August was Monica. Congratulations Keep up the great work.</p> <p>Please see the posted recognition list. Special Thanks to: Maria Riccuti for picking up many extra shifts. Malti for picking up Labor Day to cover Nalini.</p> <p>If you see a coworker deserving of a day to day for going the extra mile, please notify the supervisors the person and what they did that was extraordinary.</p>	



Einstein Medical Center Laboratory Notes

A total of 75 surveys were received, distributed as follows:

Philadelphia Campus

- 67 Total surveys submitted
 - Departmental: 10 Micro, 16 Chemistry, 14 Hematology, 12 Blood Bank, 7 Central Processing, 13 AP, 9 Evening Shift, 4 Night Shift and 4 Not Answered
- 67 respondents/117 active employee
- 57.2%

Elkins Park Campus

- 8 Total surveys submitted
 - Departmental: 1 Chemistry, 1 Hematology, 1 Blood Bank, 2 Central Processing, 1 Evening Shift, 1 Night Shift and 6 Not Answered
- 8 respondents/17 active employee
- 47%

Additional Notes:

For the attribute "I often think about quitting my job and leaving Einstein," the question was reworded and the results were transposed for reporting purposes so the "5" rating would be the most positive rating (like the other attributes).

Elkins Park

- Only 2 respondents indicated what department they work in

2017 Survey

How much do you personally agree with each of the following statements?

Using a scale from 1 to 5, where 5 means you "Agree Completely" and 1 means you "Disagree Completely," circle the number which best describes how much you agree with each statement.

	Agree Completely ← → Disagree Completely				
	5	4	3	2	1
I would reapply for my current job	5	4	3	2	1
I would refer a friend or family member to work at Einstein	5	4	3	2	1
I am proud to work for Einstein	5	4	3	2	1
I receive recognition and positive feedback from my supervisor when I do a good job	5	4	3	2	1
I frequently try to help others who have heavier workloads than myself	5	4	3	2	1
I often think about quitting my job and leaving Einstein	5	4	3	2	1
My co-workers respect each other	5	4	3	2	1
I think the various departments within the Lab work well together	5	4	3	2	1
The Lab is a pleasant place to work	5	4	3	2	1
If I work hard and obtain the necessary education, there are opportunities for me to advance within the organization	5	4	3	2	1
I feel my department continually makes improvements for our employees and/or patients	5	4	3	2	1



Philadelphia & Elkins Park Campuses

- Overall, most Lab employees express Pride in Working for Einstein (72% agree) and Loyalty to the Lab (72% never think about quitting).
- On the contrary, about one-quarter of lab employees report receiving insufficient Recognition and Positive Feedback.

	Philadelphia & Elkins Park Campuses										
	I would reapply	I would refer a friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	75	75	75	75	75	75	75	75	75	75	75
Total Answering	75	74	75	75	75	72	75	74	75	75	75
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	69%	69%	72%	55%	90%	72%	61%	87%	65%	61%	64%
Agree Completely - 5	49%	39%	51%	36%	64%	47%	28%	19%	25%	37%	39%
4	20%	30%	21%	19%	32%	25%	33%	28%	40%	24%	25%
3	21%	20%	13%	19%	4%	13%	21%	34%	20%	20%	16%
2	4%	8%	12%	11%	0%	7%	9%	14%	7%	11%	12%
Disagree Completely - 1	5%	3%	3%	16%	0%	8%	8%	5%	8%	8%	8%
Disagree (Bottom 2 Box)	9%	11%	15%	27%	0%	15%	17%	19%	15%	19%	20%



Philadelphia & Elkins Park Campuses – Agree Summary (4 or 5 rating)
– Campus Profile

Agree Summary (Top 2 Box)	Total Respondents	Philadelphia & Elkins Park Campuses										
		I frequently try to help others	I am proud to work for Einstein	I never think about quitting my job	I would reply	I would refer friend or family	Lab is a pleasant place to work	Department continually makes improvements	There are opportunities for me to advance	My co-workers respect each other	I receive recognition and positive feedback	Departments within the lab work well together
Total	75	98%	72%	72%	65%	65%	65%	64%	61%	61%	55%	47%
Philadelphia Campus	67	97%	75%	75%	72%	73%	64%	67%	63%	63%	52%	43%
Elkins Park Campus	8	88%	50%	50%	50%	38%	75%	38%	63%	50%	75%	88%
Philadelphia: Microbiology	10	100%	50%	60%	100%	50%	50%	100%	60%	100%	50%	20%
Philadelphia: Chemistry	16	100%	75%	87%	81%	87%	69%	65%	40%	56%	50%	56%
Philadelphia: Hematology	14	93%	71%	75%	71%	77%	71%	75%	50%	71%	64%	57%
Philadelphia: Blood Bank	12	100%	50%	73%	50%	42%	58%	50%	33%	33%	50%	42%
Philadelphia: Central Processing	7	100%	100%	100%	86%	100%	86%	87%	86%	43%	71%	83%
Philadelphia: AP	13	85%	65%	67%	62%	50%	65%	61%	61%	77%	46%	61%
Philadelphia: Evening Shift	9	100%	85%	100%	69%	100%	78%	75%	67%	69%	67%	53%
Philadelphia: Night Shift	4	100%	50%	25%	25%	75%	0%	0%	0%	0%	0%	0%


