EINSTEIN MEDICAL CENTER-ELkins Park

subject: **Monthly Meeting Elkins PArk**

date: 2/15/18 **highlighted topics: Green-important reminders; blue-new**

**AGENDA**

**Jan/Feb 2018**

| **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. If you see the board go from YELLOW to RED, you have 5 mins to get the results in before the TAT of 45 mins.*** **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.\*\*\***
* **Vanessa will check the L/J weekly to address shifts or trend as they are happening instead of waiting for peer review.**
* **TAT for ED PT INR and Hospital Hep Nomos. We are tracking <45 mins**

**Please be aware of new QC form that now has you documenting the saline daily.*** **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/MTSCompetenciesQAPSNsIn the Lab | **Reminder:*** **\*\*\*FTEs: Make sure you leave on time as scheduled.**
* **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.**
* **New: 2017 should be completed. 2018 will be due on the month you began working for Einstein. PLEASE INCLUDE ANY MAINTENANCE WITH YOUR COMPETENCIES**
* **Your Quizzes are now available on MTS. You do not have to wait for your competency month to complete the quizzes, however, they must be done by the time you turn in your tasks.**
* **Check the QA data on the board in the room outside Kathy’s office**
* **PSN/DDR, follow up will occur. Let me know if you do not receive a follow up.**
* **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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| WHAT’S NEW?? |  | * **Check out the new Day to Day catalog for updated gifts**
* **Check your emails for information regarding our inspection from Sasha. The information is important for our upcoming CAP inspection next year.**
* **You MUST now sign off on New/Revised procedures in Media lab and Meeting notes in Med Training within 30 days of your email notification. If not, this will affect your evaluation.**
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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 |  | **2018 Holiday schedule: 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 |  | **21400*** **Req #17508-21400 PT-Medical Secretary II-Replacement of Dora Veneziale**
* **Req#-Replacement of Riptee Thakur**
* **Req #18294-PRN Histotechnologist**

**21404*** **Req 17271- PRN Micro-21404-Replacing Mahjoub, Mongi AWARDED TO EXTERNAL AW Marlin Kamel Tawadros START DATE 3/5/18**
* **Req 17974- PRN Micro-21404-Replacing D’Occhio, Ninamar**

**21406*** **Req #17602-21406 PRN Med Tech replacement of Alexa Martin**
* **Req 17270-Lab Tech-21406-Replacing Jenny Van Mersennberger-30hr** **AWARDED TO HAI NGUYGEN START DATE 1/16/18**
* **Req 16898-PRN-21406- STAT Lab-**
* **Replacing Maria Torres AWARDED TO NADIA NICOLE GOODE START DATE 1/2/2018**
* **Req #17499-21406-PRN Tech replacing Jonathan Lam-AWARDED TO EXTERNAL (REHIRE) PHUONG NGAN NGUYEN START DATE 2/5/18**
* **Req #17500-21406 PRN Tech replacing Jose Ramirez**
* **Req # 17949 21406 PRN Tech replacing Martina Davis**

**21412*** **Req #-21412 PRN Lab Support Assistant replacing Lauren Dorman**

**23809*** **Req #17885-23809 FT Transplant Tech replacing Sarah Morris**
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| **ADMINISTRATION** | **Cancellation of specimens****Good News**Rounding w/NursingHR Information for calling out on weekends**Regulatory Readiness –****Joint Commission window open for 18 months**Hospital Safety HuddlesAccu Cheks | * **Calling of cancellation of specimens will change. There will be a cancellation code added for choice so the person taking care of the patient will see the reason why the lab is being cancelled. Stay tuned. It will take 4-6 weeks to get up and going.**
* **If an add-on cannot be done, staff will receive the add-on and document who they spoke to about the add-on**
* **Staff has to document date and time, last name and first initial of the person they spoke to.**
* **Dr. Debra Copit was part of a segment by U.S. News & World Report about whether women should continue to have regular mammograms after age 74 as well as results of Dr. Copit's recent study which showed that women prefer to have a mammogram every year rather than every two years.**
* **The MossRehab/ Moss Rehabilitation Research Institute Aphasia Center and support groups were featured in a lengthy piece about Aphasia on WHYY's "The Pulse" Health & Science program.**
* **The Philadelphia Gay News announced that the Pride Program at Einstein Medical Center Philadelphia was awarded two grants to expand its services.**
* **Rounding scheduled with the following:**

 **Felicia Daukaus-IR** **June Smith-Levy 7** **Mike Eckonrod-EPED-no issues with lab**1. **Employee MUST contact the supervisor when they are calling out. On weekends or holidays, DO NOT leave a voice message on the office phone. Call Supervisor’s phone sometime during the day you called out.**
2. **\*\*Policy states you will have to cover another opening as soon as possible.**

**We are now in the window for Joint. They can come around at any time. There is a Continuous Readiness Memo on the board where the schedule calendar is. PLEASE review and make yourself aware of what needs to be done in the case they come while you are working.****The Lab is normally safe. If there is something you feel we need to let the hospital know, let me know so I can pass it on.****When a unit brings a meter to the lab. Please have them fill out the Troubleshooting form in the binder next to the loaners. Make sure they document what is wrong with the meter. Please tell them, “It’s broke” is not a good explanation. If it wasn’t broken, they wouldn’t bring it to the lab. Ask them to be as specific as possible.** |  |
| **MISCELLANEOUS** |  | **ARAMARK :THE PHONE NUMBER IS 1-800-272-3553-****The new Aramark Tech is Brando Alton****Please call ARAMARK for problems so they can track the call. Do not email Rachel.****Do the same for IT. Call the Help desk so they can track the ticket.**  |  |
| **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)**
* **We need to check for expired reagents/controls/tubes, etc. This must be done weekly.**
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| **KATHY’S KORNER** |  | * **We are starting to get heavy with CAP surveys. Expect to perform one soon.**
* **Please familiarize yourself with the Blood Bank Emergency Release Procedure. It is in Media Lab, but a copy is also posted on the board behind the Cell Washer. We had a bleeder in January so we need to be prepared in case it happens again.**
* **Please fill and or replace reagents, products, etc if they are empty.**
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| **QUALITY FOOD FOR THOUGHT** |  | ***Do you think it is better to be Committed or Compliant?******Which one are you?*** |  |
| **STOP LIGHT REPORT** |  | **Nothing for Jan****Feb still opened** |  |
| **BIRTHDAYS/ CONGRATS** |  | **HAPPY BIRTHDAY*** **January**

 **Shana - Jan 6** **Nicole - Jan 8*** **Feb**

 **Tammi - Feb 1** **Lorraine - Feb 3****CONGRATULATIONS:** **PHILADELPHIA EAGLES!!!! SUPERBOWL LII CHAMPIONS!!!!** |  |