Accurate results begin with me!

Topics

Top Ten Preanalytical Threats to Accurate Results

This presentation discusses the most common reasons specimens fail to yield accurate test results. Included among them: IV contamination, failure to mix specimens, underfilling tubes, faulty centrifugation, delays in processing, hemoconcentration, and more. Includes a discussion on preventing hemolysis and falsely elevated potasiums.

Customer Service Check-Up

Key concepts in customer service excellence will be discussed with an emphasis on telephone etiquette, positive patient interactions, and dealing with difficult/demanding patients and coworkers.

Mastering Pediatric Phlebotomy

This presentation discusses equipment and techniques to obtain high-quality specimens from pediatric patients.

Successful Strategies for Difficult Draws

This presentation discusses strategies to successfully obtain blood under a wide variety of difficult circumstances, including geriatric, oncology, neonatal, obese, needle phobic, and intensive-care patients.

a Phlebotomy Workshop

Presented by Dennis Ernst, Esteemed International Lecturer

Wednesday, August 10, 2011
Speaker

Dennis Ernst, MT(ASCP), has been involved in phlebotomy for over 30 years as a medical technologist, educator, and legal consultant. He has authored several books, including *Applied Phlebotomy*, *Phlebotomy for Nurses and Nursing Personnel*, and *Blood Specimen Collection FAQs*. He is editor of *Phlebotomy Today* and has written dozens of phlebotomy articles for healthcare and consumer magazines. He is highly recruited as a speaker for state, national, and international healthcare conferences with recent appearances at the COLA POL Symposium in Baltimore, MD, Norwegian Institute of Biomedical Science in Oslo, Norway, and the Phlebotomist Association of Ireland annual meeting in Dublin, Ireland.

Who Should Attend

This intermediate course will review specific skills necessary to successfully complete a venipuncture (or capillary) collection. It will also define key concepts of customer service and explain how delivering high levels of customer service supports organizational marketing strategies. It will be beneficial to:

- Phlebotomists
- Nurses
- Phlebotomy managers
- Trainers of new phlebotomists
- Patient care staff involved in specimen collection
- Laboratory Staff

Objectives

At the conclusion of this seminar, the participant will be able to:

1. Identify errors in specimen collection, transportation and processing that can significantly alter results
2. Identify behaviors that impart a negative impression on the clinical laboratory
3. List strategies managers can implement to foster a culture of customer service excellence
4. Demonstrate proper procedure for capillary punctures that result in high quality capillary blood specimens
5. Associate the best selection of equipment and technique with patients presenting difficult drawing circumstances

Seminar Information

Wednesday, August 10, 2011

**Sioux Falls, SD**

Starlite Ballroom
Holiday Inn City Center
100 W 8th St
Registration Fee: $80
Registration: 8:30 a.m.

Seminar Hours: 9:00 a.m. to 4:00 p.m.
Lunch will be provided

**Rapid City, SD (via teleconferencing)**

University Center
4300 Cheyenne Blvd
Rapid City, SD 57709
Registration Fee: $60
Registration: 7:30 a.m.

Seminar Hours: 8:00 a.m. to 3:00 p.m.
Lunch will be provided

Registration

Complete the form below. PRINT participant’s name clearly and submit registration form by August 1 to:

Karen Jepperson
Sanford Laboratories
PO Box 5056
Sioux Falls, SD 57117-5056

Please enclose registration fee with check payable to “Sanford Laboratories”.

Name (print clearly)

Facility name

Address

Telephone

Attending in **Sioux Falls or Rapid City**

via Teleconference

Call to pre-register:

Sioux Falls: 605-328-5474 or 800-522-2561, ext. 85474
Rapid City: 605-716-0361 or 800-557-4893

Rooms are available in Sioux Falls at the Holiday Inn Downtown for a discounted rate of $84/night. Please reference Sanford Laboratories and call 605-339-2000 by July 31, 2011 to receive the corporate rate.

“Accurate Results Begin With Me!” is a registered trademark of the Center for Phlebotomy Education.