
EINSTEIN MEDICAL CENTER-HEMATOLOGY

SUBJECT: HEMATOLOGY/ CHEMISTRY STAFF MEETING

ATTENDEES: DAVID HINKLE; JENNIFER LORE;

DATE: MARCH/APRIL 29TH 2019

AGENDA

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE
	Mission Story	<ul style="list-style-type: none"> • Does anyone have a story they would like to share that connects to Einstein's M Statement?
TECHNICAL HEME	<ol style="list-style-type: none"> 1. Documentation 2. Pending logs 3. Fluid slide reminder 4. Off shift training 5. Critical platelet call 6. Manual reviews 7. Procedures 8. Supplies 	<ol style="list-style-type: none"> 1. Documentation on maintenance/check off sheets is still an issue. Make sure leave for the day everything has been double checked. Are there any ideas c improve? Con ED should be documented by you on your sheet in the binder 2. Reminder to check the pending logs at least hourly. Checking more frequen decrease TAT. 3. When reviewing fluids start with 10 X to look for large/clumped/suspicious 4. Binax/Malaria/Mixing study training. We will schedule time for each perso and be trained on these tests. 5. Make sure when resulting platelet counts that are reviewed via smear you re value that was called by the CBC tech. Platelet F is always the most accurat 6. Manual differential for Path reviews are to be counted manually. Second tec required. 7. New 24 hour control for Coag will be implemented when the current lot exp needs to be labeled with room temperature for storage requirement. 8. When supplies are received it is everyone's responsibility to put them away. times the reagents are not delivered until after 4pm. Please be sure to follow receiving log procedure.

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Technical Chemistry	<ol style="list-style-type: none"> 1. Supplies 2. Lot to Lots 3. Security of Lab 4. Food in the lab 5. Assigned Lockers 6. Trash 7. QC material Caps 8. Critical Values 	<ol style="list-style-type: none"> 1. When supplies are received it is everyone's responsibility to put them away. times the reagents are not delivered until after 4pm. Please be sure to follow receiving log procedure. Abbott reagents come with a printed slip. The slip have the expiration date added. The lot number and quantity are already printed on the slip. 2. Lot to Lots are still not being completed for the 5 look backs. Documentation to be completed and placed in Jennifer's door immediately. Do not place on the boards or in the binders. If there are no five look back samples available, you need to complete the form for review and place in Jennifer's door. 3. Door into Chemistry must always remain closed including on off shifts. This should not be propped open. If you see the door propped open please close it immediately. If it is too hot, call maintenance to have them adjust the temperature. We purchased 2 heaters (one for Chemistry & one for Hematology) that should help. 4. Food in the lab is an absolute NO! We have found food in the drawers, under the Abbott areas, and even tossed in the red sharps bin. This is not acceptable. <ol style="list-style-type: none"> a. No food should be outside Jennifer's office on Phyllis desk area. This is no longer allowed. Coffee was spilled into the printer and no attempt to clean it up, the desk is left dirty and food is left sitting around. Please use the breakroom for eating. 5. Everyone has been assigned lockers. You should not be storing coats and purses in the Abbott drawers or back in the Special Chemistry area. No drinks should be in the Special Chemistry area. Do not take the heater or use the space heater in the Special Chemistry area on off shifts. 6. Trash – in the storeroom – do not leave it in the storeroom, take it to the trash room. Door code is 1-2-3. When you leave it on the shelves it makes it harder to do inventory. 7. I purchased white dispensing caps for the QC material. These should be used on every new one opened when you open a new bottle of QC material. This will reduce the number of pipettes we use and the potential of cross contamination of the QC material. Also helps in the overuse of QC material. 8. Remember the updates to the critical values, specifically Troponin, Tacro and Creatinine. 9. Sign off on logs continue to be an issue. Please make it a point to sign off on logs.

