

AABB
Annual Meeting
& CTTXPO **2012**
OCTOBER 6-9, 2012



BOSTON
BOSTON CONVENTION CENTER



CTTXPO

(9207-LMT)

Nurses Are from Mars, Lab Techs Are
from Venus: Interprofessional
Collaboration in the Workplace

October 7, 2012 ✧ 8:30 AM - 10:00 AM



Event Faculty List

Event Title: 9207-LMT: Nurses Are from Mars, Lab Techs Are from Venus: Interprofessional Collaboration in the Workplace

Event Date: Sunday, October 7, 2012

Event Time: 8:30 AM to 10:00 AM

Director/Moderator

Olive Sturtevant, MHP, MT(ASCP)SBB, SLS,
CQA(ASQ)

Quality Assurance Director
Dana Farber Cancer Institute
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Disclosures: **No**

Speaker

Elizabeth Hart, MA, CLS, MT(ASCP)
Lecturer; Clinical Laboratory Scientist
University of Massachusetts-Dartmouth; Faulkner
Hospital

beth.hart@umassd.edu

Disclosures: **No**

Speaker

Bethany King, MS
Cellular Therapies QI Analyst
Dana Farber Cancer Institute
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Disclosures: **No**

Speaker

Colleen West, RN, BSN, MBA, CPHQ
Nursing Director: Quality and Magnet Programs
Dana Farber Cancer Institute


CMWest@partners.org

Disclosures: **No**


9207-LMT

**Nurses are from Mars, Lab Techs
are From Venus: Interprofessional
Collaboration in the Workplace**

Elizabeth E. Hart, MA, MLS (ASCP)^{CM}
 Faulkner Hospital *and*
 University of Massachusetts-Dartmouth
 beth.hart@umassd.edu



FAULKNER HOSPITAL
Brigham and Women's Health Care



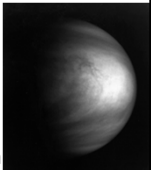
UMass | Dartmouth

Objectives

- Review how each employee's professional background influences perspective in the workplace.
- Discuss how understanding these professional differences can ease communication and improve workflow.
- List ways to help build a culture of understanding between professionals with differing backgrounds.

Lab Techs are from Venus

Clinical Laboratory Professionals	Venus
CLS: 165,220	Distance from sun 0.72 AU
CLT: 156,860	Distance from Earth 0.819AU
Total: 322,080	Equatorial diameter 12,104 km
	Temperature -44C to 500C

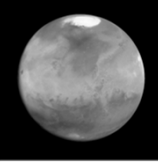


www.nasa.gov

www.bls.gov

Nurses are from Mars

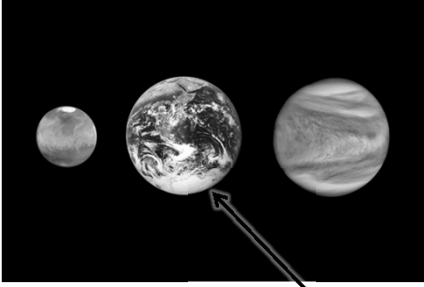
Nursing Professionals	Mars
RN: 2,724,570	Distance from sun 1.66 AU
LPN: 729,140	Distance from Earth 1.792 AU
Total: 3,453,710	Equatorial diameter 6,787 km
	Temperatures -140C to 20C




www.nasa.gov

www.bls.gov

Venus, Earth, and Mars



CLS and Nurses Live and Work HERE!

Mission Statement 

Faulkner Hospital strives to attain excellence in patient care services, provided in a learning environment with dignity, compassion and respect.

This is the mission of the entire healthcare team & nowhere does it say, "Mission Impossible"

Laboratory Diagnostics

Based significantly on laboratory reports and tests results

- Data-driven**
- Patient history
- Medications
- Current status

Nursing Diagnosis

Based on clinical evaluations during assessment AND data

- Patient
- Family
- Response to stimuli
- Potential health risks
- Lifestyle
- Community

Venus and Mars must align with Earth!

The diagram consists of two overlapping circles. The left circle is labeled 'Data-driven' and contains the text 'Analysis of specimens'. The right circle is labeled 'Patient assessment' and contains the text 'Symptoms of patient'. The overlapping area in the center contains the text: 'Education', 'Compassion', 'Communication', 'Highest Quality', and 'Patient Care'.

