

# AGENDA

## CONFERENCE AGENDA THURSDAY, MAY 2, 2019

- 7:00 a.m.                    **Registration and Continental Breakfast**
- 7:50                         **Welcome**
- 8:00                         **Turning It Around**  
Nicklas Mezacapa
- 9:15                         **Refreshment Break**
- 9:35                         **Turning It Around** (continued)  
Nicklas Mezacapa
- 10:50                        **Tours and Breakout Sessions**
- 12:15 p.m.                 **Lunch**
- 1:15                         **Breakout Sessions**
- 2:30                         **Break**
- 2:50                         **Tours and Breakout Sessions**
- 4:30                         **Welcome Reception**
- 5:30                         **Mayo Historical Trolley Tour** (optional, pre-registration required)

## FRIDAY, MAY 3, 2019

- 7:00 a.m.                    **Continental Breakfast**
- 7:50                         **Opening Remarks**
- 8:00                         **Update on Risk and Prevention of Occupational Exposure-Associated Blood-Borne Infections**  
Joseph Yao, M.D.
- 9:15                         **Refreshment Break**
- 9:35                         **Tours and Breakout Sessions**
- 10:50                        **Break**
- 11:00                        **Breakout Sessions**
- 12:15 p.m.                 **Lunch**
- 1:15                         **“Top Gun” Phlebotomy**  
Brad Karon, M.D., Ph.D.
- 2:30                         **Closing Remarks/Adjourn**

## **BREAKOUT SESSIONS**

The following six breakout sessions will be offered during the conference. Please note that tours are available *at the same time* as breakout sessions, so you will need to select one or the other to attend. You will have the opportunity to choose the sessions you would like to attend when you complete the online registration form.

1. *Onboard or Overboard? Providing a Life Raft for New Leaders to Keep Them from Sinking*

This highly interactive presentation will dive into the development and delivery of an onboarding program for new supervisors and managers, exploring the importance of supporting our new leaders. Collaborate to build a framework for your program while learning about the value of empathy, perspective, networking, and mentorship to keep your new leaders afloat in their first year and beyond.

2. *High Consequence Infectious Diseases: The Impact to Phlebotomy and Laboratory Staff*

Mayo Clinic Hospital, St. Mary's Campus, is one of the approved sites in the State of Minnesota to treat Ebola patients. Nationally, guidelines for Ebola patient care and testing are established and published. The Mayo team initially faced challenges in the amount and intensity of work involved in setting up a process when no guidance was available. However, the more meaningful aspect of this project was when they realized the value in being part of a team and united in purpose. Collaboration on the Ebola emergency issue has created a platform for the future of laboratory clinical care collaborations – High Consequence Infectious Diseases (HCIDs). The current model of care involves categorical diseases and comprehensive, integrated plans for all caregivers who are part of the HCID patient care team. For those involved in laboratory testing and phlebotomy, care needs to be taken to ensure protection of personnel and safe specimen handling, disinfection, and disposal practices.

3. *The Journey to Professionalism: A One Way Ticket*

Professionalism is a journey that encompasses our attitudes, behaviors and actions that impact how we deliver service. Professionalism sets a standard of expectations patients can come to rely on for creating a positive patient experience. This presentation will help you understand your role in creating a professional environment being able to network with others to share opportunities, challenges and successes you as leaders face each day.

4. *Pediatrics Part I: Journey to Becoming a Pediatric Technician*

Many elements encompass preparedness and training required to becoming a successful pediatric technician. This presentation will identify how to recognize when an individual is ready and what that training plan looks like. Once an individual is trained, it is vital to maintain coping mechanisms for working with these patient demographics.

5. *Pediatrics Part II: Collecting Pediatric Patients*

Collecting pediatric patients is a culmination of many aspects. This session will guide you through the entire process from beginning to end to create a standard and efficiency when working with these unique patients. You will be set up for success when able to utilize these components in the inpatient setting.

6. *Blood Cultures*

Blood cultures are one of the most telling procedures performed. This presentation will cover best practices of this test, from collection to results.

## TOURS

Five tours will be offered during this conference, with one additional tour available after conference hours. Please note that breakout sessions occur *at the same time* as some of the tours, so you will need to select one or the other to attend. When registering online, you will be able to choose from the following:

1. **Pediatrics:** Outpatient pediatric phlebotomy area, Mayo Clinic Building, 16th Floor
2. **Desk C, Central Clinical Laboratory, Central Processing:** Outpatient drawing area, laboratory processing area, and testing area, Hilton Building, Subway Level
3. **Mayo Medical Laboratories Reference Laboratory:** Reference laboratory for Mayo Clinic, Superior Drive Support Center
4. **Eisenberg/Charlton Buildings:** Inpatient Lab Services/Charlton Outpatient Lab Services, Eisenberg Building, Lobby Level
5. **Mayo Clinic Heritage Hall:** Mayo Clinic historical artifacts, films, and interactive displays, Mayo Building, Mathews Grand Lobby

### *Optional:*

**Mayo Historic Trolley Tour:** Catch a ride on a vintage red trolley for a narrated city tour featuring Mayo historical sites! Explore the early years of the world-famous Mayo Clinic, while experiencing the homes and lives of pioneering doctors on this relaxing, entertaining and informative trolley tour. This is an optional tour that will be offered following the reception on Thursday evening from 5:30-6:30pm. Pre-registration is required for this event, and costs an additional \$10 to attend.