


LAB Dept MEETING – Huddles

Date of Meeting: May 7, 2019

Attendees: Jocelyn Ybarra, Priscila Dar, Quang Trinh, Rizza Alcorido, Alejandro Tolentino, Tessa Strickland, Mark Gomez, Elliott Faure, Melanie Magee, Juanita Fernandez, Patricia Chea, Marissa Calilung, Marie Rutledge, Theda Bryant

| Topic | Details | Action Item, responsible person, date due, or informational only |
|-------|--|--|
| KUDOS | <p>KUDOS to Tessa April #1 for am draws starting at 445. Great job Michelle, huge jump from March to April.</p> <p>Great job lowest butterfly needle usage #1 Elliot, #2 Marietes, #3 Melanie.</p> <p>Congratulations to Janet Gerges, 4 years with KP. Thank you for your service.</p> <p>Congratulations to Lourdes, 6 years with KP. Thank you for your service.</p> <p>Congratulations to Vanessa and Lourdes- 2019 Lab Service Champions. <i>Great Job!!!</i></p> <p>Thank you to all who participated in Lab Week activities. So much fun </p> <p>Check out the UBT board for rounding KUDOS.</p> <p>Share what are grateful for...write it down and pin the lemons on our tree</p> <p>Thank you to Marietes from Tessa for helping them during downtime.</p> <p>Thank you Theda from Jocelyn for helping her to use excel/computer</p> <p>Thank you Michelle and Myrna for coming in earlier and Marietes for staying late to help on the last KPHC downtime- from Marissa</p> | Informational |

| | | |
|---|--|------------------|
| <p>SAFETY TIP</p> | <ul style="list-style-type: none"> • When stacking supply boxes always put the biggest one at the bottom for good support and balance. • Clean after yourself. Avoid water splashes in the bathroom or anywhere else as it can potentially cause slips, trip and fall. Wipe after yourself. • If you are going for lunch/break/need to attend to something personal and need to step out from your post, please make sure to communicate that to your co-worker. <p>It is advisable to wait for acknowledgement to make sure that they heard you.</p> | <p>ALL STAFF</p> |
| <p>2019 Lab Goals</p> <p>People Pulse Question: Do you know your goals?</p> | <p>CLS</p> <ul style="list-style-type: none"> • ED in-lab to verify TAT- CBC (15 mins), Elec (20 mins), Trop (35 mins), Lact (35 mins)- 10/12 months • CLS competency completion before Oct 1, 2019-100% • CLS to print and review pending- 95% compliance <ul style="list-style-type: none"> ✓ A shift: 1700 ✓ B shift: 0500 <p>Phleb</p> <ul style="list-style-type: none"> • Blood culture sent on the first available courier- 95% • IP/ED samples sent on the first available courier- 75% • IP Non AM draws (from order to draw, except 0515 am)- ± 1.5 hours 95% • IP Timing critical (order to draw)- ± 15 mins- 50% <p><i>Managers will post monthly updates on the UBT board</i></p> <p>Our goals need teamwork:</p> <p>Phlebs to deliver ED and STAT specimens to specific department right away including BB tubes, esp the four tests CBC, Lytes, Trop, and Lactic Acid.</p> <p>CLS to cancel tests as requested by Phlebs right away.</p> | <p>ALL STAFF</p> |

| | | |
|--|--|--------------|
| Corrected Report Form---NEW Start May 1, 2019 | MVMC Process: <ul style="list-style-type: none"> • CLS who made correction to initiate the form • Email to all managers at the end of their shift using email address Corrected Report Form #35 • CLS to file in the binder • Managers to address their own department and complete the bottom of the form • Completed forms stay in the binder | CLS |
| | <ul style="list-style-type: none"> • Reminder that there are internal and external modes for the Fetal Fibronectin incubation. | CLS |
| Access 2 / DXC 600 | <ul style="list-style-type: none"> • As discussed, A shift Chemistry CLS will be responsible for the back up Access 2 (not in use) daily and weekly maintenance and QC. Reminder to B shift NOT to initial the PM log when not done. • DXC 600 checklist in Chemistry PM log must be filled up by A shift Chemistry CLS. | CLS |
| ED Pink top tube | <ul style="list-style-type: none"> • Spin all ED specimens in StatSpin centrifuge. This includes Blood Bank specimens. If BB specimen quality is not good, CLS will respin. | Phlebotomist |
| UBT | <ul style="list-style-type: none"> • Working on three projects- Survey sent due May 1, 2019 <ul style="list-style-type: none"> ✓ Hand hygiene <ol style="list-style-type: none"> 1. To clean/sanitize work area before the start of your shift. <ul style="list-style-type: none"> Phleb to use communication log CLS to use form in communication log ✓ Adopt or spread project ✓ People Pulse Action Plan <p>People Pulse Question: are you part of the Lab UBT? Yes, we all are</p> | ALL STAFF |

This concludes the Minutes of the May 7, 2019 Lab Staff Meeting.