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	9. Log sheets	checklists prior to leaving for the day. When your relief comes in at quarter please give them the verbal communication and ensure it is documented in the communication binder and then doublecheck and outstanding duties (i.e. log
General Hematology/ Chemistry Updates	<p>Cleanliness</p> <p>Lunches and breaks</p> <p>Restocking bench/ Receipt of supplies</p> <p>Vendors</p> <p>Mislabeled/No Labeled Samples</p> <p>Competency Documentation</p> <p>Listening Quiz</p>	<ul style="list-style-type: none"> • Please make sure to clean your area after yourself. Shred OR orders for IOTH & gloves; pipettes' in trash not on the counter or floors. • Lunch times- Dayshift please follow the schedule. Schedule is posted on the board the Chemistry daily checklist binder. Breaks are to be 15 mins and only if work allows. Lunches are 45 minutes. Remember missed breaks should be approved Supervisor. All employees are now receiving the same lunch deductions and must follow the 45 min lunch schedule as discussed. • Restock benches for the next shifts. If something is out, please restock the shelves. • If you receive reagents, please use the log sheets. Expiration dates, lot numbers and quantity are necessary. Also make sure reagents and supplies are put away. Do not leave anything in the hallways. • If you see we are running low on supplies, please continue to notify Supervisors and Techs • Vendors need to visit the Kiosk in the entrance of the hospital prior to coming in. This is a new security requirement. All visitors should be entering through the Cytology Processing area. • If a PSN is written for a mislabeled specimen the policy must be followed before the sample is determined the sample is mislabeled. I.e. type and cross should be performed by a Bank tech. Before the daily safety huddles, supervisors will be notifying the floor manager, Sasha, Maureen Jordan of the mislabeled sample. Please make sure you are following the procedure and that when you cancel for mislabeled or unlabeled tests and PSN are entered immediately. This must be presented in real time. • Competency documentation forms – you should be having each boxed Checked and competent. • Listening Quiz was given out. Please feel free to complete this survey and return to your supervisor. You do not need to put your names on the form.

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General Hematology/ Chemistry Updates Continued DDR	Review of DDRs	<p>Reminder: Corrected results must be corrected upon discovery. The system tracks a you are not held responsible when a correction is made. Also document a DDR/IQE electronically. We will be rolling out the IQE Training in MediaLab. Please look for assignment in Medtraining. This is a mandatory training to complete. Once training completed you will only submit DDRs electronically using the IQE Media Lab Software.</p> <p>See posted PSN entered each month that pertain to the lab on the Core Studer board</p>
EMPLOYEE ISSUES/ Competency	<p>EMCP-employees due for competency Evaluations</p> <p>CON ED and electronic assignments</p> <p>AD01-009 Call Outs</p> <p>Mid-year Evaluation Review</p>	<ul style="list-style-type: none"> • Please remember it is your responsibility to provide the supervisor with all necessary documentation for your competency. Loretta and Chris will still provide stat unknown samples. Anyone who is competent may observe and sign you off on your duties. It does not have to be Ashley, Loretta, or Chris. Must have complete direct observation and not the tech performing the test. • MediaLab/MedTraining/HealthStream/Competencies: You must complete all assignments on time. These are all a part of the annual eval. We should not remind anyone numerous times. • Please review AD01-009 in Media Lab again regarding the appropriate time you should be calling out by to the lab as well as a call to the on-call supervisor. that you will be required to make up a weekend shift if you call out on a scheduled weekend. • Emails have been sent out on self-evaluation to gauge where you are at the present point. Please be honest in your self-evaluation. Comments are needed if you give yourself an outstanding in any area. This is due to your supervisor by April 15th.
HOSPITAL/ LAB NEWS	1. Benefits (Healthy Steps)	<p>1. Changes to the Healthy Steps program and a new way to complete requirements (employees must register at EinsteinLiveWell.RedBrickHealth.com or on the Redbrick website no more faxes!). How to earn entries into drawings for completing healthy activities. Accessing and optimizing use in the Redbrick Livewell Portal</p> <p>Redbrick will:</p> <ul style="list-style-type: none"> • Replace Healthcare Strategies and administer the Healthy Steps program • Provide tools that make it easier to make healthy habits part of daily life • Provide innovative coaching that better caters to individual needs

