EINSTEIN MEDICAL CENTER-ELkins Park

subject: **Monthly Meeting Elkins PArk**

date: 4/25/19 **highlighted topics: Green-important reminders; blue-new**

**AGENDA**

**Mar/Apr 2019**

| **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/HeathstreamCompetenciesQAPSNs/DDRsIn 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 here!!!**
* **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. We are reporting all mislabeled specimens to the Nurse Managers at the safety briefing. Please give me DDRs for ALL mislabeled to unlabeled specimens so I can notify the supervisor in real time,**
* **We had 3 in March and 2 in April thus far. You can ask me what the PSNs are if you want to know. See What’s New on more PSN information**
* **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**
* **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)*** **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?? |  | * **New UA instrument update:. We have validate QC and now are testing samples. Techs will be trained in the meantime. This instrument will be interfaced. Go Live date scheduled for JUNE 11, 2019**
* **Drug Panels update: We are still on hold for testing as of now. Fentenyl will be validated next month. Stay tuned.**

**Sysmex to autoverifation update: We are still working on it. Hopefully we will have it available soon.** * **Please be sure to take the competency about the Downtime procedure. ALL must take and pass.**
* **HIT specimens will now be sent to EMCM (Montgomery)**
* **Congrats to all who earned dinner at the Years of service awards dinner.**
* **Please review and sign off on AD01-009**
* **There is a Pulse survey that will be given out 5/10/19-5/31/19. 24 questions in all. Please take the survey.**
* **There will be a downtime drill May 1st. Be aware. You can review the downtime policy.**
* **PSNs for mislabeled and unlabled specimens are now being discussed in real time with the nurse managers and are presented at the daily safety briefing. If you have a PSN as such, please give it to me right away so I can notify the manager.**
* **There is a new way of putting in PSN electronically. It’s called IQE in Medialab. There will be a video on Medtraining explaining how this is done. I will show some of you. It is very easy and we will save paper.**
* **New Courier schedule will be effective May 1. Please look at the posted schedule for times**
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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 |  | **I am sorry to announce that Trung has resigned. His last day will be May 5th. Please wish him well.****Myra to begin her shift solo on May 1. Please support her.** |  |
| 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** |  |
| **LAB 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.** |  |
| **MANAGER’S MINUTES** | **News from Hospital Administration** | **March 2019** * **MossRehab Named 2019 Top Workplace**

**Congratulations to the team at MossRehab, which has been named a Top Workplace by *The Inquirer* for the ninth year in a row. Read more at** [**EinsteinConnect**](https://einsteinconnect.einstein.edu/)**.*** **Merger Update: Second Request for Information**

**We continue to progress through the detailed regulatory review process for our proposed merger with Jefferson. As expected, the Federal Trade Commission (FTC) has issued a request for additional information to both Jefferson and Einstein, otherwise known as a second request. The process is already underway to respond to this request. Jefferson and Einstein are working diligently to address all of the FTC’s and the Pennsylvania Attorney General’s questions about the proposed transaction. We anticipate that this process will take several months. In the meantime, workgroups continue to meet to identify opportunities for improved access to care, quality enhancements and other synergies that will benefit the communities we serve.*** **Leadership Announcement for Einstein Medical Center Philadelphia**

**As announced last week, Ruth Lefton will retire as President and Chief Operating Officer of Einstein Medical Center Philadelphia as of December 31, 2019. Dixie James, currently Vice President of Strategy and Service Line Operations, will transition into the position of President and COO of EMCP following a comprehensive transition period. We thank Ruth for her dedicated service to Einstein and excitedly look forward to welcoming Dixie into her new role.** **April 2019*** **Employee Forums Coming Up**

**Employee forums are a great opportunity for members of our senior leadership team to connect directly with staff. Forums will be held in the coming weeks at Einstein Elkins Park/MossRehab (early May). Look for more details to be shared soon via email.*** **New Network Patient Experience Director**

**We are pleased to announce that Nate Stromberg has stepped into the expanded role of Network Patient Experience Director, effective April 1, 2019.** * **Listening to Engage**

**By simply listening to your staff more often and with greater focus, you can have a huge impact on employee engagement throughout the network.** * **2019 Employee Pay Increase**

**Einstein’s leadership team was pleased to announce last week that all eligible Einstein employees will receive a merit increase this year, continuing a trend of annual employee pay increases for the organization. Please refer to Barry’s message for all the details, and let us know if your teams have questions that weren’t addressed in the memo** |  |
| **MISCELLANEOUS** |  | **ARAMARK :THE PHONE NUMBER IS 1-800-272-3553-****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!!!** **Ilene – April 26** |  |