

EINSTEIN MEDICAL CENTER-HEMATOLOGY/CHEMISTRY

SUBJECT: HEMATOLOGY/ CHEMISTRY STAFF MEETING

ATTENDEES: JENNIFER, DAVID, ANIL, SMAUEL, ANNETTE BRABHAM; NGOC TO; NGOC LU; ANDREA BARRETTE; PHYLLIS BRAXTON; MONICA KWON; KAREN CHAPPELLE; COURTNEY LE; SHANICE BOBB; LORETTA HUNT; LISA FRISCO; AL SCHLANK; DR. ARGUELLO

DATE: SEPTEMBER/OCTOBER 15THTH, 2019

AGENDA

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
TECHNICAL CHEMISTRY	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? 	Nothing Discussed
	<ol style="list-style-type: none"> 1. Honesty 2. Errors 3. Concentrated Buffer 4. C Side Mixers 5. Weekly Maintenance 6. Documentation 7. Pending logs 8. Fluid slide reminder 9. Off shift training 10. Procedures 11. Supplies 	<ol style="list-style-type: none"> 1. We need to be honest with our mistakes/errors. If we mislabel a sample in the lab, we must complete a IQE immediately after notifying the nurse. These mislabel samples must be announced during our Daily Safety Huddles. We cannot hide our own errors but always announce when nurses make the error. 2. If the track has an error and samples spill on the track, or we have a lab accident of any type and a patient sample is compromised we need to let the nurse know immediately. We can't hold off notify the nurse as we spend hours searching for a sample. 3. Preparation of the Concentrated Buffer. Please be careful with preparing the material. If it is prepared incorrectly it will affect the patient results. We have to shut the machine down, remove all the onboard buffer and flush the lines to clear it out. This has happened a few times. Also when preparing the solution, you need to indicate the date and your initials on the side of the buffer bottles. We did put in for a new ARM for the buffer, the new ARM will service both analyzers and will allow us not to have to make up any buffer manually again. 4. Check the Mixers on the C8000 instruments daily. Ensure that the green rod is attached. We were having trouble with QC and in the troubleshooting discovered that the entire rod was mixing. 5. When you perform weekly maintenance and you clean the mixers, the mixers come out so you can wipe them down. While the mixer is out, please use a Q-tip and distilled H2O and clean out the well. 6. We need to ensure that maintenance is being completed daily on the Abbott instruments. If the instrument is down and you are waiting on service, you can go into the maintenance section and comment at the bottom that the instrument is down, waiting on service. This will help us with ensure that we are compliant on this CAP requirement. 7. Competencies – you need proof of instrument maintenance. When you are doing daily or weekly maintenance you should sign in using your name as the user and print the screen shot of it completed with your name. 8. ICT Modules are only stable onboard for 90 days or 20,000 tests (which ever comes first). The module on C5 expired and no one changed the module and continued to use the expired module. 	Discussed

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
	12. Pathology review	<ol style="list-style-type: none"> 9. Date and initial your calibrators and QC material. We can't determine if QC or instruments issues are because the QC is old if it is not dated. 10. Do not run blood, cloudy, turbid urines on the Urinalysis analyzers. Follow the procedure on how to handle these types of specimens. When you test these samples on the instrument it causes the pipette and tubing to become clogged and causes issues. 11. When verifying your Urinalysis QC in Cerner, enter the number 2 times to ensure that you are not verifying QC that was left unverified from the previous shift. We have had QC being out of range and patient samples tested and released because QC was not verified. 12. You MUST perform your Urinalysis QC at the start of your shift. It is not acceptable to state that QC was overlooked, forgotten or I was to busy to run. 13. Document as much detail on issues in the communication log. It is hard to follow up on issues when we are not given much detail. 14. Read the communication log. Be familiar with issues that are documented. Read your emails, there are times that information is sent via email that you need to be aware of. 15. CAP Window opens on December 8th this year. We need to be CAP ready at all times. 16. 5 minute hand off communication. This is absolutely mandatory. Issues need to be recorded in the communication binder as well as verbally told to the next shift coming in. 17. Stop scribbling out on calibration logs, and documents. Place a line through the item and your initials. No use of white out or labels over documentation. 18. Working on validating NGAL on C4. (neutrophil gelatinase-associated lipocalin, lipocalin-2, siderocalin) It will be ordered by select departments only for grant purposes. It is the first diagnostic acute kidney injury biomarker which can be measured in human urine. ETA to go live is beginning of September. 19. I am updating the laminated QC sheets with the QC Numbers and Tests for all 5 analyzers with the most recent changes to assay locations. Effective 9/1/19 it is mandatory to use these laminated QC check sheets to ensure that all QC has be performed and all reagent is on board. Going forward, missed QC will not be acceptable as these sheets are a last check to ensure all QC is accounted for. 20. PCT TAT has been drastically decreased for Dayshift for the past 4 months. We broke out the RIA/ UA benches and this has not improved this past month. You need to be checking the Pending logs to ensure that all samples are accounted for in a timely manner. TAT for PCT is 90 minutes. I will be working with CP so these tubes are not spun in the back room and forgotten about. 21. Documentation on QC logs on the side of the instruments is a must. QC is being repeated but no documentation that it was out the first time. 22. If you perform QC and accidentally mix up levels (ie. 1 for 2) you must repeat the QC 	

