EINSTEIN MEDICAL CENTER-ELkins Park

subject: **Monthly Meeting Elkins PArk**

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

**AGENDA**

**MAR/APR 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 is conducting weekly checks on the L/J to address shifts or trend as they are happening instead of waiting for peer review.**
* **We are in the testing phase for Autoverification on the Architechs. Please review the Power Point I sent you. Training will be scheduled shortly. Our intended live date is May 14, 2018.**
* **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.****We will be implementing an emergency release audit drill for our employees. This is so everyone can be sharp on what to do in the event of a patient needing blood products in an emergency situation.*** **Please continue to 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.**
* **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-AWARED TO KENDRA SEAMAN START DATE 3/19/18**
* **Req#-Replacement of Riptee Thakur**
* **Req #18294-PRN Histotechnologist**

**21404*** **Req 17974- PRN Micro-21404-Replacing D’Occhio, Ninamari**
* **Req#-PRN Micro-21404 replacing Julie Andrews**

**21406*** **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 AWARDED TO SARAH JAMES START DATE 3/19/18**
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| **ADMINISTRATION** | **Cancellation of specimens****Teledoc/ Televisit****Hospital Financial Update****Quality-Hospital****Einstein employee 10 years or more****Good News**Rounding w/NursingHR Information for calling out on weekends**Regulatory Readiness –****Joint Commission window open for 18 months**Hospital Safety HuddlesAccu Cheks | * **We went live April 2nd. Please make sure you understand the new policy. Ask questions if you need to. Make sure you have signed off on the procedure in Media Lab.**
* **Online scheduling and ability to access a physician for low acquity issues. Cost is $10-$49**
* **Jan vol increase in acute care by 276 adm. EP overbudget by 72 adm, nursery overbudget by 10%, Moss-11%, high acuity cases such as CT surgery is 50% overbudget.**
* **HAI (Hospital acquired infections) has come down**

**CLABSI-Task force to prevent this****CDIFF-Reduce inappropriate testing****Preventing CAUTI (catherter associated UTI)****Patient Safety Fair-3/12-3/16 submissions for ideas must be submitted before 2/20*** **10 or more years of service dinner at the Hilton on May 3, 2018. Formal paper invitations will be sent out.**
* **See Activities Report on Bulletin Board in the back of the lab**
* **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 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. Also, there is a continuous readiness book in the lounge. PLEASE review and make yourself aware of what needs to be done in the case they come while you are working.****If they ask you about Quality, we have a quality board in the lab part outside of Kathy’s office. Also we are working with the OR to get a better handle on specimens going to EMCP and fresh samples.****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.**
* **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** |  | **Mar -Vertical glove stations ordered 4/10/18****Apr still opened** |  |
| **BIRTHDAYS/ CONGRATS** |  | **HAPPY BIRTHDAY** **Rho – March 5** **Ilene- April 26****CONGRATULATIONS:** **VILLANOVA WILDCATS!!! NCAA Division I Men’s Basketball CHAMPIONS****PHILADELPHIA 76ers and FLYERS for making the Playoffs!!! Good Luck!!!** |  |