Prepared by: Patricia Chea, Marissa Calilung, Marie Rutledge Date: 5/8/2019

People Pulse Page

Lab UBT Level 5

"Teamwork makes the Dreamwork"



Accomplished



Pending



Future



No Go

| Date | What's Happening | Stoplight Report | For Follow UP |
|--------------|--|------------------|--|
| 9/10 to 9/28 | 2018 People Pulse | | |
| | 50% People Pulse response rate as off 9/18/18. Goal is min 75% | | |
| | 73% People Pulse response rate as off 9/25/18. Goal is min 75% | | |
| 1/2019 | Presented to Lab UBT | | |
| 3/2019 | Managers to discuss result to employees | | |
| 4/2019 | UBT to work on action plan (3) I would feel comfortable raising an ethical concern or compliance-related issue to my immediate supervisor or someone else in management | | Survey sent by Theda on 4/26 due May 1, 2019 No response received. Second email sent 5/7/19 due May 14, 2019 |

Moreno Valley

Ambulatory - SCPMG

April 2019

- Maximum target achieved
- ◐ Minimum target achieved
- Target not achieved



| GOAL | YEAR TO DATE | GOAL STATUS |
|---|--|-------------|
| UBT Adopt/Spread Projects | | |
| Adopt/Spread Projects (10%) | Performance Year-to-Date 0.0% | ○ |
| | Minimum Target: 70% Maximum Target: 90% | |
| | 2018 Year-End (Baseline): 91.7% | |
| Spread Five (5) Projects (10%) | Performance Year-to-Date 0 | ○ |
| | Target: Adopt Five (5) Projects | |
| | 2018 Year-End (Baseline): n/a | |
| Attendance | | |
| Last Minute Sick (15%) | Performance Year-to-Date 3.98 | ◐ |
| | Minimum Target: 4 days Maximum Target: 3 days | |
| | 2018 Year-End (Baseline): 3.13 | |
| Non-protected Absences Reduction (5%) | Performance Year-to-Date 11.69 | ○ |
| | Minimum Target: 11 days Maximum Target: 8 days | |
| | 2018 Year-End (Baseline): 9.73 | |
| Ambulatory Quality | | |
| Influenza Immunization (10%) | Performance Year-to-Date 48.0% | ◐ |
| | Minimum Target: 48.0% Maximum Target: 53.0% | |
| | 2018 Year-End (Baseline): 47.3% | |
| POE SOR Composite (10%) | Performance Year-to-Date 43.2% | ◐ |
| <small>Proactive Office Encounter Successful Opportunity Rate</small> | Minimum Target: 40.0% Maximum Target: 44.0% | |
| <small>OR</small> | 2018 Year-End (Baseline): n/a | |
| CSG Composite Goal | Performance Year-to-Date 91.6 | ◐ |
| <small>Clinical Strategic Goal Ambulatory Quality</small> | Minimum Target: 90.0 Maximum Target: 100.0 | |
| | 2018 Year-End (Baseline): 97.8 | |
| Outpatient Care Experience | | |
| Helpful (10%) | Performance Year-to-Date 89.6% | ◐ |
| | Minimum Target: 89.0% Maximum Target: 90.0% | |
| | 2018 Year-End (Baseline): 88.7% | |
| Showed Care and Concern (10%) | Performance Year-to-Date 86.7% | ◐ |
| | Minimum Target: 85.5% Maximum Target: 87.0% | |
| | 2018 Year-End (Baseline): 86.1% | |
| Workplace Safety | | |
| Complete UBT Safety Plan and Tracking Log (20%) | Performance Year-to-Date 0.0% | ○ |
| | Minimum Target: 80.0% Maximum Target: 90.0% | |
| | 2018 Year-End (Baseline): 95.2% | |