Complete and Accurate Diagnosis

- Examination of signs and symptoms**
 - ❖ Current patient status
- Medical history**
- Clinical Data**
- Characterization of pathogen(s)**

Laboratory Data and Diagnostics

- Number of discharges: **36.1 million** ('11)
- Number of outpatient visits: **96.1 million** ('11)
- Number of laboratory tests performed in U.S. **6.8 billion** (2007)

It is estimated that >70% of medical decisions are based on clinical laboratory information

www.cdc.gov

Venus and Mars working together

- Second blood type specimens- **ABO2**
- Hemolyzed blood specimens
- Blood Cooler for Operating Room
- Transfusion Reactions
- Administering blood products

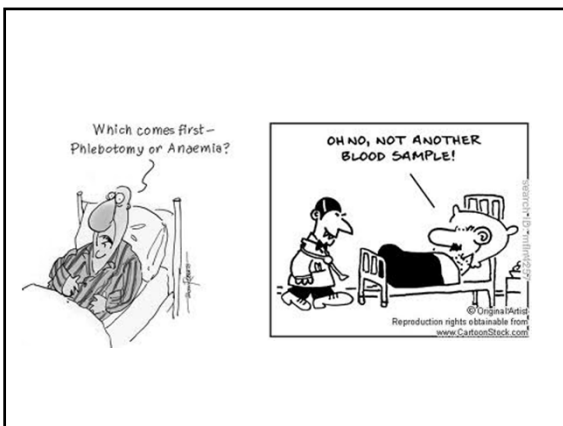
ABO2

Venus

- What?**
- Second BB specimen drawn > 20 minutes from first venipuncture
- When?**
- No previous blood type history
- Why?**
- Confirmation of correct patient blood type
 - Prevent incorrect patient ID and tech errors

Mars

- What?**
- Another venipuncture
- When?**
- They have a history at hospital X
- Why?**
- Don't you trust us?
 - Don't you know what you're doing down there?



Hemolyzed blood specimens

Venus

- Hemolyzed specimens are NOT acceptable for most laboratory tests
- Data generated---invalid
- Inaccurate diagnosis or treatment may result
- NEED NEW SPECIMEN

Mars

- Are you sure it's hemolyzed?
- The patient was a difficult stick
- The patient is so ill and has been stuck many times
- Can't you just run the test anyway?

Hemolyzed Specimens

Currently unresolved
≥30% of blood specimens from O.R. and E.R. are hemolyzed

- Use of syringe to draw blood
- Inadequate venipuncture training
- Drawing from IV sites

Continuing to work with Nursing Educators

Blood Products in Critical Care Areas

<p style="text-align: center;">Venus</p> <ul style="list-style-type: none"> • FDA requirements for blood product storage and transportation temps. • Accommodation of need for immediate availability • Reduce waste and potential adverse reactions 	<p style="text-align: center;">Mars</p> <ul style="list-style-type: none"> • Need products in O.R. • Don't have time to bring unused products back to blood bank • Don't want to have to monitor products during surgery
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Blood Products in Critical Care Areas

Outcome

- ❖ Purchase of blood coolers
- ❖ Maintained and monitored by CLS
- ❖ Available to O.R., R.R., E.R., and Radiology
- ❖ Ease of use- minimal training
- ❖ Decreased response time for need of products in critical care areas
- ❖ Significant reduction in blood product waste

Transfusion Reactions

Venus	Mars
<ul style="list-style-type: none"> • STOP transfusion • Notify blood bank • Need to follow SOP • Need for proper documentation • Need to work-up patient IMMEDIATELY • Need to communicate with nurse, doctor and pathologist 	<ul style="list-style-type: none"> • Need to care for patient • Treat symptoms and calm patient • Need to document and draw appropriate specimens • Need to communicate with lab

Transfusion Reactions

Outcome

- Blood Bank worked with Nursing to revise the Transfusion Reaction Forms
- New SOP
 - ❖ Includes tear-off cover instruction page
 - ❖ Guide for nurses and doctors
- Education

Administering blood products

Venus	Mars
<ul style="list-style-type: none"> • FDA requirements <ul style="list-style-type: none"> √ Positive ID of patient √ Initial monitoring of patient • Minimize patient exposure • Protocol specific for product • Avoid adverse transfusion reactions • Limit product waste 	<ul style="list-style-type: none"> • Immediate need of product • Staffing • Limited knowledge of blood products <ul style="list-style-type: none"> √ Storage √ ABO/Rh compatibility

Administering Blood Products

Outcome

- ❖ **New Nursing SOP**
 - ✓ Includes summary of chart of blood components and blood product compatibility tables
- ❖ **Best Practices and Care of Patient**
- ❖ **Education and communication**
 - ✓ CLS to Nurse Educators
 - ✓ Nurse Educators to staff nurses

