

# EINSTEIN MEDICAL CENTER-HEMATOLOGY/CHEMISTRY

SUBJECT: HEMATOLOGY/ CHEMISTRY STAFF MEETING

ATTENDEES: DAVID HINKLE; JENNIFER LORE; ASHLEY; LORETTA; KAREN; PHYLLIS; HEMANT; GUS; ANIL; SUE; BHUMI; MARIA; ANDREA; DEAN; MALTI; COURTNEY

DATE: MAY 16<sup>TH</sup>, 2019

## AGENDA

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
TECHNICAL HEME	Mission Story	<ul style="list-style-type: none"> <li>• Does anyone have a story they would like to share that connects to Einstein's Mission Statement?</li> </ul> <ol style="list-style-type: none"> <li>1. Documentation on maintenance/check off sheets is still an issue. Make sure before you leave for the day everything has been double checked. Are there any ideas on how to improve? Con ED should be documented by you on your sheet in the binders.</li> <li>2. Reminder to check the pending logs at least hourly. Checking more frequently will help decrease TAT.</li> <li>3. When reviewing fluids start with 10 X to look for large/clumped/suspicious cells.</li> <li>4. Binax/Malaria/Mixing study training. We will schedule time for each person to come in and be trained on these tests as staffing permits.</li> <li>5. New 24-hour control for Coag will be implemented the week of May 13, 2019. Major revision in approval process. 2ml of DiH<sub>2</sub>O 24 hour stability on board.</li> <li>6. When supplies are received it is everyone's responsibility to put them away. There are times the reagents are not delivered until after 4pm. Please be sure to follow the receiving log procedure.</li> <li>7. Please remember to send the emails to the responsible pathologist when sending Blasts for review.</li> </ol>	Nothing discussed
	<ol style="list-style-type: none"> <li>1. Documentation</li> <li>2. Pending logs</li> <li>3. Fluid slide reminder</li> <li>4. Off shift training</li> <li>5. Procedures</li> <li>6. Supplies</li> <li>7. Blasts for review</li> </ol>		Discussed

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Technical Chemistry	<ol style="list-style-type: none"> <li>1. Supplies</li> <li>2. Use of white out</li> <li>3. UF 1000 QC</li> <li>4. Opioids</li> <li>5. Releasing of results from IM</li> <li>6. Pending Logs</li> </ol>	<ol style="list-style-type: none"> <li>1. Lot to Lots are still not being completed for the 5 look backs. Documentation needs to be completed and placed in Jennifer's door immediately. Do not place on the clip boards or in the binders. If there are no five look back samples available, you still need to complete the form for review and place in Jennifer's door.</li> <li>2. No white out or labels should be placed over errors on log sheets. I am still seeing this. It is a CAP regulation that we cannot obliterate on any documentation.</li> <li>3. UF1000 when performing QC and the result is out of range you need to accept it so we can track issues. We are using one level more quickly than the other and there is no indication as to why due to techs rejecting the results.</li> <li>4. New Opioids will be starting by July. Look for the procedures in Media Lab shortly.</li> <li>5. We will begin to track specimens from the time they are completed on the instrument to the time a tech releases or rejects the result in Instrument Manager. There is an issue with a delay in handling these results. We always need to have someone in Instrument Manager keeping up to date with the results. We can not have critical values or hemolyzed samples not called for hours.</li> <li>6. Pending logs need to be pulled and printed at the beginning and end of the shift and reviewed. Through out the shift the pending log should be pulled at least electronically. Do not pull the pending log and leave it for the next day to review. The purpose of pending logs is to ensure the timely resulting of results. Make sure the logs are placed in the correct bins so when there are issues we can review them for following up on any issues.</li> </ol>	<ol style="list-style-type: none"> <li>1. Documentation is a must. We are still having to track techs down to go back and document lot to lots. This needs to be completed in real time and not held until you come back the next time.</li> <li>2. White out nor labels can be used</li> <li>3. In order to troubleshoot QC issues we need to be able to see when QC is out and which parameters.</li> <li>4. New opioids are going live in July. Current urine drug screen will now also include fentanyl and oxy. A 2<sup>nd</sup> panel will be available that will include the above plus bup, Gam, meth, tram.</li> <li>5. Make sure you are release, rejecting and documenting in IM in a timely manner.</li> <li>6. Discussed</li> </ol>