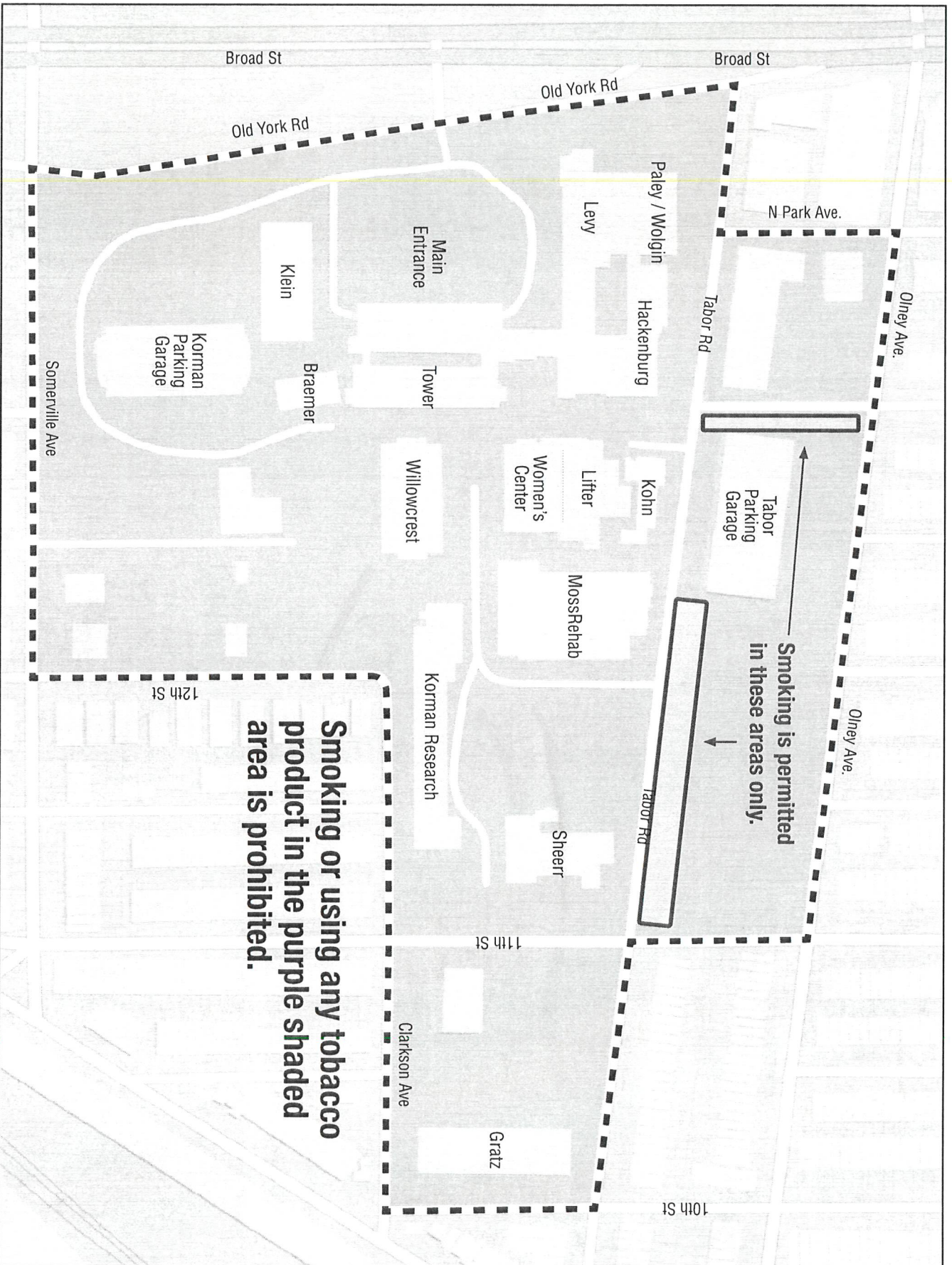
CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
Technical HEMATOLOGY	<ol style="list-style-type: none"> 1. Communication between shifts 2. Pending logs throughout shift 3. Anti X a 4. Supplies 	<p>that is out regardless of knowing that you mixed up the QC cups.</p> <ol style="list-style-type: none"> 23. Overuse of QC material. We are going through QC material way to fast. This is due to the over pouring of the QC material when only a few drops are needed. The QC material is expensive and frequent ordering is causing for new lots and having to setup on the analyzers and in Cerner. 24. 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. 25. 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. 26. 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. <ol style="list-style-type: none"> 1. At change of shift pending log should be reviewed by the both shifts. Any pending testing should be accounted for prior to leaving the bench to go home. 2. Reminder to check the pending logs at least hourly. Checking more frequently will help decrease TAT. You can set an auto refresh for the electronic log and review there frequently. 3. Anti X A go live on hold. Waiting for clinical education component 4. 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 	Discussed

