

When Professions Meet: Bridging the Gap between Laboratory and Nursing

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Many healthcare professions view situations differently, while the main objective is identical:

Providing the best patient care possible!

- Identify different models for learning by the laboratory and nursing professions
- Identify barriers to communications between the two professions
- Explore strategies to build strong positive relationships between laboratory and nursing staff

Laboratory Profession

- The medical diagnosis
- Education from/about scientific findings
- The scientist (research)

Nursing Profession

- The patient care plan
- Education of patient and family
- The eyes and ears of the physician

Why did you choose the
Laboratory Profession?

- Desire to help others
- Job availability
- Love of science
- Challenge
- Personal/Professional goals

Laboratory Profession

- Prefer less patient contact
- Distant Interaction with physicians
- Deal with patient testing, often specific testing
- Want to help physicians find answers to diagnosis and treat patients

Nursing Profession

- Want patient contact
- Interact with physicians closely
- Like to treat patients as a whole
- Enjoy interaction with family and making a difference in patient care

- To provide the most accurate test possible
- To help the physician diagnose and/or treat the patient
- To provide the best patient care through laboratory testing

- Provide the best care for the patient so they may return to a functional daily activities of living
- Do everything possible to help the patient get well before discharge
- Prevent a relapse or re-admission through patient care and education

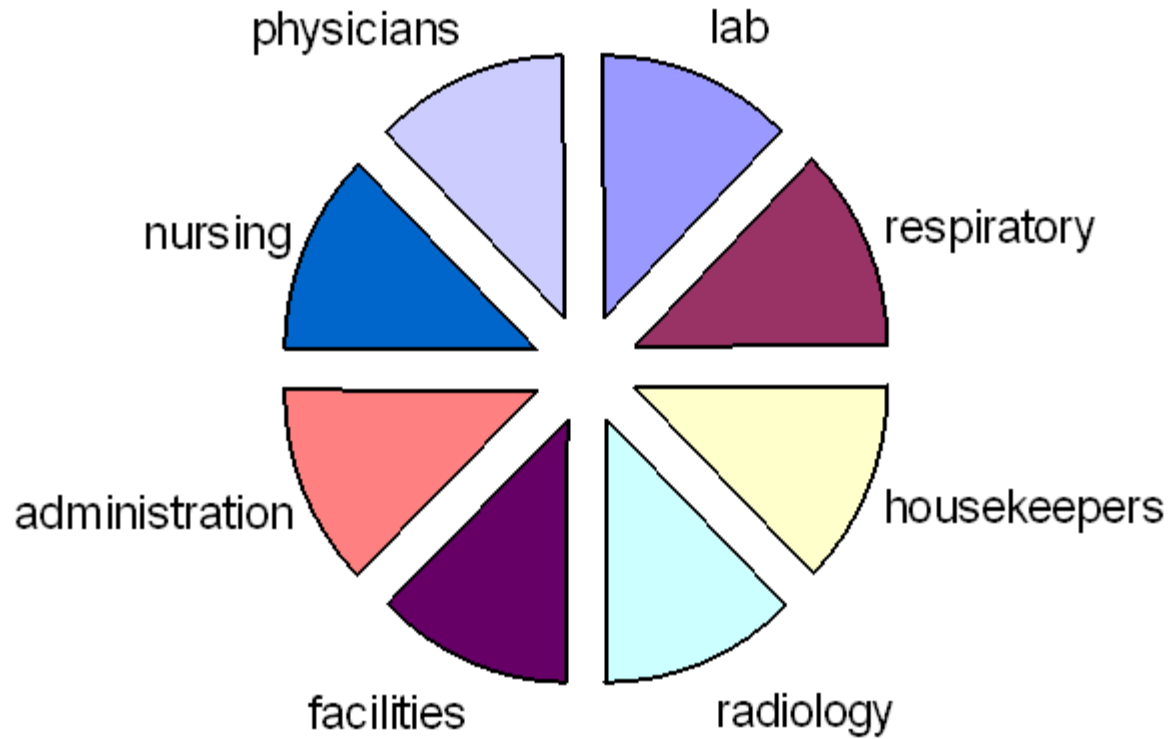
- Little or no flexibility in testing
- Must follow SOP's exactly
- Mostly science less "art"
- Highly regulated
- Critical thinking- less creative

- Flexibility to change the order of steps in patient care
- Follows SOP's but may sometimes re-arrange order
- As much “art” as science
- Can be less regulated
- Can be creative and abstract in approach

