

Phlebotomy 2021

Live-streamed
Online

April 15–16, 2021



Thursday, April 15, 2021

8:00 a.m.	Welcome
8:05 a.m.	Communication Lab: Effective Conversations that “Stick”
10:25 a.m.	Breakout Sessions & Virtual Tours
11:35 a.m.	Breakout Sessions & Virtual Tours
12:35 p.m.	Lunch Break
1:30 p.m.	Breakout Sessions & Virtual Tours
2:30 p.m.	Virtual Reception/Networking

Friday, April 16, 2021

8:00 a.m.	Opening Remarks
8:05 a.m.	Top Gun Phlebotomy
9:15 a.m.	Breakout Sessions & Virtual Tours
10:25 a.m.	Breakout Sessions & Virtual Tours
11:35 a.m.	Panel Discussion Featuring: Phlebotomy Supervisors, Phlebotomy Education and Human Resources
12:35 p.m.	Closing Remarks/Adjourn

Breakout Sessions

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

1. Infection Prevention in the COVID-19 Pandemic Era

This presentation will highlight changes to the world of infection prevention since COVID-19. Presenters will discuss disease transmission, review the evolving staff and patient safety recommendations implemented throughout COVID-19, and reiterate current measures to protect against a respiratory pandemic.

2. Innovation in the Midst of a Public Health Crisis – Sharing Stories in Phlebotomy

The challenges facing health care during the COVID-19 pandemic have had a direct impact on the phlebotomy service line. During this session, participants will be encouraged to share their stories about how they have had to work differently during the COVID-19 pandemic. Attendees will have the opportunity to share their experiences and provide recommendations and advice to the group.

3. Mission *Not* Impossible: Overcoming Challenging Pediatric Draws

This interactive session will cover real-life challenging scenarios that arise in the clinical setting. Four unique case studies will be presented and suggestions will be discussed on how to help and respond in these situations to support the pediatric patient. Included will be perspectives from various viewpoints such as staff, patients, and families. Resources will be shared with ideas on how to incorporate or develop these tools for the attendee's current practice.

4. Demonstrating the Effects of Preanalytical Variables

This session will focus on the preanalytical effects of total parenteral nutrition (TPN) and air bubbles in blood gas and electrolyte testing. After some background education on preanalytical effects of TPN and air bubbles, participants will estimate changes in pO₂, pH, pCO₂, and electrolyte results after live spiking of TPN and air into residual blood samples. Participants coming closest to the results obtained during live testing will receive prizes.

5. Leadership, Coaching, and Huddles, Oh My!

You're not in Kansas anymore. For those in a leadership position or considering becoming a leader, this session will follow the yellow brick road to the all-powerful knowledge and skills needed to be an engaged, and engaging, leader. It's not as easy as clicking your heels three times. This session will help participants discover the leadership skills and behaviors needed to lead and coach others towards achieving performance excellence. There will be time for self-reflection. Participants will leave with tools to establish systems to build trust and improve communications in their work areas.

6. Managing Change in a Multi-Generational Workforce

The current workplace environment is a unique blend of five generations, all working together to achieve high-quality patient care. The blending of these generations can be both exhilarating and challenging. This highly interactive session will begin with a review of each generation's unique traits, followed by a discussion of a structured approach to change management and how it applies differently to each generation.

Tours

Five virtual tours will be offered during this conference. Please note that breakout sessions occur at the same time as the tours, so attendees will need to select one or the other to attend. Attendees will have the opportunity to choose the sessions they would like to attend when completing the online registration form.

1. Pediatrics

Outpatient pediatric phlebotomy area

2. Desk C, Central Clinical Laboratory, Central Processing

Outpatient drawing area, laboratory processing area, and testing area

3. Mayo Clinic Laboratories Reference Laboratory

Reference laboratory for Mayo Clinic

4. St. Marys

Inpatient laboratory services, phlebotomy carts

5. Mayo Clinic Heritage Hall

Mayo Clinic historical artifacts, films, and interactive displays