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General Hematology/ Chemistry Updates	Cleanliness	<ul style="list-style-type: none"> <li>Please make sure to clean your area after yourself. Shred OR orders for TEG; gloves; pipettes' in trash not on the counter. Please watch what you are throwing in the sharps container: gloves, paper towels and drink bottles do not belong in these cans.</li> </ul>	<p>SS day question: What happens if they receive a bad diagnosis during the early appointment. If you receive bad news and cannot return to work call and notify the lab that you are calling out for the second part of the shift.</p>
General Hematology/ Chemistry Updates Continued	Lunches and breaks	<ul style="list-style-type: none"> <li>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. Remember missed breaks should be approved by a Supervisor. All employees are now receiving the same lunch deductions and must follow the 45 min lunch schedule as discussed.</li> </ul>	
	Restocking bench/ Receipt of supplies	<ul style="list-style-type: none"> <li>Restock benches for the next shifts. If something is out, please restock the shelves.</li> </ul>	
	Vendors	<ul style="list-style-type: none"> <li>If you see we are running low on supplies, please continue to notify Supervisors/ Lead Techs</li> </ul>	
	Trash	<ul style="list-style-type: none"> <li>Vendors need to visit the Kiosk in the entrance of the hospital prior to coming into the lab. This is a new security requirement.</li> </ul>	
	Scheduled Sick Day	<ul style="list-style-type: none"> <li>Trash – in the storeroom – do not leave it in the storeroom, take it to the trash room. Door code is 1-2-3.</li> <li>Scheduled sick time is to be used for the time it takes to go to the doctor. If you are having an hour appointment at the doctors a full day of sick may not be used.</li> </ul>	
DDR	Review of DDRs	<p>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/IOE electronically. Please look for this assignment in Medtraining. This is mandatory to complete. Most frequent Hematology issue is failure to document Delta investigation. Please remember if the test did not AV then follow up is required.</p>	<p>Discussed – IOE is due by May 31<sup>st</sup>.</p>
Goals	1. Hematology Goals	<p>See posted PSN entered each month that pertain to the lab on the Core Studer board</p> <ul style="list-style-type: none"> <li>Coag TAT for the ED improved please keep up the good work.</li> </ul>	

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EMPLOYEE ISSUES/ Competency	EMCP-employees due for competency Evaluations	<ul style="list-style-type: none"> <li>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.</li> <li>Failure to complete any annual compliance will result in accountability actions.</li> <li>Medialab/MedTraining/HealthStream/Competencies: You must complete the assignments on time. These are all a part of the annual eval. We should not have to remind anyone numerous times. Clarification to the Admin Procedure-It is for the employees calendar year <b>Ex: if you are hired in February you can collect paperwork from February to February.</b></li> </ul>	
HOSPITAL/ LAB NEWS	<ol style="list-style-type: none"> <li>Benefits (Healthy Steps)</li> <li>Downtime procedure</li> <li>Pay increase</li> </ol>	<ol style="list-style-type: none"> <li>Some changes: new co-pays in pharmacy and specialist. Employee contributions will also increase the 1st pay in July 2019. <ul style="list-style-type: none"> <li>Make sure you go in and check that it all says completed by May 31<sup>st</sup>.</li> </ul> </li> <li>Downtime drills to be rescheduled due to code brown from May 14<sup>th</sup>.</li> <li>If you received an “Outstanding” rating on your most recent performance review, you will receive a 2.25 percent pay increase. If you received a “Meets Requirements” rating, you will receive a 2 percent pay increase. <ul style="list-style-type: none"> <li>Any employee who received a rating of “Development Required” or “Unsatisfactory” for their overall performance evaluation rating will not be eligible for an increase.</li> <li>Pay increases for all eligible employees will be effective June 23, 2019, appearing in the July 11, 2019 pay. Discuss with your employee.</li> </ul> </li> </ol>	

