

EINSTEIN MEDICAL CENTER-CHEMISTRY

SUBJECT: CHEMISTRY STAFF MEETING

ATTENDEES: JENNIFER LORE

DATE: SEPTEMBER/OCTOBER (26) 2017

AGENDA

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
	Mission Story	<ul style="list-style-type: none"> • Does anyone have a story they would like to share that connects to Einstein's Mission Statement? 	Jennifer shared about how Pharmacy was honoring a fellow employee who passed away by raising money for research by paying to wear jeans.
TECHNICAL CHEM		<ul style="list-style-type: none"> • CAP results – when you are assigned a CAP, please make sure you provide the instrument print out results. On the instrument results please place the top portion of the label to the printouts. Also please make sure you read all directions on CAP instructions and ensure that samples come to room temperature and are mixed thoroughly. • Numerous times QC is not being run, 8 hour lytes or other tests or not documented properly in Cerner. This is unacceptable. If you do not perform QC, or fail to document you will be given a documented discipline. • You need to scan the OSMO QC and patient samples. It is not acceptable to run samples without identifying them. We purchased the OSMO printer and scanner to help with Positive Patient Identification as well as will reducing the number of clerical errors occurring. • Working on testing with Jerry the Microalbumin reagent on C4. Hope to be live soon. Please be on the lookout in Media Lab for the new procedure. • 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. • Documentation on maintenance/check off sheets is still an issue. Make sure before you leave for the day everything has been double checked. 	Discussed

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		<ul style="list-style-type: none"> • Calibration logs are still an issue. You must document your calibrations; this is not optional. Lot to lots must be performed. QC is acceptable only when patient samples are not available. Do not record QC as the lot to lot on assays that patient samples are available. 	
General Chemistry Updates	<p>Cleanliness</p> <p>Lunches and breaks</p> <p>Restocking bench</p>	<ul style="list-style-type: none"> • Please make sure to clean up after yourself. Lunch times- Dayshift please follow the schedule. Schedule is posted on the board above the Chemistry daily checklist binder. 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 why no lunch/dinner allowed. Remember no breaks should be approved by a Supervisor. • Restock benches for the next shifts. If something is out, please restock the shelves. • If you receive reagents, please use the log sheets in the bin across from the walk in fridge. Expiration dates, lot numbers and quantity are a must. Also make sure reagents and supplies away. Do not leave anything in the hallways. • If you see we are running low on supplies, please continue to notify myself, Chanh, and Phyllis. 	<ul style="list-style-type: none"> • Discussed
DDR	Review of DDRs	<ul style="list-style-type: none"> • Each month I will provide you with an overview of the DDRs that were submitted for the Chemistry department. • July 2017 <ul style="list-style-type: none"> ○ 15 - QC missing on 3rd shift ○ 1 - UA QC not entered by 3rd shift (both levels) ○ 1 - Osmo QC not entered by 1st shift ○ 1 - Critical not called ○ 1 - Osmo pt result was entered incorrectly ○ 1 - QC missing on 2nd shift ○ 1 - Bili result was resulted incorrectly ○ 1 -Mislabeled floor ○ 1 – BHOB QC missed on 1st shift, no patients tested • August 2017 <ul style="list-style-type: none"> ○ 1 critical not called ○ 1 BHCG result released incorrectly ○ 1 UA QC not performed by 2nd shift ○ 4- QC missing on 3rd shift 	Discussed the numerous issues with QC being missed or not documented as well as critical values not being called and documented properly.

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		<ul style="list-style-type: none"> • September 2017 <ul style="list-style-type: none"> ○ QC not performed/documented on 3rd shift on 5 different days ○ 2 Critical not documented/called ○ QC was out and not followed up on, patient samples and results were released on bad QC ○ 1 BHCG result released incorrectly ○ 1 CSF sample delayed by CP in centrifuge ○ BHOB QC was missed by 1st shift, no patient samples tested during time ○ Patient HCG not recorded ○ 1 tube broke in centrifuge on track. • See posted PSN entered each month that pertain to the lab on the Studer board. 	
Goals	Chemistry Goals GPS	<p>GOALS FOR OUR DEPARTMENT INCLUDE THE FOLLOWING:</p> <ul style="list-style-type: none"> • Goals for Chemistry Department starting July 1st. <ul style="list-style-type: none"> ○ Troponins are now >88% within 53 minutes ○ Screen8 >88% within 53 minutes ○ BNP >88% within 60 minutes ○ PCT >88% within 60 minutes ○ Cancellation of hemolyzed Screen8 and Troponins for the ED within 1 hour <p>We are also going to start monitoring the Screen8 TAT for the entire hospital.</p> <ul style="list-style-type: none"> ○ We need to improve out TAT on PCT – what are the issues? <p>What can we do to make these goals? What are your suggestions? What are the issues you are seeing?</p> <p>GPS – stands for Growth, Professionalism, Service</p> <ul style="list-style-type: none"> • This is how we project ourselves to our clients (Critical care and ED floors) 	<p>Discussed goals for this year.</p> <p>Discussed the data posted now in the core lab for chemistry by shift. Jennifer will personally purchase the entire shift a pizza party if you can get all green for all categories.</p>
EMPLOYEE ISSUES/ Competency	EMCP-employees due for competency Evaluations CON ED	<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. • Health Stream will replace the E2. 	New Health Stream replacing E2

