



Howard University Hospital Laboratory

HUH PRE-ANALYTICAL DEPARTMENT MONTHLY STAFF MEETING (PHLEBOTOMY_ CENTRAL PROCESSING)

MINUTES
NOVEMBER 30, 2023

PRESENT: SEE SIGNUP SHEET

DISTRIBUTION: WENDELL McMILLAN, DR. RAMADAN, DR. SHOKRANI, LYDIA SOFI.

MEETING COMMENCED: 10AM AND 2PM

Item	Discussion	Action	Follow-up
Welcome	A special welcome to all of our new hires: Ketty, Collette, Dominica, Taren, Lydia, Leslie, Devin and Levi.		N/A
Our Values, Our Goal World class service	<p>C.A.R.E.S - Collaboration, Accountability, Respect, Excellence and Service.</p> <p>R.I.S.E.S- Respect, Integrity, Service, Excellence and Stewardship.</p> <p>A.I D.E.T- Our model for providing world class service to patients and their families- Acknowledge Introduce Duration Explanation Thank you</p> <p>10-5 Rule: At 10 feet make eye contact with others and at 5 feet say a greeting as Hi, Hello, Good Morning etc.,</p>	<p>All staff to follow all of our values and service model guidelines.</p> <p>All staff to keep patient first in everything we do!</p>	N/A
Staffing levels Updates Overtime Hiring Vacations	<ul style="list-style-type: none"> • Now we have no open positions- see my email for an OPD-Central Processing- Phlebotomy position that will be posted as internal realignment is underway. Position will be a mid-shift type of position from 0800-1630, every other weekend, and every other holiday. • We are now a department free of Agency positions, and while we were working short, various staff filled in the hours. No staff had 	<ul style="list-style-type: none"> • Apply if interested. I have one applicant at this point. • Celebrate! 	N/A

Item	Discussion	Action	Follow-up
	<p>signed up on November OT sheet, therefore hours were given away as and when there was a need and thanks to the many who came in to help as we had many staff out, and while positions were then give away to internal hospital 2094 staff. Some staff will join us on 12/1/2023.</p> <ul style="list-style-type: none"> Overtime sheets for December 2023 and January 2024- posted for staff to sign up. Our process is, 'first come, first serve basis and staff must be fully trained in that area where OT is available and must be able to hold that shift'. 	<ul style="list-style-type: none"> Staff will be directed to move around where there is a spike in workload/ orders/ specimens/OPD patients. Be Flexible at all times. 	
<p>Performance Goals</p>	<p>Early AM Collections: October's score= 81%. Short of 9%. Goal= 90% Collect blood samples and Receive in LIS by 0800.</p> <p>Review ER Metrics on dashboard by the entrance of the Main Lab door for excellent (world class) scores for ER tests Lactic acid, CBC's, Ammonia, Potassium numbers.</p> <p>Power Processor: Load the Chemistry Power Processor within first 7-10 minutes of specimen receipt in LIS.</p> <p>Hand Hygiene: Hospital goal= 97%. Our internal goal is 80%. We achieved 60% for October 2023. New Swipe Sense badges from the Infection Control (IC) Department will be issued soon. All new hires will receive badges as well. Units with renovations are completed so all units have properly functioning Hand Hygiene sensors.</p>	<p>Draw 8-10 patients per hour, Cut off is at 0800- to collect and receive in LIS.</p> <p>Congratulations! Keep those specimens in the bin the bins moving. A new mobile/portable station will be installed in a few days so that bins can be swapped, so that all staff can help deliver a better TAT. It will be a requirement for all staff to know all process steps of Central Processing duties.</p> <p>All Staff to comply.</p> <p>All staff to comply with hand hygiene protocol with each patient visit. Non Performers were send their low scores and they are expected to make improvements.</p>	<p>N/A</p> <p>Supervisor to order few more clear bins and a mobile station.</p>
<p>-New Business -Communication -Requirements -Feedback -Reminders -Updates</p>	<p>*New*</p> <p>New Workstation assignments and floor division sheets for all shifts are in the works and will be effective 1-1-2024. New schedule pattern to be posted 12/15. In the meantime January scheduled will be posted by 12/4 or 12/5. PC's in Central Processing are labeled as Workstations 1-5 in October 2023. Workstation 1 is in charge workstation- closest to the Power Processor, 2 is to it's right in the middle, 3 faces the</p>	<p>January schedule will show numbers 1-5 where staff are assigned to workstations and from where staff will provide laboratory specimen receipt and answering of phones etc.,, cover each for breaks and inform workstation 1 when exiting for blood draws on assigned units. Ascom phones will be assigned as well. Nursing units will be</p>	<p>Supervisor to post new workstation assignments and floor division logs by 12.15.2023. (all documents, including</p>