Philadelphia & Elkins Park Campuses – Agree Summary (4 or 5 rating) – Attribute Profile

Agree Summary (Top 2 Box)	Total Respondents	Philadelphia & Elkins Park Campuses											
		I would reply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements	
Total	75	65%	65%	72%	55%	96%	72%	61%	87%	65%	61%	64%	
Philadelphia Campus	67	72%	73%	75%	51%	97%	75%	63%	43%	64%	61%	67%	
Elkins Park Campus	8	50%	38%	50%	75%	88%	50%	50%	66%	75%	63%	38%	
Philadelphia: Microbiology	10	100%	50%	50%	90%	100%	60%	100%	20%	90%	80%	100%	
Philadelphia: Chemistry	16	81%	87%	75%	50%	100%	87%	56%	56%	69%	44%	85%	
Philadelphia: Hematology	14	71%	77%	71%	64%	100%	79%	73%	57%	73%	50%	79%	
Philadelphia: Blood Bank	12	50%	42%	50%	50%	100%	73%	33%	42%	55%	33%	50%	
Philadelphia: Central Processing	7	60%	100%	100%	71%	100%	100%	43%	43%	96%	88%	57%	
Philadelphia: AP	13	61%	50%	61%	66%	88%	67%	77%	62%	69%	62%	62%	
Philadelphia: Evening Shift	9	89%	100%	89%	67%	100%	100%	89%	89%	78%	67%	78%	
Philadelphia: Night Shift	4	25%	75%	50%	0%	100%	25%	0%	0%	0%	0%	0%	

Appendix: Detailed Subgroup Results

Philadelphia Campus

	Philadelphia Campus										
	I would reapply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	67	67	67	67	67	67	67	67	67	67	67
Total Answering	67	66	67	67	67	64	67	67	67	67	67
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	72%	73%	75%	52%	97%	75%	63%	43%	64%	61%	67%
Agree Completely - 5	52%	41%	52%	37%	66%	50%	31%	18%	25%	40%	40%
4	19%	32%	22%	15%	31%	25%	31%	25%	39%	21%	27%
3	21%	18%	12%	19%	3%	11%	15%	36%	19%	21%	15%
2	3%	6%	10%	12%	0%	6%	9%	15%	7%	9%	10%
Disagree Completely - 1	4%	3%	3%	16%	0%	8%	9%	6%	9%	9%	7%
Disagree (Bottom 2 Box)	7%	9%	13%	28%	0%	14%	18%	21%	16%	18%	18%



Einstein
UNIVERSITY OF PENNSYLVANIA
More than Medicine

Elkins Park Campus

Elkins Park Campus											
	I would reapply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	8	8	8	8	8	8	8	8	8	8	8
Total Answering	8	8	8	8	8	8	8	7	8	8	8
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	50%	38%	50%	75%	88%	50%	50%	60%	75%	63%	38%
Agree Completely - 5	25%	25%	33%	25%	50%	25%	0%	29%	25%	13%	25%
4	25%	13%	13%	50%	38%	25%	50%	57%	50%	50%	13%
3	25%	38%	25%	13%	13%	25%	38%	14%	25%	13%	25%
2	13%	25%	25%	0%	0%	13%	13%	0%	0%	25%	25%
Disagree Completely - 1	13%	0%	0%	13%	0%	13%	0%	0%	0%	0%	13%
Disagree (Bottom 2 Box)	25%	25%	25%	13%	0%	25%	13%	0%	0%	25%	38%



Philadelphia Campus: Microbiology

Philadelphia Campus: Microbiology											
	I would reapply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	10	10	10	10	10	10	10	10	10	10	10
Total Answering	10	10	10	10	10	10	10	10	10	10	10
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	100%	90%	90%	90%	100%	80%	100%	20%	90%	80%	100%
Agree Completely - 5	80%	60%	70%	70%	90%	70%	80%	10%	40%	60%	90%
4	20%	30%	20%	20%	10%	10%	20%	10%	50%	20%	10%
3	0%	10%	0%	10%	0%	20%	0%	60%	10%	10%	0%
2	0%	0%	10%	0%	0%	0%	0%	20%	0%	10%	0%
Disagree Completely - 1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Disagree (Bottom 2 Box)	0%	0%	10%	0%	0%	0%	0%	20%	0%	10%	0%