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
General Hematology/ Chemistry Updates	Cleanliness	<p>receiving log procedure. Do not just open a box and take what you need.</p> <ul style="list-style-type: none"> 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. 	
General Hematology/ Chemistry Updates Continued	Lunches and breaks Restocking bench/ Receipt of supplies	<ul style="list-style-type: none"> Lunch times- Days/shift 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. 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 are put away. Do not leave anything in the hallways. If you see we are running low on supplies, please continue to notify Supervisors/ Lead Techs Vendors need to visit the Kiosk in the entrance of the hospital prior to coming into the lab. This is a new security requirement. 	
DDR	Review of DDRs	<p>DDR for September/October: 2 Critical platelets not correctly documented. Reminder to call prelim critical count and enter call back info then perform. When the smear is reviewed add scan to the comment and do not override the critical callback info</p>	Reviewed
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"> All goals have been met/ Exceeded. Keep up the great work. 	

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EMPLOYEE ISSUES/ Competency	EMCP-employees due for competency Evaluations	<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 initiating under direct observation and not the tech performing the test. Failure to complete any annual compliance will result in accountability actions. 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 Ex: if you are hired in February you can collect paperwork from February to February. 	Discussed
HOSPITAL/LAB NEWS	<ol style="list-style-type: none"> Benefits (Healthy Steps) Tobacco Surcharge Manager Minutes 	<ol style="list-style-type: none"> All employees and spouse plan members will need to attest to their tobacco status in Redbrick by 12/31/19. The surcharge will be effective 1/20/20. Employee and spouse plan members who use tobacco will either pay a \$25 surcharge per pay. Counseling Services Available 24/7 <ul style="list-style-type: none"> Everyone faces challenges in their day-to-day lives, and at times those challenges may feel overwhelming. Remind your staff that confidential counseling services are available 24/7 for all employees and their families, regardless of whether they have Einstein health benefits. A Carebridge representative can be reached directly at 800-437-0911, or employees can call LiveWell at 215-456-8484 and press #3 to reach Carebridge. Additionally, staff can reach out to their human resources representative, or our Chaplaincy at 215-456-6055. Einstein Part of Team to Acquire Hahnemann's Residency Program MossRehab Achieves Milestone on U.S. News & World Report's Best Rehab Hospitals List Einstein Represents Community in Hearing Before Government Officials Einstein Philadelphia Hosts Biggest Blood Drive Since 2014 	Discussed
HOSPITAL/LAB NEWS CONTINUED			

