

Quest Diagnostics Nichols Chantilly
At
Shady Grove Adventist Hospital

LABORATORY STAFF MEETING

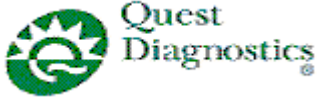
MINUTES

(2/20/2014)

TIMES: 0715, 1330, 1500

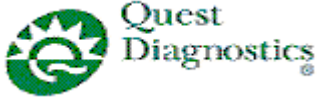
DISTRIBUTION: STAFF MEMBERS

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 all have the right to be heard. Demonstrate RISES in all we do!	Respect	NA
State of the Lab	Open positions have not been approved for posting. We will be rotating staff between sites as available to fill holes. You will be seeing more staff rotating from WAH to SGAH. SG has been helping cover night shift at WAH for some time now. Daniel U is currently covering nights at WAH.	Continue Strict Budgetary Steward Ship	Everyone
BU Changes	No additional news. At this point only Lori has been switched over to the Baltimore BU.		Lori
QA	CAP inspection is in the 1 st QTR of 2014. Improve Patient ID – Any mislabel from the floors/units need to be documented on a QV form. These are then put into the hospital incident reporting system by QA.	Excellence	Rob, Cynthia, Everyone
Core Lab Update	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. Good communication between staff members is critical especially around shift hand-offs. TAT is problematic at change of shift and meal periods. Rob sent a mailbox out stating 30% of TAT outliers occur from 1200 to 1400. The problem is a result of the lunch rotation.	Respect, Integrity, Stewardship	Rob Group Leads and Tech-In-Charge



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	<p>The Group Lead (Tech-In-Charge) will designate lunch rotations. Staff members are expected to comply with the schedule designated by the Tech-In-Charge.</p> <p>DI Update – Due to a rare problem with specific types of contaminated samples DI will be set back to priority reporting to ensure contaminated results are not auto-released to the patient’s chart. With priority release the BMP and ALB are sent first then when all testing is complete the rest of the tests are released. The BMP and ALB are retransmitted as duplicates. They will be ignored by the system on release. ** DI does allow for individual release of results now.</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 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>		
Safety	<p>Keep the lab clean and organized!</p> <p>Do not use cell phones at the Bench or in patient care areas. In addition, cell phones use in hall ways need to be out of the view of patients.</p> <p>Keep your areas clean. Do not leave boxes on the floor. Put carts away. Do not block walkways with carts or supplies.</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>Update- We are still pushing forward with the rollout of AIDET. All staff are expected to take this process very seriously.</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 by Feb 28th.</p>	Training is in progress	Barb, Samson, Stephanie, GRP Leads, Rob

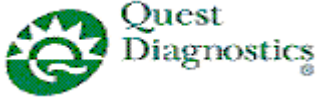


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	<p>A – Acknowledge the patient, customer, client, and make eye contact I – Introduce your self D – How long for action or waiting E – Explanation, what happening and going to happen T – Thank the patient for choosing us. Thank everyone!</p> <p>Expectation: 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, and clients are everywhere.</p> <p><u><i>This is an expectation!</i></u> 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>		
Break verses meal period	<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>TAT delays - Changes – ED is looking to strive for ORD – RES <60 MIN. Thus, the lab must strive to hit REC – RES <30 MIN.</p>	Service	Group Leads and Tech-In-Charge
Open Discussion	Staff Topics follow:		
Team work	<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>	RISES	Samson
Recognition	<p>Staff, supervisors, and managers are encouraged to recognize coworkers using Recognition Quest.</p> <p>Great job working together to get through the snow events.</p>	RISES	All Staff MGT
Vocera STATs	Nursing is not contacting the lab for STAT collections. The Floors/Units must contact the phlebotomist covering their area for STAT Collections.	Lab Alert sent to nursing.	Samson



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Cerner Lab Orders	Nursing must ensure lab orders are placed as either “Lab To Collect” or Nurse To Collect.” The laboratory does not see any order placed as “Nurse To Collect” until the sample is collected by nursing and the task is completed.	Lab Alert sent to nursing.	Samson
Micro Read Time	Techs feel the 11 am read time for CDIFF and MRSA is to late and contributing to lunch TAT delays. They would like to move the read to 9am.	Forwarding request to Ron Master for review.	Ron and Rob
Bleach Wipes	We need bleach wipes at the bench.	Create a Min/Max for wipes in the lab.	Luke

Facilitator: Rob SanLuis _____