

Tip of the Month



The Right Stuff

You've met them. Those people who radiate sunshine in the workplace. Who make their work assignments their mission; their daily activities their calling. They walk the stage of life with a little added bounce in their step. On the telephone, there's a lilt in their voice. These upbeat individuals charm many and perplex others. They're the ones that all the patients ask for when they need blood drawn. What is it that sets them apart? It's simple. They love what they do, and it shows.

What about you? Do you love what you do? To determine if you and your job are a match made in heaven and you're destined for phlebotomy stardom, review the questions below:

- When you draw your patients, is it *An Affair to Remember*? Or are you in such a rush that you're *Gone with the Wind*?
- When a patient acts like a *Raging Bull*, can you still give good customer service and *Do the Right Thing*?
- When the lab is short-staffed, are you *The Man Who Wasn't There* or do you offer to help out and become the *Local Hero*?
- Do you ever *Guess Who* you're drawing or do you have the *Sense and Sensibility* to always properly identify your patients?
- When pediatric patients join *The Crying Game*, are you able to show *Tender Mercies*?
- When things are chaotic at shift change, do you say "Good Night, and Good Luck"? Or do you assist your coworkers and *Pay It Forward*?
- Is your role in healthcare just a way to make *A Fistful of Dollars*? Or does it lift others *Up*?
- Do patients describe your collection technique as "*The Sting*" and pray for *Deliverance*? Or do they consider your mastery of blood specimen collection to be *As Good As It Gets*?
- When veins are *Out of Sight*, do you have *The Right Stuff* to locate them?
- Do the nurses in the unit consider you to be one of the *Mean Girls* from the lab, or have you earned the title from other departments of *Miss Congeniality*?
- When it comes to scheduling coverage for the holidays, does your department turn into the *Fight Club*? Or do you tell your supervisor "*You Can Count on Me*"?
- Do you submit poor quality samples to the lab and say "*Analyze This!*" Or do you go *Overboard* to protect the quality and integrity of the blood samples you submit for testing?
- Are you willing to mentor others when it's *Training Day*, or do you say it's "*Just My Luck*" when you're assigned to supervise students and new staff?
- When *You've Got Mail*, are you more interested in your computer or texting than your patients? Or do you realize *Something's Gotta Give* when it comes to exchanging personal communications at work?
- When *Rumor Has It* that your boss has made an unpopular decision, do you participate in the gossip? Or do you try to *Be Cool* and wait for the announcement so that nothing is *Lost in Translation*?

Every great phlebotomist may not be *Bound for Glory*. But when phlebotomists love what they do, they'll be able to look back on their careers with pride and know it was *The Best Years of Our Lives*.