CATEGORY	TOPIC	ANNOUNCEMENT / UPDATE	DISCUSSION
		<ul style="list-style-type: none"> • Einstein Philadelphia Hosts Biggest Blood Drive Since 2014 • Accessing Domestic Violence Screening and Referral Process • Engaging Employees Through Psychological Safety 	
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>	Reviewed
HUMAN RESOURCES	<p>Open Positions Vacancies</p> <p>Scheduled Sick</p>	<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. • If an appointment/procedure requires all day give 7.5 hours of scheduled sick. • 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. • The employee can also use an entire day and schedule all appointments for that day. <p>The following do not require an entire day of scheduled sick</p> <p>Teeth cleaning</p> <p>Healthy Steps annual checkup</p> <p>All day ss is needed for Colonoscopies</p> <p>Procedures in which the employee maybe sedated</p>	discussed
STUDER	SLR Studer	<ul style="list-style-type: none"> • What tools do you need to do your job? • Hematology waiting on engineering for AC diverter above diff scope. Also waiting on response regarding new Coag Desk. • 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>Hematology: Sam reviewing the Benchtop availability. Sam will look into the AC diverter. TAT monitor to be hung third ticket entered.</p>

This is a Tobacco and Smoke Free campus.



Einstein Healthcare Network promotes wellness. Research has shown that smoking is dangerous to the health of the smoker and to others. Thank you for not smoking or using any tobacco product on this campus.

ALBERT EINSTEIN HEALTHCARE NETWORK

Supersedes No.HR124 Dated:	POLICY AND PROCEDURE MANUAL	No. HR124.1 Eff. Date: 10/1/2019 Page: 1 of 4
DEPARTMENT: Human Resources		SUBJECT: Premium Pay for Legal Holidays

I. PURPOSE

The purpose of this policy is to communicate the terms and conditions of pay when an employee works a legal holiday observed by the Network.

II. POLICY

Einstein observes six legal holidays per year. When an employee does not work on the legal holiday, they may be paid for the legal holiday using their Paid Time Off bank as outlined by Policy HR123 - Paid Time Off. When an employee works on the legal holiday, they are eligible for premium pay as outlined by this policy.

III. ELIGIBILITY

All regular non-exempt full-time or part-time employees who are scheduled to work on a legal holiday will be eligible for premium pay. Some per diem employees may also be eligible based on their current rate structure. Per diem employees should check with their department managers regarding eligibility. Temporary employees are not eligible.

IV. DEFINITIONS

- A. Paid Time Off Policy - Policy that outlines Paid Time Off. All regular employees who are scheduled to work 40 hours bi-weekly or more are eligible for payment of time not worked on a legal holiday by applying PTO time as outlined by the Paid Time Off Policy.
- B. Paid Time Off – Payment when an employee schedules and is approved for an absence from work or is absent due to a legal holiday observed by the Network. In the case of regular evening and night shift PTO pay includes shift premiums. An employee on rotating shifts shall be paid at the day rate. PTO time is accrued bi-weekly on the first full pay period of employment after hire and for each pay period thereafter. PTO encompasses time off for employee vacations, personal reasons and legal holidays.

ALBERT EINSTEIN HEALTHCARE NETWORK

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- C. Regular, Straight Time Pay – The base hourly pay of an employee appropriate to the time of day work is performed.
- D. Premium Pay- Rate paid to an employee at time and one half.
- E. Observed Legal Holiday – When a legal holiday falls on a weekend it is observed on the preceding Friday or following Monday.

V. LEGAL HOLIDAYS OBSERVANCE

- A. When a holiday falls on a weekend, certain departments may close on the observed legal holiday.
- B. When a legal holiday occurs on a Saturday, the preceding Friday is the observed legal holiday. When the legal holiday occurs on a Sunday, the following Monday is the observed legal holiday.
- C. No department may be closed in observance of the legal holiday or the observed legal holiday without prior approval of the appropriate Administrator.

