



Phlebotomy COVID-19 Process Mayo's Inpatient Lab Service Response to the Crisis



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Zoom Chat vs. Q&A



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Disclosures

Relevant Financial Relationship(s):

Nothing to Disclose

Off Label Usage:

Nothing to Disclose

Learning Objectives:

- Discuss staff trainings in modified droplet protections, fit testing, and proper use of N95/PAPR and face shields.
- Review the unique needs of the different service areas to address the PPE preservation and collection process.
- Describe changes to blood draw processes to minimize the need to enter COVID-19 rooms.
- Identify the adaptations that need to be integrated into the blood collection process to facilitate collaboration between nursing and phlebotomy staff.

Blood Collection Practice

- Requires being in close contact for 3-7 min with a patient.
 - Longer in case of difficult collection
- Assume all patients are potentially infectious
- Strict adherence to intuition's infection control guidelines to minimize potential exposure and infection spread prevention
- Adaptability to change
- Remaining calm at all time

All patients are potentially infectious of coronavirus!

Understand the risk and implement the most appropriate precaution

- CDC Guidelines, Mayo Institution guidelines
 - No phlebotomist specific guideline
- It's not as simple as applying standard precautions
 - Isolation Precaution
 - PPE (N-95 masks, PAPR)
 - Demand exceeds the supply
- Difficult to maintaining 6 feet (2m) during blood collection
 - Modify plans to minimize exposure
- Following the chain of command

How do we minimize risk?

How has Mayo's Inpatient Lab Services (INPLS) responded?

Inpatient Lab Services (INPLS)

- ~ 270 phlebotomists
- 24/7 service
- Provide phlebotomy services at both locations of Rochester campuses
 - Saint Mary's and Methodist hospitals
 - General services
 - Emergency Department (ED)
 - Intensive Care Units (ICU)
 - Neonatal Intensive Care Units (NICU)
 - Pediatrics
- Hospital based outpatient areas and occasionally other outpatient area as needed.
- Variety of skills sets
 - Venipuncture
 - Arterial Puncture
 - Line Collection (arterial and venous)
 - Capillary (heel, finger, Capillary gas)
 - Point of Care Testing
 - IV placement
 - Response to emergency

Inpatient Lab Service's (INPLS) response

- Following the chain of Command
 - Communication and status update
- Usage of appropriate door signage
 - Wear the right mask for role and setting
- Personal Protective Equipment (PPE) Training
- FIT Testing
- Reduce frequency of entry to COVID-19 patients rooms
- Increase staff training to correspond with the needs of patient care

INPLS's response...

Communication and Update

- The COVID-19 Information Center
 - Infection Prevention and Control (IPAC) situation updates



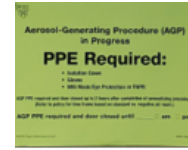
- HICS (Healthcare Incident Command System)
- Phlebotomy leadership
 - Management
 - Education specialist
 - Quality specialist

INPLS Response...

Expected General Practice

Follow general guidelines and wear other PPE

- Universal Masking, eye shield, hand wash/sanitizing
 - All the time
- Determine when it is safe to enter a patient's room
 - Communication with the patient's nurse
 - Usage of appropriate door signage
 - Isolation precaution cards
 - Gloves, Gown, N-95/ PAPR, Face shield
- Aerosol-generating procedures
 - may occur in a regular patient/exam room
 - HIGH, Medium or Low RISK of Generating Aerosols
- Must wear N-95/ PAPR, Face shield, gown
 - Modified Droplet Precaution + Aerosol Generating Procedure
 - High or Medium Aerosol generating procedure
- Modified Droplet – Surgical mask + Face Shield



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INPLS's response...

PPE Training

- Hands on refreshment training on correct don and doff techniques
 - COVID Positive patient's room
 - Modified Droplet Isolation
- Post pictorials at each areas
 - Demonstration of correct usage of PPE
- Conserving PPE
 - Decontamination / Sanitizing
 - Reuse
 - Recycling
 - Storing



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INPLS's response...

FIT testing

- All inpatient Lab Service's staff
 - > 260 phlebotomists in three weeks
- N-95
 - Medical clearance
 - Must be Fit tested and pass
- PAPR
 - Medical clearance
 - For those who didn't pass Fit Test or couldn't wear N-95 due to personal reasons

INPLS's response...

Reduce the frequency entry to COVID rooms

- COVID-19 Positive patients
- Aerosol-generating procedures
 - may occur in a regular patient/exam room
 - HIGH, or Medium of Generating Aerosols
- Identify service need of each area
 - General floor, Intensive Care Units (ICU), Emergency Department (ED)
- Collaboration with nursing for takeover
 - ICU
 - Line draws
 - POC Glucose testing
 - IV placement
 - ED
 - IV start and existing IV draw
- Develop process flow
- Provide training for nursing staff and inpatient phlebotomists

ICU RN Collect process for Modified Droplet Precaution Room

- Criteria:
 - Aerosol Generating procedures
 - Patient room requires N-95 mask / PAPR
 - Patient has a line (venous / Arterial)
 - Noncomplex blood collection
- Communication with RN through glass door
- Pre-label and assemble collection devices
- Place supplies into transport container
- Without touching, transfer supplies into the RN's transport container
 - Ante room vs Non-Ante room process



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ED RN IV Blood Collections

- Criteria:
 - Blood collection from IV start or an existing IV
 - Aerosol Generating Procedures
 - High or Medium Risk
 - Trauma, Pediatrics, Difficult Venipuncture
- Pre-label and assemble collection syringes
- Place supplies into transport container
- Without touching, transfer supplies into the transport container
- Ante room vs. Non-Ante room process



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Lab Collection by a INPLS

- All Venipuncture and arterial puncture
- Difficult or complicated collection
 - Minimum / micro collection
 - Special patient group
- All general areas
- Following Door signage
 - Wear appropriate protective equipment
- Universal Masking, eye shield and gloves
- Communication and reporting of any process deviation including PPE breach



Role of the leadership and management

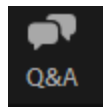
- Being present and providing support
- Work in collaboration with other patient care areas
- Behavioral reinforcement
 - Social distancing
 - Universal masking
- Staffing
 - Limit the number of individuals on COVID-19 Designated areas
 - Training
- Change Management
 - ADKAR

The outcome of all the changes to the workload

- New normal
- Trusting the new process and compliance to guidelines
- Donning and doffing process takes time
- Transferring work Assignment to nursing
 - Reduced over all workload
 - Arterial line in ICU & General area – 50% reduction
 - Capillary collection
 - ICU + General areas – reduced to 2%
 - ED – increased by 270%
- No-IVPA
- Venous line collection / assisted line RN collect
 - ED – increased by 550%
- No major change in venipuncture and arterial puncture collection in all areas.

| POC Testing | Pre-COVID | Post-COVID |
|-------------|-----------|------------|
| GLUCOSE/POC | 7837 | 547 |
| HemoCue/POC | 0 | 0 |
| ACT | 38 | 31 |
| CG8+ | 1108 | 1217 |
| CG4+ | 371 | 1103 |
| CHEM8+ | 0 | 1 |

QUESTION & ANSWER



Next Upcoming Webinar

Using Phlebotomy Quality Metrics to Improve Patient Care

Michele Legried

November 18, 2020

11am-12pm CT