Item	Discussion	Action	Follow-up
	<p>old closed window where specimens used to be dropped off, 4 and 5 work stations are next to the schedule board facing chemistry.</p> <p>*New* New Early Morning Lab Specimens Collections Metric and Room Temperature Monitoring SOP is underway. Stay tuned.</p> <p>*New* Holiday work schedule will be published by 1-15-2024 for your knowledge as to your assigned holidays of work for the new 2024. If a staff member signs up for overtime on a holiday, it will not affect your assigned holiday work. Because you chose to sign up and work on your non-assigned holiday-work on your own, your assigned holiday in the future will still be unchanged and you will need to work on that holiday.</p> <p>*New* UKG issues? Call the phone number provided to all via email and in Healthstream on line learning.</p> <p>Phlebotomy Licenses/Certifications- It is the responsibility of staff members to maintain updated Phlebotomy Licenses/ Certifications. I send periodic reminder for staff to submit copies of their licenses to me.</p> <p>Annual Evaluations are on going</p> <p>Perform your own blood collection Tube expiration audit each time you stock your cart/ caddy. Each time you pick up a tube or a lab supplied item look for the expiration date. Do not use expired items! Sequester the expired item/s and notify supervisor.</p> <p>Do not use tape to secure items to the cart. Long standing tape when removed causes sticky residue, which harbors bacteria/ germs. Open locked carts and do not carry expired item around. Carts are to be shared among staff members.</p> <p>Reminder - PHI Display. Do not display lab-patient blood collection labels on your carts- keep them upside down/ in the</p>	<p>informed of Ascom phones.</p> <p>Follow January 2024 schedule posted for your new years and MLK day work schedule.</p> <p>Call me/stop by with questions. I will not be inserting your missing punches. Staff must review their cards every 2-3 days and follow up.</p> <p>Director of Laboratory Operations performed an audit on 10.31.2023 and finding were submitted to HR.</p> <p>Complete HealthStream Requirements before meeting with me!</p> <p>All carts and caddies must be free of stickers. And wiped down before and after shift, and as necessary.</p> <p>Follow all compliance guidelines- review signage posted in the department.</p>	<p>schedule pattern is subject to change/ update as deemed necessary by Director and supervisor)</p>

Item	Discussion	Action	Follow-up
	<p>drawer or in the Caddy as you go up on the units for blood collections.</p> <p>In OPD when patients sign in please peel off the signed name and discard into the shredder bin.</p> <p>Review all paperwork/Lab Requisitions submitted by patients in OPD for accuracy and see that all paperwork submitted belongs to the same patient. If it does not, do not hand it back to that patient, staff must call the Drs office that wrongly sent it to us to pick it up from us, and notify them of the error that occurred on their behalf. This known as misdirected paperwork- PHI and must be handled appropriately.</p> <p>Keep yellow sheet covering the sign in page for our specimen sign in log in Central and OPD Lab at all times.</p> <p>Discard the labels properly and see that no labels stick on the outside of the shred- it bin. Look back to see if all labels were properly discarded in the bin and no labels are on the outside of the bin or the floor.</p> <p>Time and Attendance: Progressive corrective actions will be served as violations occur. Please be on time for your shift work. I do send periodic reminders via email so that staff can arrive on time for work.</p> <p>Unscheduled Overtime/ Shift Cover assignments at Supervisors discretion: Sudden call-out or tardiness cause unscheduled overtime. Under these circumstances, supervisory discretion is employed at the spur of the moment to cover processing stations and find staff that can do immediate blood draws. We work in a hospital, serving patients who are sick, who cannot wait for services. We also did not have very many takers for overtime sign up in November and we scrambled to find coverages. We do have some staff that are always willing and ready to help cover shifts.</p> <p>Reminders: Complete your HealtStream requirements, Media Lab assignments, Med-Training assignments and your hand hygiene requirements ASAP. It is your responsibility to read your email on a daily and regular basis. AM First shift staff must start your lunch</p>	<p>UKG- your schedules are in UKG, we follow posted paper schedules to see who all are scheduled to work and for work distribution/ assignments.</p> <p>Director of Laboratory Operations is aware and regularly updated on the staffing needs, vacancies, call outs, new hires and training schedules that contribute towards overtime.</p> <p>Scheduled overtime is offered on 'first come, first serve basis' and many seniors are not signing up even though OT is published via email as well. OT slots cannot be left vacant until seniors decide- so we use first come, first serve basis to distribute overtime in our department.</p> <p>Combining 15 minutes of break time with lunch is not permitted.</p>	<p>As new hires receive their training and pick up shift work, overtime will significantly reduce</p>

