

Quest Diagnostics Nichols Chantilly
At
Washington Adventist Hospital

LABORATORY STAFF MEETING

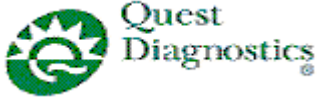
MINUTES

(1/28/2014)

TIMES: 0715, 1330, 1500

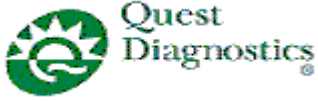
DISTRIBUTION: STAFF MEMBERS

Item	Discussion	RISES / Action	Follow-up
Combined Minutes			
*State Ground Rules!!	Respect each other, talk one at a time, everyone has the right to speak as long as they do so respectfully, no personal attacks, and we at that all have the right to be heard. Demonstrate RISES in all we do!	Respect	NA
State of the Lab	I would like to thank everyone for working together to get the job done and a great 2013. The Budget in December – FTEs, OT, and Supplies good. Informational - Volume down system wide in December!	Continue Strict Budgetary Steward Ship	Everyone
GEC Expansion	We are looking at potential solutions to address space issues at GEC. There are 2 ideas for expansion being worked up.		
BU Changes	The change from CHY to BALT to align costs with decision makers. The move streamlines the report structure and should expedite important decisions such as staffing and equipment authorizations. We realize staff has many questions. We are in the early stages of the transition. As we learn more we will share the information. Lori and the HR team are looking at all differences between the BU's. Issues which are concerns for us all will be addressed.		
HR	HR Service Center service center is now up and running. Your supervisor/manager will provide staff assistance as needed. Online you will now see my HR Service Center. You can call the help desk number or utilize the online support. Employee evaluations are pretty much complete. Question from staff – How does the merit increase work? Answer – Every year we are allotted a certain percentage for increase. When you get your evaluation rating you then fall into a certain range for increase based on the evaluation score		Rob



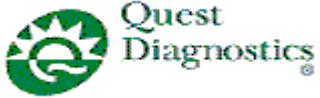
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	and current pay quartile. The quartile is based on where you fall against the mid-point of the pay range for your job code. Those at the maximum for their pay range get a one time pay out.		
QA	CAP inspection is in the 1 st QRT of 2014.	Excellence	Cynthia
Core Lab Update	<p>Staff reminder to be at the bench at start of shift and not to leave until end of shift. Fellow coworkers have noted staff arriving to the bench late and leaving the bench early.</p> <p>Good communication between staff members is critical especially around shift hand-offs.</p> <p>DI and Auto-Verification is live at GEC. The AV works slightly different at GEC. The BMP releases then the rest of the tests ordered release as they are all complete.</p>	Respect, Integrity, Stewardship	Rob
Safety	<p>Keep the lab clean and organized!</p> <p>Areas will be assigned to teams to ensure sections remain neat, clean, and organized.</p> <p>Do not use cell phones at the Bench or in patient care areas. In addition, cell phone use in hall ways needs to be out of the view of patients.</p>	Stewardship	Everyone
Culture of Always	<p>Stay on top of Competency Assignments and MTS assignments.</p> <p>MTS and Competency assignments for 2014 are being rolled out. Stay on top of assignments.</p>	Integrity	Everyone
Mission In Motion	<p>Rob attended the LDI on Jan 16&17.</p> <p>Vision: Create a World Class Healthcare Organization.</p> <p>Mission: We demonstrate God’s care by improving the health of people and communities through a ministry of physical, mental and spiritual healing.</p> <p>Implement and Validate AIDET hospital wide, date TBA at WAH.</p> <p>A – Acknowledge the patient, customer, client, and make eye contact I – Introduce your self D – How long for action or waiting E – Explanation, what happening and going to happen T – Thank the patient for choosing us. Thank everyone!</p> <p>Expectation: You are “On-Stage” the minute you are on the campus. You are on stage when parking your car. Only park in designated locations. Patients, customers, family member,</p>	Training is in progress	Neal, Stephanie, GRP Leads, Rob



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	<p>and clients are everywhere.</p> <p>Casual greeting expectation: When approaching everyone make eye contact at 10-15 feet and say hello at 5 feet. Smile! You will be called out on this by other directors.</p> <p>If someone addresses you on any Code of Conduct issue LISTEN then Apologize and Thank Them for helping you.</p> <p>Everyone is re-committing to the AHC Code of Conduct. Everyone is expected to model the behaviors outlined in the Code of Conduct.</p>		
<p>Adjustment due to SGAH supervisor open position.</p>	<p>General overview. The supervisor position at SG is not currently approved. Duties have been delegated over multiple staff members. Thanks every one for stepping up!</p> <p>Group Leads must stay on TOP of CAP PT surveys. Ensure review and paper work is complete.</p> <p>Please go to your scheduler to request TOP dates. The schedulers will initially approve TOP and track and every ones requests. Hold off on entering TOP in Kronos until you have the TOP to cover the request. If you enter TOP request into the system before you have enough I can not approve it because the system will not allow it. If you have questions about the process please see me or email me questions (robert.a.sanluis@questdiagnostics.com or rsanluis@adventisthealthcare.com)</p>	<p>Informational for WAH.</p>	<p>Rob/Lori</p>
<p>Break verses meal period</p>	<p>Every section is different but the key point is breaks and meal periods must be utilized with the focus on maintaining our patient care responsibilities. Every one needs to inform the Tech-In-Charge when leaving the lab for a break.</p>		<p>Rob</p>
<p>Open Discussion</p>	<p>Staff Topics follow:</p>		
<p>Team work</p>	<p>Lab and processing staff need to communicate more. Technical staff be aware and tentative of what is going on in processing.</p> <p>Lend each other a helping hand whenever possible. Be proactive; don't wait to be asked to help out.</p>	<p>RISES</p>	<p>Samson</p>
<p>Recognition</p>	<p>Staff, supervisors, and managers are encouraged to recognize coworkers using RecognitionQuest.</p>	<p>RISES</p>	<p>All Staff</p>
<p>Sharps Containers</p>	<p>The sharps containers on the 4th floor were relocated in the patient rooms as requested by the phlebotomy staff.</p>	<p>Great Job! This is much safer.</p>	<p>Rob/Samson</p>
<p>Goals for 2014</p>	<p>Continue to drive training and performance of staff. Continue to work on Team Work and Communication. Improve TAT especially around change of shift and break times.</p>		<p>Lab Staff</p>



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	<p>Improve shift handoff communication. Support each other, volunteer, lend a hand, be positive, and be part of the solution.</p> <p>Management team will drive / communicate improvements for Cerner. (Lab staff struggling with Cerner issues)</p> <ul style="list-style-type: none"> - Ordering - Completing tasks <p>House Keeping and Biohazard Trash</p> <ul style="list-style-type: none"> - Lab is not being cleaned - Floors not mopped, waxed, or buffed - Red bag trash not picked up enough - Not enough sharps boxes - Difficult to get sharps containers replaced - Sharps on floors overflowing (Safety Concern) 		<p>Lori and MGT Team</p>

Facilitator: Rob SanLuis