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		<ul style="list-style-type: none"> • 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. • On the H drive we have 4 student presentations that staff can review the powerpoints, and answer the questions. Each powerpoint/quiz counts as ½ hour CE. H drive – Education Orientation Competency – Continuing Education Library – Core Lab - 2017 	<p>New education opportunity on the H drive.</p>
<p>HOSPITAL/ LAB NEWS</p>	<p>Premier Patient Services</p> <p>Lab Budget</p> <p>Lab Survey</p>	<ul style="list-style-type: none"> • Please see the attached information about a concierge program created for Board Members and their families by the Development Office. • Supervisors are calculating monthly expenses. The totals for the reagent and non-reagent lines will be posted under the Finance Section of the Studer Boards each month. • Attached are the results from the first Lab survey. There were 16 dayshift core lab responses;9 evening shift responses; 4-night shift responses. • 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 • 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> 	<p>Discussed – Also see attached.</p> <p>Staff commented that they felt recognized by the leadership in the lab and other staff members but not by individuals outside of the laboratory.</p>
<p>GOALS</p>	<p>FY 2018 Pillar Goals and Tactics</p>	<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) • We will be monitoring how staff answer the phone. • Lab Leadership will continue with Rounding on nursing to help improve the 	<p>Discussed how we need to be concerned about the Lab and that we are answering the phone within 3 Rings. We need to say Good</p>

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		communication between the floors and the lab.	(Morning, Evening etc) Chemistry Department and our Name when answering the phone every time.
GOOD NEWS	Highlights	<ul style="list-style-type: none"> • See attached highlights for some good news around Einstein. 	Discussed – see attachment also.
HUMAN RESOURCES	<p>Open Positions Vacancies</p> <p>Closed Vacancies</p> <p>Flu Shot</p> <p>Healthy Steps</p> <p>Attendance Policy and PSL</p> <p>Incidental OT</p> <p>Missed Swipes</p> <p>FMLA Process</p>	<p style="text-align: center;"><u>Lab - Open Requisitions OPEN REQS. – EMCP/EP/EMCM</u></p> <p><u>Open Positions:</u></p> <ul style="list-style-type: none"> • Req#-21404 -PRN Med Tech – replacing Mongi Mahjoub • Req#-16898 -21406-PRN Med Tech replacing Maria Torres • 21406-PRN Med Tech replacing Jonathan Lam • 21406-PRN Med Tech replacing Alexa Martin • 21406-PT Med Tech replacing Jenny VanMersbergen <p><u>Closed Positions:</u></p> <ul style="list-style-type: none"> • Req#-16088-21404-PRN Med Tech-replacing Chizoba Stake – Nina Marie • Req#-16594-21402-FT Medical technologist replacing Lisa Cruz was filled by MaryCate Dalin • Req#-16674-21402-FT Medical technologist replacing Samantha Hays was filled by Atika Abdullah • Req#-16899-21412-FT Clerk replacing Jessica Domingue – 	Discussed open positions

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		<p>Reminder to get your flu shots as per the attached memo. DUE 11-17-17</p> <p>Healthy steps are due 11/30/17</p> <p>As you are aware the new attendance policy has been removed and the point system has been canceled. Unscheduled absences, early departures, and lateness will be tracked as occurrences/episodes of absences under the previous Attendance & Punctuality Policy (HR025.2). In addition, as of right now anything <u>over the one-minute start time</u> is still considered late.</p> <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. • Unless approved by a supervisor you may only click in 6 mins prior or 6 min after your scheduled shift. • 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. 	<p>Reminder Flu shots must be documented in the Eistein Connect before the 17th or a 2nd step action will occur.</p> <p>Healthy steps is due by 11/30/17.</p>

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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. • Lab Leadership is rounding on LiveWell • 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 • 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 	<p>Discussed the new adopt of a standard for evaluations.</p> <p>Maria is our ambassador for the lab for the Standards of Behavior team.</p>
EMPLOYEE RECOGNITION	Employee of the Month Days to Days	<ul style="list-style-type: none"> • Congratulations to Monica for being nominated as employee of the month. All please continue to nominate your coworkers for jobs well done. Ballots are available on the board outside of the admin office. • 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. 	

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		<ul style="list-style-type: none"> • Day to Days and Special thanks were given to: Maria Riccuiti for picking up many extra shifts. Malti for picking up Labor Day to cover Nalini. Shanice Bobb for picking up extra shifts. Karen Chappelle for working 2 evenings by herself due to last minute call outs. Chanh, Anil and Karen were all recognized this month by Abbott as being very helpful in the troubleshooting of the track. 	