EINSTEIN MEDICAL CENTER-ELkins Park

subject: **Monthly Meeting Elkins PArk**

date: 10/24/17

**AGENDA**

**Sep/Oct 2017**

| **CATEGORY** | **TOPIC** | ANNOUNCEMENT / UPDATE | **DISCUSSION** |
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| TECHNICAL | ***Chemistry******Hematology******Blood Bank******Central Process/******TechStaff*** | **Reminders: PLEASE KEEP AN EYE ON THE TAT. If there is a problem during a shift, let me know so I can document it.*** **TAT for ED Troponins. We are tracking <45 mins**
* **\*\*\*\*Don’t forget to document calibrations for Abbott in binder. Some Techs are not following the procedure for this.\*\*\***
* **\*\*\*If QC is out, you MUST troubleshoot prior to running patients. Check the L/J chart to see if a shift is happening. It may indicate service is needed.\*\*\***
* **TAT for ED PT INR and Hospital Hep Nomos. We are tracking <45 mins**

**NA*** **Please make sure you get 2 -4 pt satisfaction forms each day, especially on PAT days. Last survey, there were only 8 responses**
* **DO NOT disconnect the scanner.**
* **Check Quest results and Scan patient scripts DAILY**
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| QUALITY PROGRAM | Media Lab/MTSCompetenciesPSNs | **Reminder:*** **Check to see if you have MTS or Medialab assignments daily, or every time you work. This will keep me from hunting you down to review something.**
* **All Staff are required to perform annual competencies and pass the test with 80% or above. You will now be responsible to perform your own competency. Start gathering your test system results so you can be set when it’s your month.**
* **Check the QA data on the board in the room outside Kathy’s office**
* **\*\*\*FTEs: Make sure you leave on time as scheduled.**
* **PSN/DDR, follow up will occur. Let me know if you do not receive a follow up.**
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| WHAT’S NEW?? |  | * **Check out the new Employee Recognition Board**
* **Please watch your cell phone usage in the lab. If you need to take a call or make one, step out of the lab.**
* **So far the new Tat monitor has decrease our TAT for many hematology specimens. We are still striving for troponins to be >88% on all shifts**
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| CONTINUING ED | Training | * **Check the back board for Continuing ED opportunities**
* **Going forward, you must have at least one competency from MTS that has to do with each department you work in.**
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| SCHEDULE ISSUES |  | **2017 is completed. Please start thinking about your holiday schedule for 2018. Remember…Per Diems are to work (2) holidays per year.**  |  |
| HUMAN RESOURCES  | Hospital Attendance Guidelines | **PLEASE REMEMBER THESE GUIDELINES!!****Current Attendance guidelines:****Each supervisor/QA manager 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.**  |  |
| OPEN POSITIONS |  | * **Req 17271- PRN Micro-21404-Replacing Mahjoub, Mongi**
* **Req 17270-Lab Tech-21406-Replacing Jenny Van Mersennberger-30hr**
* **Req 16898-PRN STAT Lab-Replacing Maria Torres**
* **Req 17235-PRN Central Processing-21412-Replacing Takira Davis**
* **Req 17271-PRN Central Processing-21412-Replacing Dunja Djorick**
* **Req 16674-Lab tech-21406 Replacing Samantha Hayes-Awarded to external Atikia Abudulla start date 10/16/17**
* **Req 17411-23809-Lead Tech HLA Replacing Kristina Placado**
* **Req #17499-21406-PRN Tech replacing Jonathan Lam**
* **Req #17500-21406 PRN Tech replacing Jose Ramirez**
* **Req #17508-21400 PT-Medical Secretary II-Replacement of Dora Veneziale**
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| **ADMINISTRATION** | **Einstein and Solis Partnership****2017-2018 Influenza Vaccination Season starts Oct 2-Due 11/17/17****Healthy steps: Due 11/30/17****LEM Goals 2nd QTR 2018****Good News****FY18 Pillar Goals & Pillar Tactics**Rounding w/NursingHospital Safety Huddles**Lab involvement in research****PREMIER PATIENT SERVICES** | **Partnership to expand and enhance breast health centers in the Philadelphia area** **Everyone at Einstein must be vaccinated unless you provide appropriate documentation and are approved for a religious or medical exemption through our comprehensive, confidential accommodation process by October 6th. Even if you do not have direct contact with patients, you come into contact with others who do.** **TAT and rounding with nurses’ at least 3 quarterly (may be less for EP)****Moss Rehab is 3rd in the country for Rehab facilities****One important aspect of the FY18 goal is the ICS (Internal Customer Satisfaction Survey). Lab Leadership will monitor how staff answer the phone.****Update Studer Boards with the following:****People Pillar: Employee engagement: maybe the picture we took during lab week and something about how we plan on improving relationships; Employee of the month** **Finance:**1. **Money sign: Each department post their Finances-Sasha to supply**

**Quality:**1. **Idea for sign can we place here for quality? Dashboards should be posted on the quality**

**dashboard section of the lab****Growth:**1. **Outreach hand out Front and Olney sign, Urology, and Gyn**

**Service:**1. **Picture of lab and nursing improving relationships with lab and nursing by rounding**

**Note\*\*\* Standard Stars Program will replace the Caught in the Act Card** **Maria Richutti is the ambassador for the EMCP/EP lab.****Stars will be given out to any employee who goes above and beyond****Goal is to have 3 RN managers per quarter** **Hospital safety huddles are conducted daily Mon-Fri between all departments of the hospital to learn how we are doing. The lab is almost always safe with no issues****Tina to invoice monthly and documentation Must be kept in the research folder** **What the projects are about TINA TO GIVE A BRIEF UPDATE ON RESEARCH PROJECTS****We have a concierge program created for Board Members and their families by the Development Office In full effect. Due to an Elkins Park patient results did not get to physician. It escalate to John Hauck if a physician is not in system and help desk ticket is entered. Should be checked by registration at time of visit.**  |  |
| **MISCELLANEOUS** |  | **ARAMARK :THE PHONE NUMBER IS 1-800-272-3553-****The new Aramark Tech is Brando Alton**  |  |
| **STUDER** | Standards of BehaviorPositive Intentions | **Please know what GPS, the six Pillar goals, and AIDET stand for. Know how the lab is involved. Admin could come in and ask you at any time. Quick hint: You can take them to the board outside the lab.****Don’t forget your adopted standard and goal.** **The Lab 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**
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| **SAFETY** |  | * **Continue to wear all appropriate Protective Equipment, do not prop doors open and keep boxes at least 18 inches from ceiling no boxes stored on Floor and**
* **Keep all Sharp box lids closed when not in use.**
* **No food or drink allowed in the laboratory at any time. Discard these items in employee lounge.**
* **Please keep the coolers off of the floor**
* **Check to see if it is your turn to perform the monthly safety check (Phlebotomy room also)**
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| **KATHY’S KORNER** |  |  |  |
| **QUALITY FOOD FOR THOUGHT** |  | **Do you think it is better to be Committed or Compliant?****Which one are you?** |  |
| **STOP LIGHT REPORT** |  | **We received a new Bariatric chair for the Phlebotomy room****A new freezer has been approved and will arrive soon****A color printer- still waiting on approval** |  |
| **BIRTHDAYS/ CONGRATS** |  | **HAPPY BIRTHDAY*** **Vanessa Oct 1**

**CONGRATS*** **Emily – EOM for September**
* **Tammi – EOM for October**
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