

“And I Will Report You to Your Supervisor”

- It took 2 sticks.
- That really hurt!
- I am going to get a bruise!
- You took too much blood.
- I was waiting longer than other patients.
- You did not draw me where I requested.
- You used a big needle.
- You are rude.
- I told you that you only get one stick.
- Don't you care about your patients?

What Do You Say?

- I understand that this was difficult, _____
- Here is my supervisor's name and phone number.
- I will have my supervisor come speak with you.
- May I find you someone to speak with before you leave.
- NEVER blame the patient.
 - Your veins roll.
 - You are a very difficult draw.
 - Don't move next time.

Let's Avoid the Problem

- Good technical skills
- Good interpersonal skills
 - Listen
 - Smile
 - Respond
 - Ask
- Explain what you are going to do
- Apologize when appropriate
- Offer to have some one else draw
- SHOW YOU CARE

I Have Something In My Pocket!

- Develop statements for dealing with patient concerns
 - Done by team
 - Agreed on
- Put on cards
- Laminate
- Use as part of the training



Patient Follow Up

- The return out patient visit
 - Find out when
 - Have a manager present
- The next morning
 - Have some one else draw
 - Take some one with you
- Greet the patient the same way you greet your favorite patient!
- Develop good interpersonal skills
 - Workshops
 - In services
 - Reading
 - Modeling

Just Helping

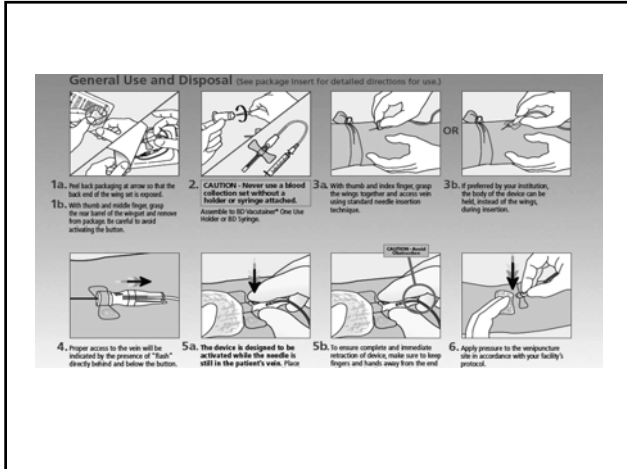
- Patient brought his own alcohol
- Afraid of the carcinogenic properties of alcohol swabs
- Provides a nice silver flask
- Vodka
- Provided patient with alternate choices and flyers to read.

The Non English Speaker

- Spanish speaking
- Languages common to the area
- Hearing Impaired
- Be prepared!
- Concerns
 - Patient Identification
 - Fasting
 - Appropriate draw site
 - Mastectomy
 - Fistula
 - Fainting
 - Actual procedure
 - Post puncture care

Communication Aids

- Posters or preprinted materials
 - Commercial
 - In house
 - Local
- Pantomime
- Translator
 - Professional
 - Family member
 - Employee



English to Spanish in Google

- <http://www.spanishdict.com/translation>
- I am going to draw your blood
 - Voy a llamar su sangre
- Have you had anything to eat today?
 - ¿Ha tenido algo de comer hoy?
- Come back in one hour to have another blood sample drawn.
 - Volver en una hora a otra muestra de sangre se han extraído.

Ta Da

- Walked in to room and patient jumped into air with legs spread and tore off gown
- What would you do?
 - Refuse to draw?
 - Get a nurse?
 - Return to the lab?
 - Call your supervisor?

Scenario

- An employee in training was getting ready to draw a blood culture and electrolytes when you are paged away from the bedside.
- The blood culture bottles, chemistry tube, butterfly needle and three 10 mL syringes are selected and he is in the process of prepping the patient's hand.
- When you return, the anaerobic bottle is filled, he is filling the aerobic bottle, and the third syringe has about 1.5 mL.
- The new employee is very pleased with the successful draw.

Scenario Continued

- The K+ was not reportable and had to be redrawn.
- Why did the K+ have to be redrawn?
- What questions will you ask the phlebotomist before redrawing the chemistry sample?
- Does the blood culture need to be redrawn?

General Answers to Discussion Questions

- Hemolysis is the most likely reason the K+ needed to be redrawn. Hemolysis causes increased K+.
- Ask if the blood flow into the third syringe was slow or erratic and how long the tourniquet was on.
- Ask if the first syringe drawn was put in the anaerobic bottle. If "yes", redraw the blood cultures because the anaerobic bottle is air contaminated.

Causes of Hemolysis

- Traumatic draw
 - Probing for a vein
 - Can cause tissue fluid contamination.
- Drawing in or above a hematoma
- Tourniquet left on too long or too tight
 - Hemoconcentration
 - Increased osmotic pressure
- Pumping or clenching fist
- Small bore (25) or large bore (18) needle
 - Aspiration force through small needle
 - Force of blood increased as hits tube through large needle

Causes of Hemolysis

- Pulling on the syringe and getting minimal sample
- Poor needle placement causing blood to come in unevenly and slowly
- Pushing syringe plunger during transfer
- Drawing through wet alcohol
- Vigorous mixing
- Air leak in phlebotomy assembly causing frothing

Hemolysis in Perspective

- Why can we report a potassium result and not an LD result if both are effected by hemolysis?
- **Answer:** LD is 160 times higher inside the red cell than it is in the plasma!
- Potassium (K+) is 24 times higher inside the cell than in the plasma.
- It takes less hemolysis to effect the LD than to effect the K+.



Phlebotomy Fun Facts

- Why is it a problem to draw a CBC on a screaming baby?
- Why not use ammonia if some one faints?
- Can I use a heel warmer for body temperature transport?
- The WBC is falsely elevated
- It can trigger an acute asthma attack
- No, a chemical heel warmer is warmer than body temperature.

Favorite Phlebotomy Questions!

- What are you doing to my sample? It is hemolyzed again!
- Where are the little glass blue topped tubes I used to drip fingerstick blood into?
- Can you just add a blood culture? (As you are completing a draw.)
- What do you mean I can't pour 3 blue topped tubes together to get a full one?

Favorite Phlebotomy Questions!

- My nose is really bleeding, can you just use that blood?
- Do you mind? My daughter has to stay in my lap. (Adult is getting blood drawn)
- Can I stick myself? I've had lots of practice.
- They drew blood yesterday. Why are you back?
- Are you old enough to do this? I want her! (points to older trainee)
- How many times are you going to stick me?

Worst Phlebotomy Information

- http://www.ehow.com/about_4566935_phlebotomy.html
- People with certain genetic predispositions can develop Hemochromatosis from repeated punctures by phlebotomy needles. This is a potentially fatal buildup of iron levels in the body. As the disease manifests shortly after being punctured by iron or steel, it tends to make itself known very early in a person's life.

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