Common Ground: We All CARE



C. Communication

A. Analysis *and* Adaptation

R. Respect


E. Education *and* Evaluation




9207-LMT

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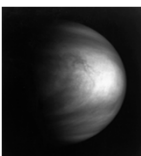
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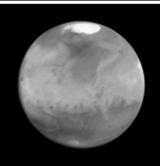
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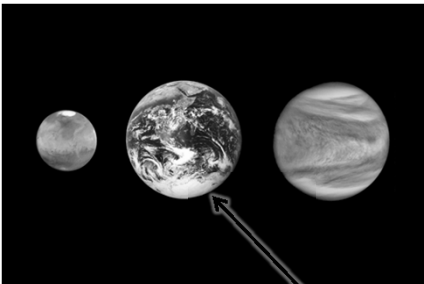
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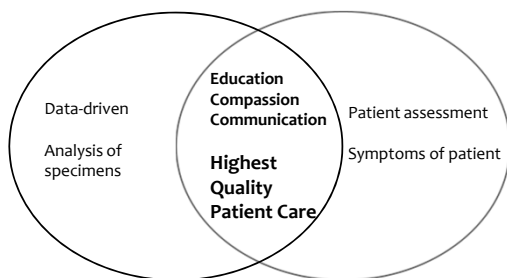
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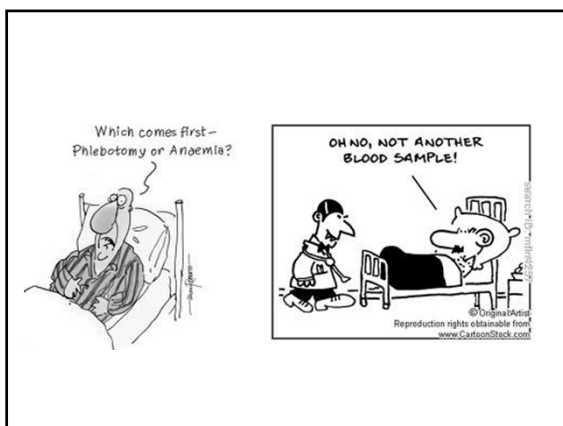
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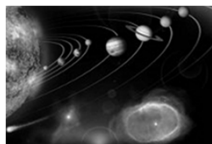
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Interprofessional Collaboration in the
Workplace**

Bethany King, MS
Dana-Farber Cancer Institute
bking3@partners.org



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**Can Professional Training
Cause Arguments?**



Agenda

- Why we choose our profession
- Why professional training matters in the workplace
- Why we should value professional diversity in problem solving
- How do we use this knowledge to form effective multidisciplinary teams

How Did We Get Here?

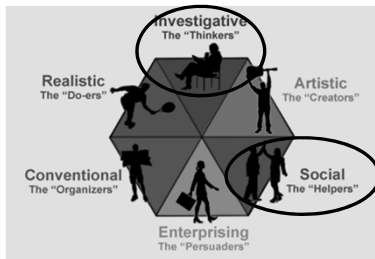


4 factors influence career choice

- values
- educational system
- emotion
- reality

Ginzberg, Ginsburg, Axelrad, Herma (1951)

Holland's Career Typology



Why Does Profession Matter?

We tend to focus on other differences when we run in to communication issues:

- male/female
- older/younger
- personality differences
- communication styles



General Differences

	Solves Broad Medical Problems	Solves Specific or Specialized Medical Problems	High Social Interaction	High Computer/ Machine Interaction
MD	✓	✓	✓	
Researcher		✓		✓
Nurse	✓		✓	
Lab Tech		✓		✓

Understanding Others – What's the Problem?

- People tend to sort themselves in to professions based on personality traits they may not even realize they have
- Each profession has their own niche of specialized knowledge
- Transitions in care are where the errors occur

Group Diversity Matters



- Groups have a higher IQ when they can respect each other
- Reading others emotions in groups is more important than motivation, satisfaction or unity
- This empathy can be built in under 10 minutes and last for up to a year

Back to the Earth

- Reflect on why you chose your own profession and what it means to you
- Make friends!
- Acknowledge differences
- Celebrate this diversity



Thank you!



Email:
bking3@partners.org

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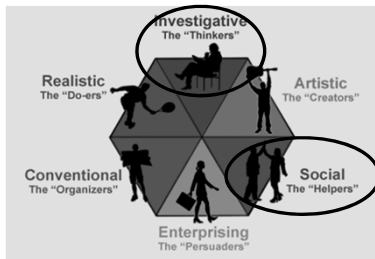


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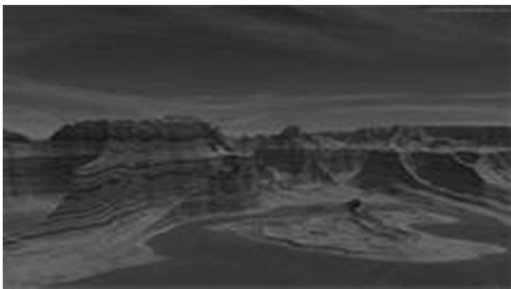
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Nurses are from Mars?



