

EINSTEIN MEDICAL CENTER-HEMATOLOGY/CHEMISTRY

SUBJECT: HEMATOLOGY /CHEMISTRY STAFF MEETING

ATTENDEES: JENNIFER LORE

DATE: AUGUST/ SEPTEMBER 2018

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? 	Karen shared a story of helping a patient
TECHNICAL CHEMISTRY	<ol style="list-style-type: none"> 1. Use of Abbott maintenance supplies 2. Borrowing of Supplies 3. Checklists 4. QC new Lots 5. Lot to Lot 	<ol style="list-style-type: none"> 1. When you use any of the maintenance supplies out of the boxes on the filling cabinet behind Phyllis’s desk or from my office please let me know what was used and on what instrument. 2. If another hospital calls and asks to borrow reagent or supplies from EMCP I must approve it first. If we borrow or do loan anything it must be documented on the form, so we can ensure we have received our items back or that we sent back what we borrowed in a timely manner. 3. Daily Checkoff Lists and fridge/freezer temperatures are being missed. Lead techs (Chanh, Phyllis, Loretta, and Chris) will now check weekly to ensure that these are done. All staff should be double checking that they have completed all necessary documentation prior to the end of their shift. 4. When adding new reagent to the analyzer – even if it does not need a calibration, QC must be performed. Even if the same lot number is on the instrument and was QC previously. 5. Make sure you are completing the Lot to Lot sheets fully. There are many errors in the documentation or lack of documentation. If 5 look backs are needed, they must be on the separate form – you can add the comment “5 look backs”. Even if 5 samples are not available the form must be filled out for compliance issues. For common tests (ie. Glucose, tacro, urine drugs etc) should not have No specimens found. 5 look backs should be placed in Jennifer’s door in real time. Do not place these in binders or leave on the clipboard. 	<p>Supplies are being used but no notification is occurring, and it causes us not to have enough items on hand for the next troubleshooting or quarterly maintenance. This also allows us to track when we are having repetitive issues of the same time on the same analyzer and that Service might be needed.</p> <p>I must approve the loaning of reagent to other hospitals with the exception of EMCM and EP.</p> <p>Discussed</p>

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		<ol style="list-style-type: none"> <li data-bbox="661 178 1732 316">6. QC is being missed when doing maintenance or not recorded. I have made up a laminated QC sheet for each analyzer on a clipboard with an expo marker. There is a white board spray up on the shelf to wipe down the sheet afterwards. If you follow the sheet you should have no reason for missing QC. <li data-bbox="661 349 1732 446">7. New lots of QC material is kept in the top of the -65 degree freezer. Do not take from the top shelf without notify Chanh, Phyllis or Jennifer. New lots need to be defaulted in Cerner and the instrument. <li data-bbox="661 479 1732 576">8. Dayshift is responsible to perform Procalcitonin QC every day on dayshift. QC must be checked and within acceptable limits prior to placing any specimens for testing on the instrument. <li data-bbox="661 609 1732 673">9. Procalcitonin needs to have a lot to lot performed after each calibration. Make sure this is documented in the binder next to the analyzer. <li data-bbox="661 706 1732 812">10. All Forms for the entire lab have had the header removed. Starting in November please print the new forms directly from MediaLab and place in the front of the binders. Do not keep making photocopies of the old forms. <li data-bbox="661 844 1732 1047">11. QC Procedure was updated and all Chem staff will be asked to review and sign off. A quiz will be assigned in Medtraining shortly. You need to review QC for trends. As you result in Cerner to the right of the screen it will give you a value to tell you how close to the mean you are. When QC is 1.75 or greater or -1.75 it means you are close to the 2 SD limit. You should be reviewing this QC daily to repeat and possibly recalibrate if necessary. <li data-bbox="661 1079 1732 1144">12. Door into Chemistry must remain closed at all times. This door should not be propped open. If you are hot, call maintenance to have them adjust the temperature. <li data-bbox="661 1177 1732 1315">13. Equipment in the Chemistry area is consistently being damaged. The vortex pad on RIA was taped but no one notified Supervisor of issue. Flip Chart in Chemistry all the charts were removed numerous times. The entire metal holder was removed from the shelf and placed on the floor. This is not acceptable. <li data-bbox="661 1347 1732 1485">14. Pending logs must be pulled at the beginning and end of each shift. This is mandatory to physically print out. If this continues to be an issue, you will need to hand them in directly to the supervisor. Specimens should not be pending for Urinalysis for over 16 hours. Don't forget you must pull the Vidas pending log also. 	