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HOSPITAL/LAB NEWS CONTINUED	4. Manager Minutes  5. New Courier Schedule posted in the department.	<p>4. Reminders/ Updates</p> <ul style="list-style-type: none"> <li>All Einstein employees and providers will be asked to participate in a 5-minute engagement “pulse” survey from May 10 to 31. This is your chance to have your voice heard via the survey. Your feedback is key to enacting positive change within the organization. You can win prizes for participating.</li> <li>Magnet visit is from 5.21 to 5.24</li> </ul> <p>• <b>Counseling Services Available 24/7</b></p> <ul style="list-style-type: none"> <li>Everyone faces challenges in their day-to-day lives, and at times those challenges may feel overwhelming.</li> <li>Remind your staff that confidential counseling services are available 24/7 for all employees and their families,</li> <li>regardless of whether they have Einstein health benefits. A Carebridge representative can be reached directly at</li> <li>800-437-0911, or employees can call LiveWell at 215-456-8484 and press #3 to reach Carebridge. Additionally,</li> <li>staff can reach out to their human resources representative, or our Chaplaincy at 215-456-6055.</li> </ul> <p>5. <b>5/1/19 EP STAFF WILL ONLY SEND TO EMCP TESTS THAT ARE NOT ON THEIR MENU-share with staff; EP has increased their instruments with Auto Verification and TAT. EP will be keeping most of their tests at EP except for those tests that they do not perform. Please call Omni for any Stat pickups.</b></p>	
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>LEM Scorecard is hanging on the Studer board. Also attached. Areas of improvement are the ED TAT; Employee engagement; and overtime. Lab is trending upward but still hope to improve.</p>	
HUMAN RESOURCES	Open Positions Vacancies  Scheduled Sick	<ul style="list-style-type: none"> <li>Open positions are posted monthly in the hallway on the former continuing education board. All three sites are posted.</li> <li><b>If an appointment/procedure requires all day give 7.5 hours of scheduled sick.</b></li> <li><b>If an appointment is only 30 min we will factor in travel time and have you come to work at least half a day. If the employee still wants an entire day they can take half ss and half pto.</b></li> <li><b>The employee can also use an entire day and schedule all appointments for that</b></li> </ul>	

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		<p style="text-align: center;">day,  <b>The following do not require an entire day of scheduled sick</b>  <b>Teeth cleaning</b>  <b>Healthy Steps annual checkup</b>  <b>All day ss is needed for</b>  <b>Colonoscopies</b>  <b>Procedures in which the employee maybe sedated</b></p>	
STUDER	SLR  Studer	<ul style="list-style-type: none"> <li>• What tools do you need to do your job? Siphon purchased in April for SP10 DiH2O rinse transfer.</li> <li>• 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.</li> </ul>	
EMPLOYEE RECOGNITION	Days to Days	<ul style="list-style-type: none"> <li>• 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. I have requested more day to day cards.</li> </ul>	

## 2019 Employee Pay Increase

Barry R Freedman

Thu 4/18/2019 9:47 AM

Dear Einstein employee,

I have some good news to share with you. It is my pleasure to announce that all eligible Einstein employees will receive a pay increase of up to 2.25 percent this summer, based on performance ratings.

While I'm happy that we are able to continue a trend of annual employee pay increases and remain competitive within our market, I want to let you know why this year's increase is lower than the 3 percent increase we've provided to employees over the last two years.

As many of you know, our network continues to deal with a variety of external factors that are beyond our control, but have a significant impact on our financial performance, such as changes to patient reimbursements and the fact that we treat a high percentage of Medicaid patients as compared to other healthcare providers in our region.

Despite these challenges, thanks to the things we do control, such as excellent patient care and careful fiscal planning, we are in a strong enough financial position to once again provide a merit increase to employees. This is entirely due to your efforts every day, and I greatly appreciate your focus during a year of considerable change.

### Eligibility Criteria

To be eligible for the pay increase, you must be a regular employee who is not covered under an employment agreement or a collective bargaining agreement, and you must meet the following requirements:

- Received an overall rating of "Meets Requirements" or "Outstanding" on your most recent performance review
- Be aligned with Einstein's Code of Conduct as reflected on your most recent performance review
- Is current with all compliance requirements

If you received an "**Outstanding**" rating on your most recent performance review, you will receive a **2.25** percent pay increase. If you received a "**Meets Requirements**" rating, you will receive a **2** percent pay increase.

*Any employee who received a rating of "Development Required" or "Unsatisfactory" for their overall performance evaluation rating will not be eligible for an increase.*

Pay increases for all eligible employees will be effective June 23, 2019, appearing in the July 11, 2019 pay.

### **Equity Adjustment**

In addition to the merit-based pay increase across the network, we will also provide equity adjustments to employees in specific positions. Your manager will discuss the details with you this summer if your position is receiving this targeted pay increase.

It is our intent for all Einstein employees to receive fair, market-based pay. These equity adjustments will further ensure that we stay competitive in the labor market while keeping with our longstanding compensation philosophy.

### **Thank You**

Again, it is my pleasure to recognize your efforts through this well-earned pay increase, while we continue to ensure that Einstein remains as fiscally strong and responsible as possible.

Thank you for all that you do. I am especially grateful for your hard work and dedication as we progress through our intended merger with Jefferson. I know uncertainty can be difficult, and I appreciate your continued commitment to our patients and organization as we journey together toward the next chapter for Einstein.