Philadelphia Campus: Core Laboratory

Philadelphia Campus: Chemistry											
	I would reapply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	16	16	16	16	16	16	16	16	16	16	16
Total Answering	16	15	16	16	16	15	16	16	16	16	16
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	81%	87%	75%	50%	100%	87%	56%	56%	69%	44%	88%
Agree Completely - 5	63%	40%	56%	44%	63%	47%	19%	19%	25%	19%	44%
4	19%	47%	19%	6%	38%	40%	38%	38%	44%	25%	44%
3	13%	7%	19%	38%	0%	7%	25%	25%	19%	50%	6%
2	0%	7%	6%	6%	0%	0%	13%	19%	13%	6%	6%
Disagree Completely - 1	6%	0%	0%	6%	0%	7%	6%	0%	0%	0%	0%
Disagree (Bottom 2 Box)	6%	7%	6%	13%	0%	7%	19%	19%	13%	6%	6%



Philadelphia Campus: Blood Bank

Philadelphia Campus: Blood Bank											
	I would reapply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	12	12	12	12	12	12	12	12	12	12	12
Total Answering	12	12	12	12	12	11	12	12	12	12	12
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	50%	42%	50%	50%	100%	73%	33%	42%	58%	33%	50%
Agree Completely - 5	50%	33%	42%	33%	58%	36%	25%	25%	33%	33%	33%
4	0%	8%	8%	17%	42%	36%	8%	17%	25%	0%	17%
3	42%	33%	8%	25%	0%	9%	42%	33%	0%	25%	17%
2	0%	17%	25%	8%	0%	0%	8%	8%	8%	8%	17%
Disagree Completely - 1	8%	8%	17%	17%	0%	18%	17%	17%	33%	33%	17%
Disagree (Bottom 2 Box)	8%	25%	42%	25%	0%	18%	25%	25%	42%	42%	33%



Philadelphia Campus: Central Processing

Philadelphia Campus: Central Processing											
	I would reply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	7	7	7	7	7	7	7	7	7	7	7
Total Answering	7	7	7	7	7	7	7	7	7	7	7
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	86%	100%	100%	71%	100%	100%	43%	43%	86%	86%	57%
Agree Completely - 5	57%	71%	71%	43%	86%	71%	29%	14%	29%	71%	43%
4	29%	29%	29%	29%	14%	29%	14%	29%	57%	14%	14%
3	14%	0%	0%	14%	0%	0%	29%	29%	14%	0%	14%
2	0%	0%	0%	0%	0%	0%	0%	29%	0%	14%	29%
Disagree Completely - 1	0%	0%	0%	14%	0%	0%	29%	0%	0%	0%	0%
Disagree (Bottom 2 Box)	0%	0%	0%	14%	0%	0%	29%	29%	0%	14%	29%



Philadelphia Campus: AP

Philadelphia Campus: AP											
	I would reply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	13	13	13	13	13	13	13	13	13	13	13
Total Answering	13	12	13	13	13	12	13	13	13	13	13
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	62%	50%	69%	46%	85%	67%	77%	62%	69%	62%	62%
Agree Completely - 5	38%	33%	38%	23%	46%	42%	23%	23%	23%	31%	31%
4	23%	17%	31%	23%	38%	25%	54%	38%	46%	31%	31%
3	23%	33%	15%	8%	15%	17%	8%	31%	23%	23%	15%
2	15%	8%	15%	23%	0%	8%	8%	8%	0%	15%	8%
Disagree Completely - 1	0%	8%	0%	23%	0%	8%	8%	0%	8%	0%	15%
Disagree (Bottom 2 Box)	15%	17%	15%	46%	0%	17%	15%	8%	8%	15%	23%



Philadelphia Campus: Evening Shift

Philadelphia Campus: Evening Shift											
	I would reply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	9	9	9	9	9	9	9	9	9	9	9
Total Answering	9	8	9	9	9	9	9	9	9	9	9
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	89%	100%	89%	67%	100%	100%	89%	89%	78%	67%	78%
Agree Completely - 5	78%	75%	78%	56%	89%	89%	67%	67%	56%	56%	56%
4	11%	25%	11%	11%	11%	11%	22%	22%	11%	11%	22%
3	11%	0%	11%	11%	0%	0%	11%	11%	22%	33%	11%
2	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	11%
Disagree Completely - 1	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%
Disagree (Bottom 2 Box)	0%	0%	0%	22%	0%	0%	0%	0%	0%	0%	11%