Item	Discussion	Action	Follow-up
	<p>breaks at 0900 because at that point you have completed full four hours of work. Second shift must begin at 1700 hrs. Night shift complete lunches way before 0400 hrs.</p> <p>Causing unnecessary disturbances/ disruptions while at work is strictly prohibited. Think two times before you speak/ answer a query from a coworker or supervisor. And, staff that ask work questions- please remember to use inside voices/ indoor voices to keep an even tone and be professional at all times. There is no room for rudeness in our department. Do not disappear from your assigned stations of work- Phlebotomy, OPD lab and Central. Make sure in charge staff or me, we are aware of where you are. Please do not leave your areas without a proper reason.</p> <p>Patients Records: All work we do and all comments we insert in LIS are permanent records, therefore be truthful of what you insert in LIS. Be truthful about inserting comments in LIS with nurse names/ Physicians names/ Residents names. And know that when an inquiry were to be conducted via Root Cause Analysis (RCA)for failure in providing timely patient services, records will be pulled and reviewed and you may be have some questions to answer along with me being questioned and the Director as well. Maintain good Daily Phlebotomy Workload forms as well. Submit them during end of your shift to me. Some staff are not regularly filling out their Phlebotomy workload forms.</p> <p>STAT and TIMED Collections: Collections to occur within 15 minutes of order. Night Shift staff will collect stats from 2115 hrs up to 0515 hrs. AM staff from 0515 up to 1315 hrs. Second shift from 1315 up to 2115 hrs. As we do have shift overlaps. Do not leave orders unattended.</p>	<p>Be professional at all times!</p> <p>Use LIS and SPOK Web communication tools proficiently.</p> <p>Work responsibly- work as a team!</p>	
Safety	HIPAA and PHI:		

Item	Discussion	Action	Follow-up
	<p>OPD Sign In Sheets to be free of other patients written information. Keep requisitions in folders. Do not throw labels in regular trash or sharps containers. No non-sharps items must be discarded in sharps bins.</p> <p>Know what HIPAA and PHI stand for? Health Insurance Portability and Accountability Act.</p> <p>PHI- Protected Health Information.</p> <p>No food, drinks, personal belongings are to be brought into the work areas. No application of makeup items are to be used in the work areas. No food items to be stored in work areas.</p> <p>Wear lab coats, and gloves when handling/processing lab specimens and when drawing blood.</p> <p>No cell phone use in work areas. Phones must be silenced.</p> <p>Take breaks away from workstations.</p> <p>PPE supplies- we have enough supplies in the stock room of all sizes- please use as per need to be safe and keep patients safe as well.</p> <p>Do not leave your carts unattended and left in non-designated areas at any time. We carry sharps and tourniquets that can be stolen or used to harm others.</p> <p>Follow all safety guidelines of the hospital displayed in designated areas and outside/inside patients rooms. Always ask questions if you do not know what the sign is about.</p>		
Meeting adjourned	1120 hrs, and 1515 hrs.		
Next meeting	TBD		