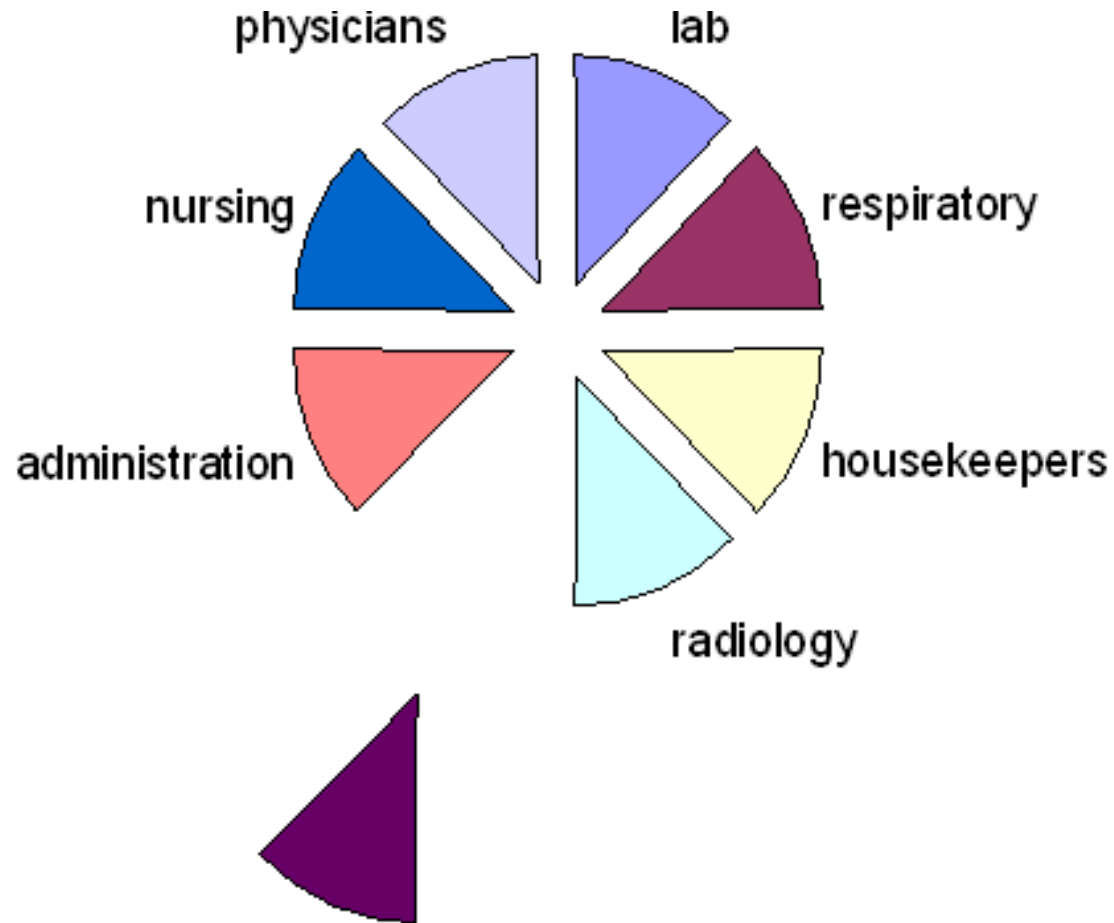
Understanding between professions during crisis

- Accurate and clear communication
- Have all the facts
- Get to the point
- If you don't know an answer, ask someone who does
- **THE PATIENT** is always at “center stage”

