

# Tip of the Month



## What Kind of Fly Are You?

**Ever** wish you could be a fly on the wall and observe others performing blood specimen collections during their daily routine? If you could, these are the kinds of *flies* you might see:

**The Identi-fly** — never fails to properly identify every patient according to facility policy regardless of the circumstances. Always asks a caregiver or family member to identify patients who cannot state their name due to sedation, coma, language barriers, or any other reason.

**The Fly in the Ointment** — never a team player, and strives to find something wrong with everyone and every idea.

**Shoo-fly** — always hovers around other people to chatter or gossip while they're working. Considered a pest by most and seldom seen actually working.

**Butterfly** — formerly a bit of a worm, but nurtured by a supervisor who saw the potential for something beautiful. After some time and the right kind of encouragement, the worm morphed into a great employee who performs venipunctures beautifully.

**Fly trap** — disregards the facility's policies and the CLSI standards for phlebotomy. Infuses quirky tricks and techniques into specimen collection that can never be found in the procedure manual or reputable text on the subject. An accident waiting to happen.

**Fly-off-the-handle** — has difficulty controlling his/her temper, and often engages in heated debates. Likes to create chaos and disharmony.

**Firefly** — always has a radiant glow and never misses an opportunity to brighten someone's day. Good at illuminating the positive in every situation and enlightening others on proper technique and good customer service skills.

**Fly swatter** — aggressively slaps the patient's veins in an attempt to make them more pronounced.

**Fly-by-night** — works third shift.

**Fish fly** — probes endlessly until a vein (or artery) is pierced to avoid having to stick the patient twice. Often lures the employer into settling out of court every time the fish fly harpoons a nerve.

**Superfly** — Outstanding in every way. A model employee.

**No-fly zone** — a facility without a dedicated phlebotomy team.

There are many kinds of healthcare professionals flying from patient to patient drawing laboratory specimens. Some fly with the eagles on the wings of excellence and continuing education, while others are the kind that patients like to shoo out of the room. Flying well below quality's radar, they put themselves and others at risk.

**What kind of fly are you?**