Philadelphia Campus: Night Shift

Philadelphia Campus: Night Shift											
	I would reply	I would refer friend or family	I am proud to work for Einstein	I receive recognition and positive feedback	I frequently try to help others	I never think about quitting my job	My co-workers respect each other	Departments within the Lab work well together	Lab is a pleasant place to work	There are opportunities for me to advance	Department continually makes improvements
Total Respondents	4	4	4	4	4	4	4	4	4	4	4
Total Answering	4	4	4	4	4	4	4	4	4	4	4
Total Answering	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree (Top 2 Box)	25%	75%	50%	0%	100%	25%	0%	0%	0%	0%	0%
Agree Completely - 5	0%	0%	25%	0%	25%	0%	0%	0%	0%	0%	0%
4	25%	75%	25%	0%	75%	25%	0%	0%	0%	0%	0%
3	50%	0%	50%	0%	0%	25%	25%	25%	25%	25%	75%
2	0%	25%	0%	50%	0%	50%	75%	50%	50%	25%	0%
Disagree Completely - 1	25%	0%	0%	50%	0%	0%	0%	25%	25%	50%	25%
Disagree (Bottom 2 Box)	25%	25%	0%	100%	0%	50%	75%	75%	75%	75%	25%



EINSTEIN HEALTHCARE NETWORK
Department of Human Resources
Memorandum

To: All Einstein Leaders, Physicians and Employees

From: Patrice Haverstick, Associate Vice President, Human Resources

Re: 2017 - 2018 Flu Vaccination Process

Date: September 20, 2017

As our President and CEO Barry Freedman recently announced, Einstein is pleased to once again offer our employees and physicians free influenza (flu) vaccinations. Vaccination sessions begin October 2nd.

In accordance with our Universal Vaccination Program, everyone at Einstein must be vaccinated except for those granted an accommodation from receiving the required flu vaccine for medical and/or religious reasons. Flu Accommodation process and forms are posted in the [Flu Information Center](#) on EinsteinConnect and LiveWell.com.

Below you'll find an update on the flu vaccine that will be available and the steps you need to take to ensure compliance with our Universal Vaccination Program for the 2017 - 2018 flu season.

About the Vaccine:

- **2017 – 2018 Vaccine Options:**
Einstein will use Fluarix flu vaccine (quadrivalent, latex and preservative free) at vaccination sessions. Alternate vaccines: Flublok, egg-free vaccine, Fluzone Intradermal and Fluzone High Dose 65 will be available in a limited supply and on a first-come, first-served basis, for those who qualify. These alternate vaccines will only be available at LiveWell Employee Health Offices. Employees who have questions about any flu vaccines can access the [Flu Information Center](#) on EinsteinConnect, LiveWell.com or contact Lynn Nelson Russom EdD, MSN, CRNP, Director of Occupational Health and Wellness, at 215-456-1082 or Nelsonly@Einstein.edu.

What You Need to Do:

To be aligned with our Standards of Behavior, it is expected that employees will take one of three actions listed below regarding vaccination for the 2017-18 flu season:

- **Get vaccinated.**
 - **Einstein Vaccination.** Get vaccinated at an Einstein location and then log into [HR-Info](#) to record your vaccination by **November 17, 2017**. Einstein Vaccination

Sessions can be found in the Flu Information Center on EinsteinConnect and LiveWell.com. Please note that privacy screens will be available at all sessions for those employees who may need to remove or adjust clothing to ensure that the flu vaccine is administered in the upper arm (deltoid muscle).

- **External Facility Vaccination.** Get vaccinated through a facility outside of Einstein (e.g., retail pharmacy, doctor's office) and obtain proof of the vaccination. Log into [HR-Info](#), record your vaccination and keep your documentation for audit purposes as required by **November 17, 2017**.

OR

- **Make a Religious/Medical Accommodation Request.** If your religion prohibits vaccination or you have a medical reason that makes receiving the flu vaccine inadvisable, you may apply for a religious or medical accommodation by **October 6, 2017**. For more information on the Flu Accommodation Process visit the [Flu Information Center](#) on EinsteinConnect, or LiveWell.com.

**In addition to scheduled vaccination sessions, unit-based vaccinators will be available in many departments to vaccinate co-workers. If you have been in the past or are interested in becoming a unit vaccinator, please contact Lynn Nelson Russom at Nelsonly@Einstein.edu.*

You must receive and record your flu vaccination in HR-Info by November 17, 2017. Failure to receive and record your flu vaccination by this date without an approved or pending accommodation will be addressed under Einstein's Performance Accountability Program.

Our Universal Vaccination Program is consistent with our Standards of Behavior and more importantly it's the right thing to do. It helps make Einstein safer for you, your family, coworkers, and our patients and their loved ones.

Thank you, in advance, for your compliance. If you have questions, please contact your Human Resource Service Specialist.