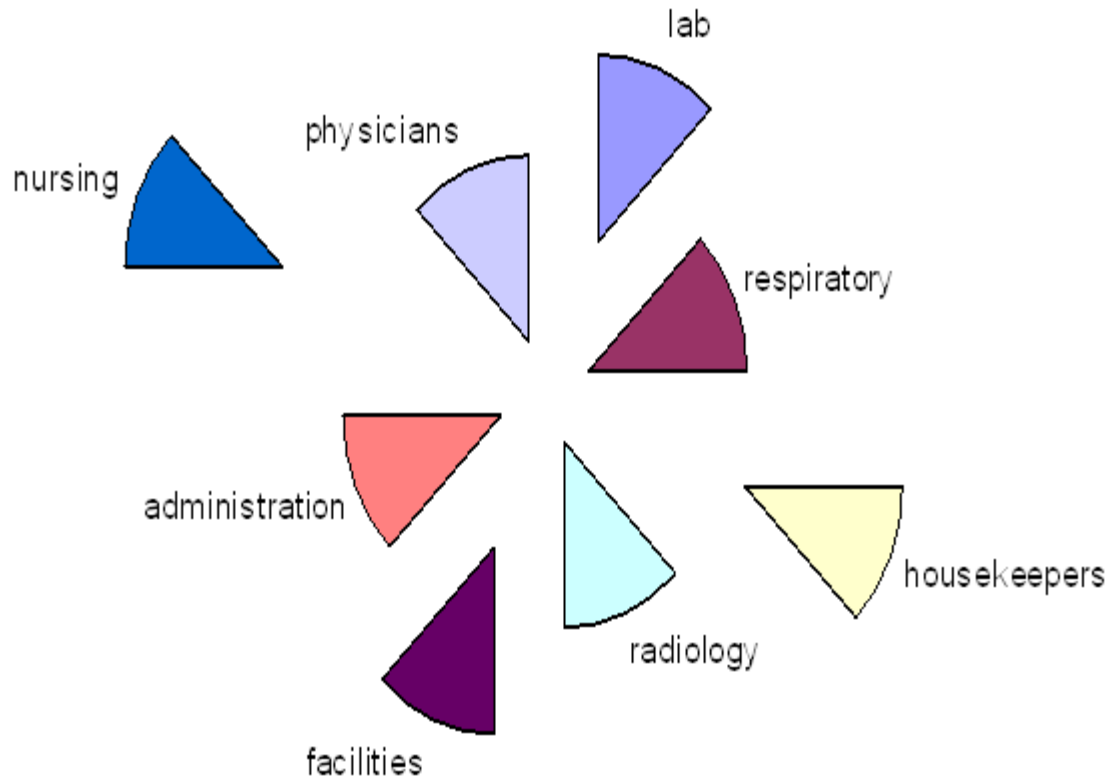
Cohesive Patient Care



Removal of One Piece of the Wheel



Fragmented Patient Care



- Be patient and calm in all situations
- Be courteous and professional
- Take a moment in the situation to put yourself in the other person's shoes
- If the other person is unreasonable, ask to speak to someone who is reasonable

- Shadow the other profession
- Read about the profession: their roles, jobs and education
- Sit with other departments during lunch, breaks, meetings or in-service education
- Invite the other profession members to your department

- Set up exchange programs between Laboratory Staff and Nursing Staff
- Share education ideas
- Let the other profession have your ear

- Develop Trust among nursing leadership
Find out when they meet..ask to attend their meeting for 5 minutes once a month.
- Educate, Educate, Educate...When consulted to verify regulations, practice, interpretation of laboratory values...ask to present to the nursing staff or to their nurse educators.

- Make your expectations and concerns known to the nursing upper management. Develop a working relationship between departments
- Round with the nursing units
- Manage Up
- Reward and Recognition

- Educate others regarding the laboratory profession
- Share best practices....don't RE-invent the wheel
- Get involved

Always ask:

Is my department meeting your needs?

Are my staff/students friendly when they converse or interact with your staff?

How can we assist you with your needs from the laboratory?

Patient Care Unit (PCU) Rounding Log

Date: _____ PCU: _____ Staff Interviewed: _____

Is my department(s) taking care of your patient's needs?

Are there any recent issues that may have occurred with our department's interactions? _____

Is there anything we can do better for your area?

Is our communication satisfactory or are there needed improvements?

Thank you for your time:

Please return to: Kelly- Supervisor of clinical laboratory

- When the laboratory staff compliments the nursing staff...Let the nurse manager of that employee know about it.
- If you do patient audits and the patient complains about nursing staff...manage up that nursing unit, if appropriate.

Patient Rounding Log

Patient Rounding Log Trainer ID: _____

Date: _____ Floor and Room/Bed: _____ ID: _____

Did the phlebotomist(s) that drew your blood today introduce themselves? _____

Do you remember their name? _____

How did they do? And why? _____

Is there anything that we can do better? _____

Thank the patient for their time.

Please return to Beth. Thank you!

- When the nursing staff compliments your staff...Let your employee(s) know about, preferably in front of their peers.
- Send thank you notes to nursing staff when they catch a deviation in SOP from your department

- It's all about proof.. Turn-around-times being questioned?
- Present findings at a joint session
- Work jointly on quality team

- Become a valuable resource... once you earn credibility with the other profession, you will be viewed as the resource in your area.
- Work to become the consultant.
- Keep current on what is happening in your institution.

- Reward the other profession for wins
- Reward your staff/students when they work well with other departments.



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