VI. PREMIUM PAY FOR HOLIDAYS

- A. Eligible non-exempt employees shall be paid at a rate of time and one half of the employee's base pay with any appropriate differentials for hours worked on the following **actual** holidays:
 - 1. New Year's Day
 - 2. Memorial Day (last Monday in May)
 - 3. Independence Day
 - 4. Labor Day (first Monday in September)
 - 5. Thanksgiving Day (fourth Thursday in November)
 - 6. Christmas Day

This premium pay applies to the actual legal holiday and not the observed legal holiday.

ALBERT EINSTEIN HEALTHCARE NETWORK

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B. Christmas Eve and Christmas Day

1. Effective December 24, 2019, eligible non-exempt employees shall be paid at a rate of time and one half the employee's base pay with any appropriate differentials for all hours worked after 7:00 PM on December 24 through December 26 at 2:00AM regardless of the employee's start time.

C. New Year's Eve and New Year's Day

1. Effective December 31, 2019, eligible non-exempt employees shall be paid at a rate of time and one half at a rate of time and one half the employee's base pay with any appropriate differentials for all hours worked after 7:00 PM on December 31 through January 2 at 2:00AM regardless of the employee's start time.

D. Non-exempt employees whose hours of work on a legal holiday cause them to be eligible for overtime pay shall be paid at a rate of time and one half of the assigned shift's regular base straight time pay.

E. Exempt employees shall be paid at the appropriate regular pay for hours worked on legal holidays. Non-eligible and temporary employees shall be paid at the appropriate regular straight time pay for hours worked on legal holidays.

F. When an eligible employee is scheduled off on a legal holiday, the employee shall be paid using PTO time if available in the employee's PTO bank as outlined by Policy HR123 - Paid Time Off.

VII. LEGAL HOLIDAYS AND ABSENCES

- A. If an employee is scheduled off on a legal holiday and is absent without prior approval from their scheduled shift prior to or after the legal holiday, the employee is not eligible to be paid for the unscheduled absence using time from his/her PTO bank. If the absence is due to illness, the employee may be required to provide a physician's note/certification in order to receive sick pay for the day of absence. The unscheduled absence will be counted as an incident under Einstein's Standards of Attendance. Two or more unscheduled

ALBERT EINSTEIN HEALTHCARE NETWORK

Supersedes No.HR124 Dated:	POLICY AND PROCEDURE MANUAL	No. HR124.1 Eff. Date: 10/1/2019 Page: 4 of 4
DEPARTMENT: Human Resources		SUBJECT: Premium Pay for Legal Holidays

episodes of absence before, after and/or on a legal holiday in any twelve-month period will be determined excessive as outlined by Einstein's Standards of Attendance.

- B. An eligible employee who is scheduled to work on a legal holiday and is absent without prior approval on the legal holiday is not eligible to be paid for the legal holiday that was not worked either by using time from his/her PTO bank or sick bank. The unscheduled absence will be counted as an incident under Einstein's Standards of Attendance. Two or more unscheduled episodes of absence before, after and/or on a legal holiday in any twelve-month period will be determined excessive as outlined by Einstein's Standards of Attendance.
- C. Please see Policy HR123 – Paid Time Off for more information related to Paid Time Off usage.

VIII. RELATED POLICIES

- A. HR123- Paid Time Off
- B. HR052 – Sick Time

APPROVED: _____

Patrice Hamerstick

DATE: 10/1/2019

To be reviewed annually.