Gender Differences in Communication

Male

- Content focus
- "Just the facts"

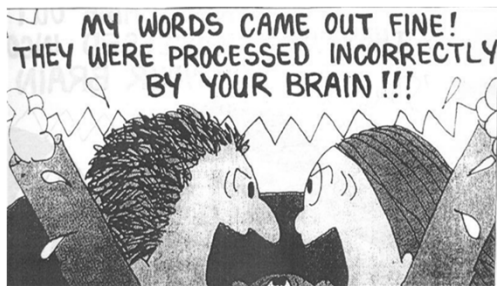
Female

- Relationship focus
- Detail oriented
- *Over 93% of nurses are female

Setting Expectations: SBAR Communications

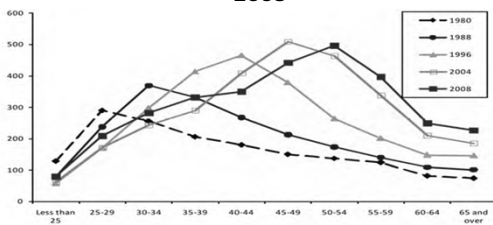
- Situation
- Background
- Assessment
- Recommendation

Communication Conflicts



Generational Differences in Communication

Age distribution of the RN population, 1980-2008*



<http://nursinworld.org/FunctionalMenuCategories/MediaResources/MediaBackrounders/NursinobtheNumbers>

WORKPLACE CHARACTERISTICS				
	Veterans (1922-1945)	Baby Boomers (1946-1964)	Generation X (1965-1980)	Generation Y (1981-2000)
Work Ethic and Values	Hard work Respect authority Sacrifice Duty before fun Adhere to rules	Workaholics Work efficiently Crusading causes Personal fulfillment Desire quality Question authority	Eliminate the task Self-reliance Want structure and direction Skeptical	What's next Multitasking Tenacity Entrepreneurial Tolerant Goal oriented
Work is ...	An obligation	An exciting adventure	A difficult challenge A contract	A means to an end Fulfillment
Leadership Style	Directive Command-and-control	Consensual Collegial	Everyone is the same Challenge others Ask why	*TBD
Interactive Style	Individual	Team player Loves to have meetings	Entrepreneur	Participative
Communications	Formal Memo	In person	Direct Immediate	E-mail Voice mail
Feedback and Rewards	No news is good news Satisfaction in a job well done	Don't appreciate it Money Title recognition	Sorry to interrupt, but how am I doing? Freedom is the best reward	Whenever I want it, at the push of a button Meaningful work
Messages That Motivate	Your experience is respected	You are valued You are needed	Do it your way Forget the rules	You will work with other bright, creative people
Work and Family Life	Ne'er the twain shall meet	No balance Work to live	Balance	Balance

*As this group has not spent much time in the workforce, this characteristic has yet to be determined.

<http://www.fdu.edu/newspubs/magazine/05ws/generations.htm>

Nursing Profession: Ethics and Collaboration

Nightingale Pledge:

- "...I will do all in my power to maintain and elevate the standard of my profession,..."

**ANA Code of Ethics for Nurses
Provision 2.3**

- "...collaboration requires mutual trust, recognition, and respect among the health care team"

Provision 6.3

- "the nurse is responsible for contributing to a moral environment that encourages *respectful interactions* with colleagues, support of peers, and identification of issues that need to be addressed".

<http://www.nursingworld.org/FunctionalMenuCategories/AboutANA/WhereWeComeFrom/FlorenceNightingalePledge.aspx>

Nursing Experience

- The last hour of the night shift
 - Patients are waking up
 - Morning lab results obtained—Critical Results called back
 - Preparing for change of shift

Nurstoons by Carl Etzine

Issue: Early AM Lab Results

- "I drew my patient's blood at 5am, the results are still not back"
- "Why can't all of our patients have their bloods drawn with results back by the time physicians make rounds?"
- "How can everyone expect to be first?"

Finding Common Ground

- As healthcare professionals, our aim is to provide excellent patient care no matter which role
 - Some times it is hard to see the "forest through the trees"
- Many difficulties result from system issues, time constraints, multiple demands & pressures
 - Less awareness of each other's work environment can increase tension & opportunities for misunderstanding
