

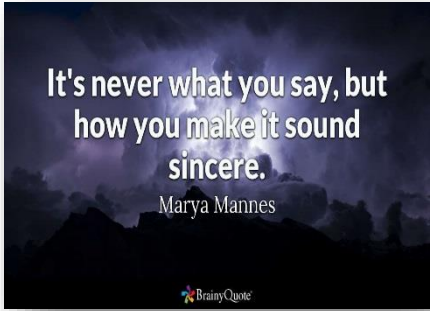

EINSTEIN MEDICAL CENTER-BLOOD BANK

SUBJECT: BLOOD BANK

DATE: MARCH-APRIL 2019

AGENDA *standing items

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	MINUTES
Blood bank issues/discussion.	1. Blood bank Team	<ul style="list-style-type: none"> • Questions? • Concerns? • Opening story -Einstein’s Mission (going above and beyond): <i>With humanity, humility and honor, to heal by providing exceptionally intelligent and responsive healthcare and education for as many as we can reach.</i> • Elkins Park Emergency- Call Security “Priority” pick up • PSN reports- None to Report ❖ Hospital Policy to review with Staff ❖ Accountability- Annual Safety and BB compliance <ul style="list-style-type: none"> ❖ Scheduled Sick Days-Doesn’t require the whole day ❖ Mislabeled specimen=Wrong patient stuck (WBIT) ❖ Pending Blood Orders!- All responsible ❖ MASSIVE XM- how’s it going? ❖ Dr. Kaplan- Great job with trauma patients! ❖ Co-pays are increasing- FYI ❖ Effective May 1st the courier between EMCP & Elkins Park are changing. (Less trips) ❖ Antibody Work up- What must you say instead of “IDK”? ❖ Trauma sign in!- Please remind your staff that this is mandatory since the Level 1 Trauma Alert Guideline requires responders to record their name and arrival time on the Trauma Team Response section in the ED trauma record. 	<ul style="list-style-type: none"> • You <u>MUST</u> sign in when reporting to a Trauma level 1. <u>AS OF NOW, WE NO LONGER SWIPE IN!</u> If you do not sign in, I will receive a noncompliant email stating that I need to educate. <u>PLEASE remember to sign in. Thanks so much!</u> • Opening Story- Nurse stayed 2 hours past her time to leave to help Sam’s husband after surgery. • <u>NEVER SAY “IDK”</u>- What must you say to our customers when you are performing complex testing and you cannot give an EXACT time that blood will be ready? Ex: “I am performing more testing I will call you with a follow up in an hour, I cannot give you an exact time because I do not know how the patient will react to the testing but I will definitely give you an update in about 1 hour....etc...”

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ADMINISTRATIVE-HUMAN RESOURCES	Vacancies	 <p>It's never what you say, but how you make it sound sincere. Marya Mannes</p>  <p>Before you say something, think how you'd feel if someone said it to you. purehappylyfe.com</p>	<p>I know our customer are VERY aggressive and sometimes RUDE, but we MUST stay professional. Use your energy to explain what you are doing and let them know that you will keep them posted. <u>NEVER SAY "IDK" or anything like that.</u></p> <ul style="list-style-type: none"> • Pettina to enter a ticket for "Yes to all" option in Cerner. • <u>ACCOUNTABILITY!!!</u> It is your <u>RESPONSIBILITY</u> to remain compliant with your annual Safety training, vaccinations, competencies, ETC... If you are not compliant by the deadlines you are subject to being held accountable! Please do not let that happen! Also, <u>I expect communication</u> stating that you are aware of the deadline and how long you will need to complete the task if you determine that you will miss the deadline. <u>This notification does not come AFTER the deadline!</u>

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	MINUTES
QUALITY	1. CAP/AABB Inspection & Accreditation	<ul style="list-style-type: none"> • CAP Inspection 2019 • CAP & AABB Inspection 2020 	
EMPLOYEE ISSUES/ Competency	1. EMCP-employees due for competency	Competencies DUE <ul style="list-style-type: none"> • January 2019 – Minh – pending downtime competency DO 	
HUMAN RESOURCES	1. Disciplinary Action/FMLA	<ul style="list-style-type: none"> • Cup of coffee conversations-after 2-3 infractions (i.e. not performing QC) • First infraction-improvement conversation • 1st step • 2nd step • Decision making day 	
HOSPITAL NEWS	1. Overtime 2. Pharmacy hours	<ul style="list-style-type: none"> • Employees must complete a Voluntary Overtime Acknowledgment Form for each voluntarily worked shift that they accept that is outside of the agreed to, predetermined and regularly scheduled work shift. (Appendix A). Managers must retain the completed Voluntary Overtime Acknowledgment Form for three (3) years. Sheets will be located by the schedules in a separate bin. • Pharmacy hours for employees are extended from 7am-7:30pm (M-F). 	
SAFETY		NO FOOD OR DRINKS IN THE LAB	
STUDER	1. AIDET 2. COMMUNICATION Boards	Each week, you will receive an email highlighting one of the Standards of Behavior that you can put into action. The Einstein Code of Conduct focuses on five areas: Respect, Empathy, Responsibility, Affinity, and Integrity. Our Standards of Behavior outline how employees can put our Code of Conduct into practice.	•
EMPLOYEE RECOGNITION		<u>DON'T FORGET TO VOTE VOTE!!</u>	•
ATTENDANCE	GUIDELINES	<ul style="list-style-type: none"> • Attendance guidelines Each supervisor/QA manager/Lead technologist will be closely and consistently monitoring all employees adherence to time and attendance policies. <ol style="list-style-type: none"> 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. 	

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		<p>Two (2) further unscheduled episodes of absence within the three (3) Months immediately following the issuance of a performance accountability document related to attendance.</p> <p>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.</p> <p>5. Two (2) or more unscheduled episodes of absence before, after and/or on a legal holiday in any twelve (12) month period</p>	