EINSTEIN MEDICAL CENTER-ELkins Park

subject: **Monthly Meeting Elkins PArk**

date: 12/26/18 **highlighted topics: Green-important reminders; blue-new**

**AGENDA**

**Nov/Dec 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.**
* **Please watch document UA’s we have had quite a few clerical errors lately. PAY ATTENTION!!**
* **CRITICALS MUST BE DOCUMENTED IN IM. PLEASE DON’T FORGET TO PUT YOUR INITIALS AFTERWARDS.**
* **TAT for ED PT INR and Hospital Hep Nomos. We are tracking <45 mins**

* **Drills for Transfusion reaction and Emergency release beginning in Oct**
* **Please continue to make sure you get 2 -4 pt satisfaction forms each day, especially on PAT days. Last survey, there were only 10 responses**
* **DO NOT disconnect the scanner.**
* **Check Quest results and Scan patient scripts DAILY**
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| QUALITY PROGRAM | Media Lab/MTS/HeathstreamCompetenciesQAPSNsIn the Lab | **Reminder:*** **\*\*\*FTEs: Make sure you leave on time as scheduled.**
* **Check to see if you have MTS, Medialab, or Healthstream 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. 2019 is upon us!!!**
* **2019 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. We will be learning a new way for DDR, electronically….STAY TUNED**
* **January 8 opens our CAP Window. Please look to make sure things are ok so we won’t be stressed in preparation.**
* **THERE IS TO BE NO 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.**
* **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.**
* **Check the new Time Slip for when you leave or lose your badge.**
* **RED BRICK: This was launched 8/1/18. It is the new Live Well program that is replacing Healthcare Strategies. Deadline to complete is 5/31/2019.**
* **ALL must give me your updated cell phone numbers. This is in case of emergencies such as Active Shooters, etc.**
* **Look at our board for our Financial data**
* **New Computer Downtime procedure is out. It is a color code:**

**-Brown (We all are down)****-Orange (The lab is up, but the hospital is down)****-White (The lab is down, but the hospital is up)****There will be a competency about the procedure as well that ALL must take and pass.*** **This is not new, but it is being enforced:**

**If you miss a swipe, you MUST fill out a Kronos Adjustment form. If I have to put in your time, and there is no form to confirm, PTO will be taken out of your pay. If you do not have PTO, you will not get paid the current pay period, but it will be given on the next one, provided you give a form.*** **I have begun implementing the emergency release audit drill and a Transfusion reaction drill. This is so everyone can be sharp on what to do in the event of a patient needing blood products in an emergency situation and what to do when you have a transfusion reaction. Please read up on the procedures**
* **All PRN have 45 min lunch deductions as of 11/25/18**
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| WHAT’S NEW?? |  | * **We have a new UA instrument. It will be validated in the next few months**
* **We are getting new Drug Panels that will include Methadone, Oxycodone, and 3 other Opioid drugs. This is in the effort to combat Opioid addiction and overdoses. The Go live date is Feb 12, 2019.**
* **We are working on getting the Sysmex to autoverify**
* **In an effort to see how we can save costs, beginning Jan 1, 2019, we will run all Routine specimens here at EP. This is a trial period, so we can see how we can save money with courier service. We will monitor the reagent usage as well to see how much we need to increase, and how much we can save in reagent wastage.**
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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 |  | **WELCOME:** **Myra McIntosh, our newest Full time member!! Myra is replacing our family member Rho, who will be leaving us soon to join the EMCP family.** |  |
| 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 |  |  **Check board near the copier for opened positions** |  |
| **ADMINISTRATION** | **LEM GOALS FY19** | **See the Color chart in the room outside of Kathy’s office on the board across from the QA board. Ask questions if you have any.** |  |
| **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. Are we keeping this Up???**
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| **KATHY’S KORNER** |  | **Please remember to sign the Attestation page after you have completed any CAP**  |  |
| **QUALITY FOOD FOR THOUGHT** |  | ***Do you think it is better to be Committed or Compliant?******Which one are you?*** |  |
| **STOP LIGHT REPORT** |  | **ANYTHING???? Please let the supervisor know if you have any ideas to improve this lab.** |  |
| **BIRTHDAYS/ CONGRATS** |  | **HAPPY BIRTHDAY** **Novemeber****Mercy – Nov 25** **December****Lyrika – Dec 22****Tara – Dec 28** |  |