

# Tip of the Month



## The Spice is Right

Consider your daily routine as a walk through an herb garden. You start each day well groomed, wearing a uniform that's in mint condition. You cultivate good work habits, including dependability and teamwork that your employer and coworkers have grown to appreciate. Your phlebotomy cart is well stocked, your experience, properly seasoned. You thyme your draws perfectly according to physician's orders and other patient therapies and activities. When locating a vein proves difficult, you release the tourniquet for two minutes so that blood below the constriction can return to its basil state. The sage advice you learned in your training to draw the green before the lavender serves you and your patients well. Your supervisor, Rosemary, is not only anise person, but she's much more supportive than that nut Meg you used to work for. Like good gardens, good employees flourish with proper management.

Throughout your day, you sow seeds of customer service that yield a bumper crop of excellent patient satisfaction surveys. Your sunny disposition means there's never any risk to those around you of being bitten by frost. You weed out gossip before strife can sprout, smoothing any rough patches. Although some rue their presence, you are tolerant of transplants and those new to the field, realizing it takes time for them to mature and produce like the others. By carefully tending to them early on, your department reaps the benefits of increased productivity for seasons to come.

With your procedures firmly planted in the standards, it's second nature for you to collect, transport, and process patient samples in a manner that preserves specimen quality. However, you're not afraid to break new ground and embrace emerging technologies. Realizing that time can erode knowledge, you consider regular phlebotomy continuing education an essential nutrient to prevent the erosion of proper technique. You also recognize the importance of observation and testing, to verify a proper balance of content.

Because there's nothing shady about your job performance, you create a climate of professionalism and compassion that attracts attention and respect for miles around. Like an assortment of herbs in a garden, many passersby may never know your proper name. But what they will know is how you helped cure their ills and touched their lives through the fragrant landscape of patient safety you propagate and the perennial harvest of accurate results you help supply.

Competence and spice, and everything nice... that's what great phlebotomists are made of.