Einstein GPS Pillar Goal Dashboard – FY19

Pillar	Service	People	Quality	Finance	Growth	Academics																																																
Strategic Goal	Improve Customer Loyalty (Patients/ Physicians/ Employees)	Promote Workforce Safety, Wellness and Engagement	Provide Safe, High Quality Care For our Patients	Provide Cost Effective Healthcare	Provide accessible, comprehensive care across the Network	Prepare clinicians to practice in patient-centered healthcare																																																
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Measures	<p>Improve Patient Experience</p> <table border="1"> <thead> <tr> <th>Environment</th> <th>% Top Box</th> <th>%ile</th> </tr> </thead> <tbody> <tr> <td>H-CAHPS</td> <td>68.8%</td> <td>30</td> </tr> <tr> <td>EPP/EPM</td> <td>84.1%</td> <td>41</td> </tr> <tr> <td>ED-CAHPS</td> <td>55.5%</td> <td>15</td> </tr> <tr> <td>MossRehab</td> <td>83.2%</td> <td>61</td> </tr> <tr> <td>Willowcrest</td> <td>92.6%</td> <td>54</td> </tr> </tbody> </table>	Environment	% Top Box	%ile	H-CAHPS	68.8%	30	EPP/EPM	84.1%	41	ED-CAHPS	55.5%	15	MossRehab	83.2%	61	Willowcrest	92.6%	54	<p>Improve Retention</p> <table border="1"> <thead> <tr> <th>Network</th> <th>23.64%</th> </tr> </thead> <tbody> <tr> <td colspan="2">Improve Employee & Provider Engagement</td> </tr> <tr> <th>Network</th> <th>4.94</th> </tr> </tbody> </table>	Network	23.64%	Improve Employee & Provider Engagement		Network	4.94	<p>Improve Safety</p> <table border="1"> <tbody> <tr> <td>EMCP</td> <td>27.2</td> </tr> <tr> <td>EMCEP</td> <td>16.7</td> </tr> <tr> <td>EMCM</td> <td>10.9</td> </tr> <tr> <td>Moss</td> <td>18.7</td> </tr> <tr> <td>Willowcrest</td> <td>7.1</td> </tr> </tbody> </table>	EMCP	27.2	EMCEP	16.7	EMCM	10.9	Moss	18.7	Willowcrest	7.1	<p>Achieve budgeted Operating Margin</p> <table border="1"> <tbody> <tr> <td>Urban Core</td> <td>160.4%</td> </tr> <tr> <td>EMCM</td> <td>132.1%</td> </tr> </tbody> </table>	Urban Core	160.4%	EMCM	132.1%	<p>Increase patient volume</p> <table border="1"> <tbody> <tr> <td>Hospital Admissions</td> <td>100.8%</td> </tr> <tr> <td>Hospital OP visits</td> <td>98.5%</td> </tr> <tr> <td>EPP/EPM</td> <td>95.6%</td> </tr> </tbody> </table>	Hospital Admissions	100.8%	Hospital OP visits	98.5%	EPP/EPM	95.6%	<p>Increase research funding</p> <table border="1"> <thead> <tr> <th>Network</th> <th>\$5,658,277</th> </tr> </thead> <tbody> <tr> <td colspan="2"><i>(Note, ratings based on end-of-year target)</i></td> </tr> </tbody> </table>	Network	\$5,658,277	<i>(Note, ratings based on end-of-year target)</i>	
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Einstein GPS Pillar Goal Dashboard – FY20

Pillar	Service	People	Quality	Finance	Growth	Academics																																																
Strategic Goal	Improve Customer Loyalty (Patients/ Physicians/ Employees)	Promote Workforce Safety, Wellness and Engagement	Provide Safe, High Quality Care For our Patients	Provide Cost Effective Healthcare	Provide accessible, comprehensive care across the Network	Prepare clinicians to practice in patient-centered healthcare																																																
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Color Legend

- Stretch or Better
- Exceed up to Stretch
- Target up to Exceed
- Threshold (better than baseline) up to Target
- Baseline or Worse

Confidential; for internal use only. Distribute as needed.

Environment of Care Bulletin

September 2019

Medical Emergencies – What You Need To Know

- Medical emergencies can happen anywhere on our campuses.
- What is a medical emergency?
 - an unanticipated medical event affecting a patient, visitor, or staff member, at any location, requiring additional help
 - the event can range from a slip and fall to someone having a heart attack
- Specific teams are sent to respond to different types of Medical Emergencies
- It is your responsibility to know what number to call to get help.

