EINSTEIN MEDICAL CENTER-ELkins Park

subject: **Monthly Meeting Elkins PArk**

date: 4/27/20 **highlighted topics: Green-important reminders; blue-new**

**AGENDA**

**MAR/APR 2020**

| **CATEGORY** | **TOPIC** | ANNOUNCEMENT / UPDATE | **DISCUSSION** |
| --- | --- | --- | --- |
| 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.****IF YOU SEE A MISSED DOCUMENTATION, ALERT THE SUPERVISOR or LEAD TECH IMMEDIATELY!!!*** **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.\*\*\***
* **CRITICALS MUST BE DOCUMENTED IN IM. PLEASE DON’T FORGET TO PUT YOUR INITIALS AFTERWARDS.**
* **For the extended Drugs: Only put the reagent on if we get a patient. Calibrate and run QC before hand.**
* **For the drug reagents without wedges, use the conjugal tubes with the blue caps to measure out 12.5 ml to put in the wedges. They are near the bunders across from the Cepheid**
* **For Coag: Check to see when controls are due at the beginning of you shift. That way you will know when they are to be made up**
* **TAT for ED PT INR and Hospital Hep Nomos. We are tracking <45 mins**

* **Drills for Transfusion reaction and Emergency release will continue to be conducted as a competency for all. You may be assigned a quiz in Medtraining so please check. Stat ABO Rh is now on the TAT board**
* **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. 2020 will be here before you know it!!! Make sure you include all maintenance and QC documentations**
* **Comps are be due on the month you began working for Einstein. ONCE AGAIN, PLEASE INCLUDE ANY MAINTENANCE WITH YOUR COMPETENCIES. 2020 WILL BE AVAILABLE BEGINNING 2020**

**I will inform you. 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**
* **COMPLETE ONLINE using IQE. Get used to writing your DDRs online**
* **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.**
* **MAKE SURE YOU CALL AND DOUMENT ALL CRITICAL VALUES**
* **MAKE SURE YOU DOUBLE CHECK UA INFO BEFORE YOU VALIDATE**
* **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.**
* **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.**
* **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**
* **Computer Downtime procedure. 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.*** **HIT specimens will now be sent to EMCM (Montgomery). We must freeze some serum (RED or GOLD TOP). When EMCM calls with a positive result, WE, (EP staff) must send the SSA (using the frozen serum test to Quest. It can wait for the next day so CP can send out. Then we must use the COURTESY CALL to call the results to the unit, POS or NEG. See the Flow chart attachment, SO01-003 Attachment A)**

**THE TRUE DEFINITION OF A MISLABELED SPECIMEN*** A true mislabeled specimen is confirmed by utilizing the patients historical ABO and the ABO of the samples that was submitted for analysis. If the ABO (historical) and sample submitted for testing are the same, the test should be cancelled as questionable specimen integrity.
* If the ABO are different the sample should be canceled as mislabeled.
* When entering a PSN please do not check mislabeled unless the ABO confirmations have been confirmed.
* If nursing calls and notifies us that a sample is mislabeled cancel the test as a mislabeled and enter a PSN.
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| **WHAT’S NEW??** |  | * **We did well with CAP. We initially got 6 deficiency but challenged 3. No word yet as to if they will accept our challenges. Keep up all responsibilities with CAP, TJC, DOH, etc.**
* **We are in readiness preparedness for the Joint commission now. We will dedicate Thursdays to make sure we stay ready.**

* **Please make sure there is NO Patient labels in the regular trash. Also, NO paper in the sharps containers.**
* **All reagents, products, QC materials must have opened dates on them**
* **Make sure all reagent/ QC and other materials have Received dates on them**
* **Covid statistics will now be posted on the CP refrigerator. This will allow you to see how many are tested and the positivity rate for each institution.**
* **NATIONAL PATIENT SAFETY GOALS**
* **Use at least two ways to identify patients. i.e. use the patient’s name and DOB. Thus us done to make sure that each patient gets the correct medicine and treatment.**
* **Get important test results to the right staff person on time. Watch your TAT for all specimens, not just STATs**
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| CONTINUING ED | Training | * **Check the back board for Continuing ED opportunities**
* **Remember: 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 |  | * **Still looking to hire a Technical PRN**
* **Call outs**
* **There will be a survey you need to fill out if you call out. This is to give Administration an idea of if you are calling out for Covid related issues.** *https://www.research.net/r/covidabsences*
* **\*\*\*Check your call outs. See if you are falling in or out of the attendance guidelines below**
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| 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 FY20** | **Check out the FY20 LEM goals on our STUDER board. Ask questions if you have them** |  |
| **MANAGER’S MINUTES** | **News from Hospital Administration** | * **Merger:**

**On February 27, we received word that the Federal Trade Commission and the Pennsylvania Office of Attorney General filed a complaint to challenge our proposed merger. It's important to know that nothing changes** * **PASNAP Contract Extended at EMCP**
* **COVID-19 Questions?For health-related questions or concerns only (such as exposure, symptoms and testing), employees can call the LiveWell Occupational Health COVID-19 Hotline at 215-456-1091. For other questions, email** **CoronavirusQuestions@einstein.edu****.**

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| **MISCELLANEOUS** |  | **ARAMARK IS NOW TRIMEDX:THE PHONE NUMBER IS 1-877-874-6339****Please call TRIMEDX 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**
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| **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 Apr. 26****Tyra Apr. 26****STAY SAFE!!!** |  |