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General Hematology Updates	Cleanliness Lunches and breaks Restocking bench/ Receipt of supplies	<ul style="list-style-type: none"> • Please make sure to clean your area. • 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 no lunch/dinner allowed. Remember missed breaks should be approved by a Supervisor prior to missing the break. • 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 away. Do not leave anything in the hallways. • If you see we are running low on supplies, please continue to notify Chanh, Phyllis or Jennifer 	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. • Reminder: Corrected results must be corrected upon discovery. The system tracks all entries you are not held responsible when a correction is made. Also document a DDR electronically. <p>August: Chemistry 2 result entered into Cerner incorrectly 3 UA specimens pending from 630am till 10pm 2 Questionable specimen from floor 1 Mislabeled from floor 1 lot to lot performed with expired QC</p> <p>September: Chemistry - 3 Critical Values not called/documentd, PCT QC out and not followed up on, patient testing was performed and released with no investigation. Numerous QC missed, not repeated on all 3 shifts. 1 result entered into Cerner incorrectly. 1 patient result not recorded.</p> <ul style="list-style-type: none"> • See posted PSN entered each month that pertain to the lab on the Studer board 	Discussed

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Goals	Chemistry Goals	<ul style="list-style-type: none"> ○ We were successful in achieving most of our goals for FY 18. Key goals to improve upon. ○ Additional data available on the QA board in the hallway. 	Discussed
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 Ashley, Loretta, or Chris. Must have completed prior to the end of your assigned month. The observer should be the individual initialing under direct observation and not the tech performing the test. ● We will continue using the MedTraining.org website. Competency quizzes will be assigned at the beginning of the year. You will have till the end of the month to complete the quiz and be competent. Many additional CE are available on the site ● 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 – 2018 	Discussed
HOSPITAL/ LAB NEWS	<ol style="list-style-type: none"> 1. Benefits (Healthy Steps) 2. Flu Shot 3. Cell phone information 	<ol style="list-style-type: none"> 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 app; no more faxes!). How to earn entries into drawings for completing healthy activities. Accessing and optimizing use in the Redbrick Livewell Portal Redbrick will: <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 2. Flu Shots must be completed and entered in your annual compliance by 11.5.2018 3. Make sure your current cell phone number is saved in prism. This is mandatory and will only be used for emergency communications in the event of a disaster. 	Discussed

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	<p>4. Please review the attachments</p> <p>5. CAP window</p>	<p>4. Review the two attachments:</p> <ul style="list-style-type: none"> • Employee incident reporting • Deadly weapon policy. <p>5. CAP inspection window begins January 2019. Please all adhere to SOP's and best LAB practices. This includes PPE; Labeling reagents and aliquots; Double Check all logs. Please start to clean out your mailboxes, and drawers of any old paperwork. If you want to hold on to old paperwork, please move it to your lockers.</p>	
GOALS	FY 2019 Pillar Goals and Tactics	Updated FY19 goals for the Lab require participation from all staff. Please review Studer boards for LEM Success information	Discussed
HUMAN RESOURCES	Open Positions Vacancies	<ul style="list-style-type: none"> • Open positions are posted monthly in the hallway on the former continuing education board. All three sites are posted. 	Discussed
STUDER	<p>SLR</p> <p>Studer</p> <p>Standards of Behavior</p>	<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 to recognize. <p>Listening Better: See handouts posted around the lab regarding the new Standard of behavior</p>	Order of 5 back supports delivered 9.11.18 has anyone seen these supports?
EMPLOYEE RECOGNITION	Days to Days	<ul style="list-style-type: none"> • 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. • Day to Days and Special thanks: Posted on board in Core Lab 	Discussed