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HOSPITAL/ LAB NEWS CONTINUED	2. Downtime procedure/ Drill	2. Downtime drills will be performed. In January everyone was assigned the down via medtraining as part of their yearly competency. We will be having a Downtir May 14 th .
	3. Patient Experience scores and Patient Safety Scores	3. Patient Experience-EMCM was in the green for all areas. EMCP improved from yellow. See attached for additional details. Patient safety is 5.5 lower in Fy19.
	4. Listening better	4. EMCM Team won the video contest regarding Listening Better. Please share with staff Levy 4 - "Finding Empathy": https://vimeo.com/290298565/c4fe3f3778 EMCP Standards Team - "Listening Bear": https://vimeo.com/289940096/433acb523 Willowcrest - "Spreading Germs": https://vimeo.com/289525529/83077756df EMCM-EPM - "Conference Call" (winner): https://vimeo.com/289524966/d8eb7713e
	5. CAP window	5. Our CAP inspection went very well. Chemistry did not have any deficiencies in Chemistry, Immunology, Urinalysis and Common Checklist. Great Job everyone be inspected again between January 2020-March 2020 so let's keep on top of the documentation and daily duties. Please all adhere to SOP's and best LAB practice includes PPE; Labeling reagents and aliquots; Double Check all logs. Please stay out your mailboxes, and drawers of any old paperwork. If you want to hold on to paperwork, please move it to your lockers. Nothing should be stored in the cabinet. Hematology received no deficiency for failure to follow procedure regarding instrument comparisons. Please review the policy (note low, med, high values are needed for HCT, and plt)
	6. Safety Score Card	6. Safety score card is attached and posted on the Studer board
	7. Manager Minutes	7. Each month we will be discussing news and information from around the hospital staff should be aware of. These minutes are uploaded separately via MedTrainin been assigned via MTS for staff to review.
	8. New Courier Schedule to start in May 2019	8. 5/1/19 EP STAFF WILL ONLY SEND TO EMCP TESTS THAT ARE NOT ON MENU-share with staff; EP has increased their instruments with Auto Verification TAT. EP will be keeping most of their tests at EP with the exception of those tests

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		do not perform.
	9. Years of Service	9. On the evening of 4/18 the hospital will be hosting the Years of Service banquet should be receiving an invitation for those that have 10 +years of service.
	10. Lab Week 2019	10. We are having weekly meetings to plan lab week 2019. The theme this year is V (Pac the Lab). Please feel free to join and help plan. Reminder vote for Employ year.
	11. Nurses Magnet Survey	11. The Magnet Survey for Nursing will be occurring soon. During the Survey the may be interviewed about the relationship between the lab and nursing.
	12. Ruth Lefton	12. Ruth Lefton is retiring as of December 31 st , 2019. Dixie James the current VP v new President/COO for the EMCP location.
	13. Annual Enrollment	13. Annual enrollment takes place between 5/12 to 5/31. Some of the changes you v new co-pay in the pharmacy and specialists. Another change is that the employe contribution will increase in the 1 st pay of July 2019.
	14. Pulse Survey	14. The hospital will be sending out the Pulse Survey in May. You will receive an e invite you to take it. This year it will not include the culture of safety. It is only questions and should take 10 minutes to complete.
GOALS	FY 2019 Pillar Goals and Tactics	<p>Updated FY19 goals for the Lab require participation from all staff. Please review Studer boards for LEM Success information</p> <p>All goals are being consistently met with exception of Coag TAT. Please remember to keep pending logs and centrifuge to help expedite getting samples on the analyzer.</p> <p>LEM Scorecard is hanging on the Studer board. Areas of improvement are the ED T Employee engagement; and overtime. Lab is trending upward but still hope to impr</p>
HUMAN RESOURCES	Open Positions Vacancies	<p>Open positions are posted monthly in the hallway on the former continuing educatio All three sites are posted.</p> <p>Please see the board outside the Admin area near the time clock with the open positi resignations include Tariq White from Histology, Latoya Williams – Chemistry, Ma Tawadros from Micro.</p>

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STUDER	SLR	What tools do you need to do your job?
	Studer	Rounding – does everyone know what Rounding is? This is where your leaders (lead supervisors, managers) ask you how everything is going, what is going well, what tools and supplies you need to do your job, any improvements you would like to suggest, and anyone you would like to recognize.
EMPLOYEE RECOGNITION	Days to Days	If you see a coworker deserving of a day to day for going the extra mile, please notify your supervisors the person and what they did that was extraordinary. I have requested many day cards.

parasitic insects. Similar to a mosquito they bite and suck the blood of people and animals.

