

# Laboratory & Nursing Relationships



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# Objectives

- Discuss the importance of explaining the “why”
- Describe relationship building ideas
- Explain effective ways for rounding and communication

# Challenges

- Nursing does not understand the policies/procedures
- Laboratory doesn't know testing is being performed by Nursing
- Nursing does not understand importance of collecting/performing test correctly

Continued

# Challenges

- Laboratory thinks Nursing is “hopeless” to try and train-doesn’t even try or tried and failed
- Nursing thinks Lab is against them-“they hemolyze or clot my specimens”

# How Do We Improve?



Communication

# Communication

- Open communication on an on-going basis is the key to a successful relationship
- Let's look at a few examples

# Examples

- Hemolyzed Specimens
- Short Samples
- Order of Draw

# Communication

- How do we close the loop?
- Who is responsible for closing it?





# Communication

- It is both lab and nursing's responsibility to provide excellent patient care
- Doesn't really matter who takes the lead, as long as it gets done
- Explained the "why"
- Tied it back to patient care

# Communication

- Nursing's main focus is patient care, not performing lab tests
- Most of the time nursing does not want to collect/perform lab tests, but realize that if it is best for patient care, then they are willing to collect/perform lab tests

# See The Benefit

- Both Lab and Nursing need to see a benefit for the testing to be successful
- Nursing needs to see Lab as a resource



# How Do We Get There?



We Climb The Mountain Together

# Errors

- Incomplete standardization of staff training and procedures
- Inconsistency in following good laboratory practices
- Random patient identification errors

# Rounding/Communication

- 5:1 Theory
- Daily Rounding
- Staff Meetings
- Provider Meetings

# Compliance

## Comprehensive Manual

- Training Checklists
- Standardized Procedures
- Competency Assessment Guidelines
- Supply Information
- Regulatory Requirements
- Quality Control Logs

# Compliance

## Quality Assurance & Good Laboratory Practice

- Need a QA program to ensure compliance with good laboratory practices
- Audit Examples
- Where do the audit results go?
- Are there consequences for non-compliance?





And Then We Ride Off Into The Sunset Together...

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