EMCP

6-6-1-6-1

EMCEP

6-1-6-1

EMCM

2-3-3-3

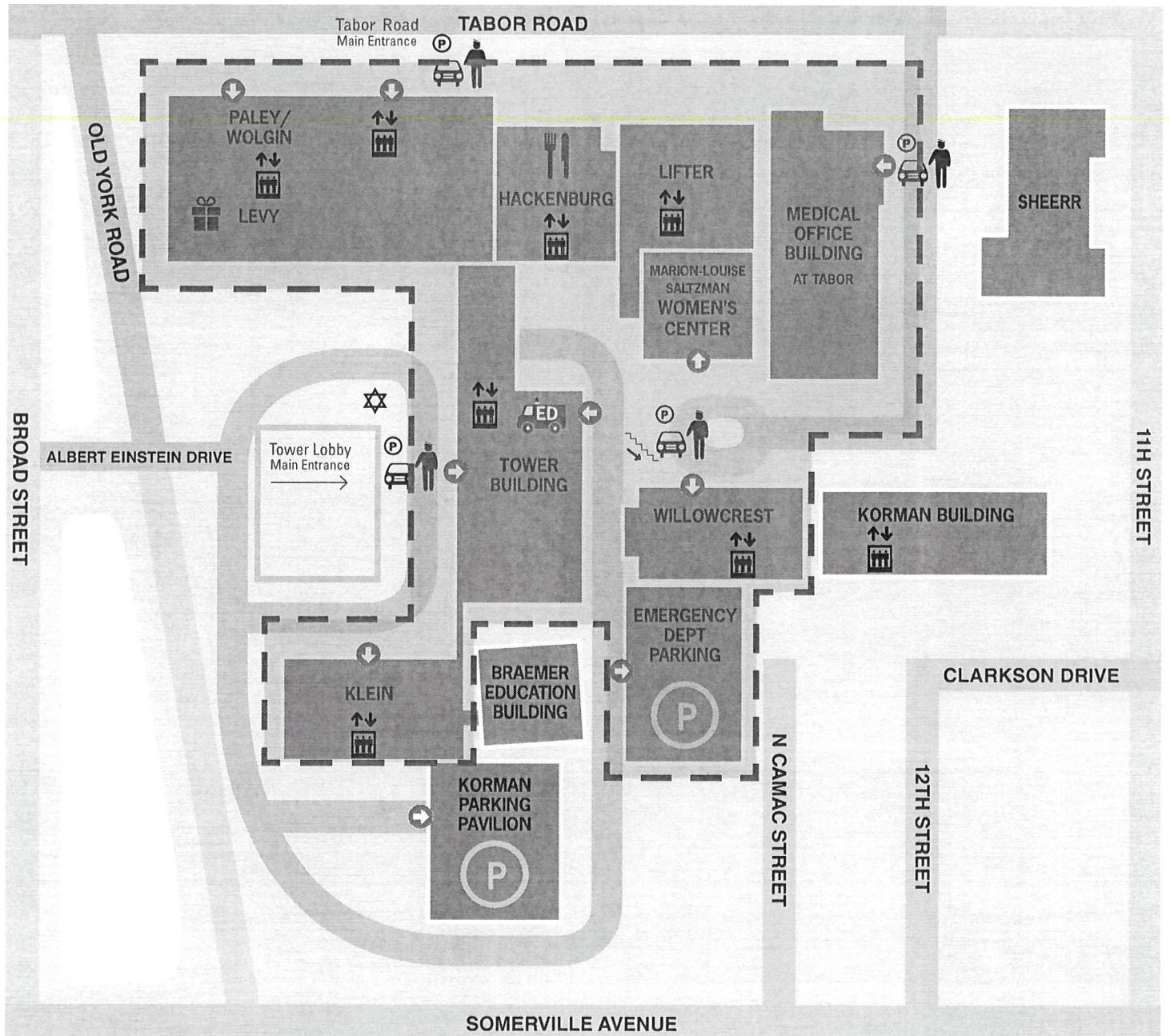
- Areas not connected to the above campuses dial 9-1-1.
- If you are unsure what number to call, please check with your manager.

When you call, what do you say?

- Give the reason you are calling
 - Code Blue
 - RRT (Rapid Response Team)
 - EMCP only – Emergency Response
- Give your location
 - Campus
 - Building
 - Floor
 - Unit/Department
 - Room number
- Do NOT hang up until the operator tells you to do so
 - This is to make sure they have all the information they need to send help to the correct place
- A staff member MUST stay with the person until help arrives



You can save a life!



Outside Red Outline: Call 9-1-1

Inside Red Outline: Call x6-6161

Note: If you are inside the red outline, but you are OUTDOORS, call 9-1-1 and Protective Services