Bed bugs are reddish-brown in color, wingless, and range from 1mm to 7mm (roughly the size of Lincoln's head on a penny).



Do Bed Bugs Spread Disease?

The Centers for Disease and Prevention reports that bed bugs are not known to spread disease. Bed bugs can be an annoyance because their presence may cause itching and loss of sleep. Excessive itching can lead to excessive scratching that can sometimes increase the chance of a secondary skin infection.

Where Are Bed Bugs Found?

Bed bugs are found across the globe in homes, movie theatres or five-star hotels and resorts. Their presence is not associated with the cleanliness of the living conditions where they are found and are often acquired while travelling and staying in hotels. Infestations usually occur around or near areas where people sleep. They hide during the day in places such as seams of mattresses, box springs, dresser tables, or any other clutter or objects around a bed (usually within 8 ft of where people sleep).



One of the easiest ways to identify a bed bug infestation is by bite marks on the face, neck, arms, hands or any other body parts of a person. However, these bite marks may take as long as 14 days to develop on some people so it is important to look for other clues when determining if bed bugs have infested an area. These signs include:

- Bed bugs' exoskeletons after molting,
- Bed bugs in the fold of mattresses and sheets,
- Rusty-colored blood spots due to their blood-filled fecal material that they excrete on the mattress or nearby furniture, and
- A sweet musty odor.

How Do I Protect Myself?

- Awareness is key to prevention. Know what to look for and check for signs when examining patients.
- Utilize contact precautions where necessary to prevent the spread of bed bugs.
- Bed bugs can be killed by heat over 111 deg and cold below 32 deg. If there is a bed bug problem in your area wash your clothes in hot water and place them in a dryer on high heat for 30 minutes. Bed bugs can be killed in a few minutes with heat over 120 deg.
- If you notice signs of bed bugs contact your supervisor immediately to report your concerns. Supervisors will then notify Infection Prevention and Environmental Services.
- Report to LiveWell if you have been exposed.

A specimen is required to confirm the appropriate treatment plan. Note: Bed Bugs do not jump or fly.

2. Notify Environmental Services and Infection Prevention to identify the bug.
3. If confirmed as a bed bug – Immediately place patient on contact precautions.
4. Have the patient shower and put on a clean gown. If unable to shower, bathe the patient.
5. Bag the patient's belongings in plastic trash bags (not red bags) and tie tightly. If possible have the patient's family member remove the belongings from the facility or label the belongings and store them in a safe place on the unit.
6. Place the patient on a clean bed with new linens and transfer the patient to a new room. When transferring the patient to a new room, keep the original bed and all furniture in room so it can be treated.
7. NOTE: No patient is to leave the original room until steps #1 - #6 are completed to stop the possible spread of bed bugs; this includes for clinical testing, unless emergent in nature. If applicable perform the same steps for any patient roommate.
8. Contact EVS to report room number. Clinicians must block room after patient transfer by contacting the ORC. EVS will coordinate the cleaning/extermination of the room. EVS will bag all linen in Blue Bags and tie the bag tightly and place in the soiled linen room for laundering. The door to the room must be closed and remain unoccupied for a period of four (4) hours after treatment. NOTE: Bed bug treatment plans include vacuuming, washing down room with bleach, or insecticide application.
9. Contact precautions may be discontinued when the patient has bathed and no further evidence is observed for 24 hours. Personal belongings must remain bagged for the remainder of the stay.

Do not allow back into the waiting area and do not move patient from bay to bay or other clinical/non-clinical areas.

3. Discharge patient as soon as their session is complete and contact EVS to coordinate cleaning.
4. If patient is to be admitted ensure that the patient is bathed provided with a clean gown and transported on a clean stretcher with clean linen.

Outpatient Departments:

1. Follow step #1 & #3 for In-Patient areas.
2. Place patient in exam room immediately. (Do not allow patient to leave room until session is completed)
3. Once session is complete, discharge immediately, block the room and contact EVS or facility cleaning services.

For additional guidance follow the "Guidelines For Management of Patients With Suspected or Active Bedbug Infestation" authored by the Department of Infection Control.



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If you have any questions or concerns, please contact the Safety Department at 215-456-2329 or 215-456-6958.