

Quest Diagnostics Nichols Chantilly

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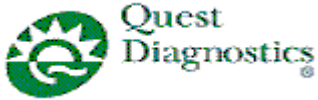
Shady Grove & Washington Adventist Hospitals & GEC

LABORATORY STAFF MEETING
2014 Plan of Operation
MINUTES
SGAH MARCH 10, 2014
WAH MARCH 11, 2014

TIME: 1230

DISTRIBUTION: STAFF MEMBERS

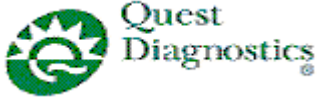
Item	2014 Quest Diagnostics Plan of Operation	Where does AHC Managed Lab fit in to the Plan of Operation
<p>2014 Plan of Operations</p>	<p><u>2014 Message</u> Steve Rusckowski, President and CEO, Quest Diagnostics</p> <ul style="list-style-type: none"> • Use capabilities of our employees to create growth • Opportunities we've had in the past <u>are becoming smaller</u> • 2013 was a building year and a great deal of change was implemented in a very short time. • We need to become more performance oriented. • We need to shift our company culture to emphasize outcomes as well as behaviors and actions, paying for the results we achieve together • Top priority for 2014 is restoring growth. • 2014 financial performance goals have been set. They are realistic and achievable. • When we meet goals for 2014, we look forward to rewarding everyone who helped us get there. • To achieve business outcomes we will link rewards to results. • Optimize employee performance and drive accountability. 	<ul style="list-style-type: none"> • Managed Labs are an area of focus for Quest Diagnostics. Many opportunities in the pipeline with 3 additions in last 3 months. We have the opportunity to show Quest managed Labs are a good idea, an investment, and a showcase for quality and an opportunity for growth in the market place. • We are not just WAH or SGAH or AHC Labs, we are part of a much bigger company, Quest Diagnostics. • Our operations need to stand on its own; apart from whatever region or business unit we are aligned. • In 2014 Goal sharing will change.
<p>2014 Impact to AHC Labs</p>	<ul style="list-style-type: none"> • We (Quest Diagnostics) are being asked, like everyone in healthcare, to do more with less. • FTEs for the year have been re established based on test volumes and financial targets 	



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	<p>we have been provided.</p> <ul style="list-style-type: none"> • We will be making some staffing adjustments to achieve targets. • Staffing schedules will be aligned to meet the needs of the business/patients. • Status changes will be made for staff receiving full time benefits, 32-38 employees will be moved to 40 hours. • Schedule changes may mean you will not have the same day off each week. • Blood Bank staff is being cross trained to core lab to assist with morning work when possible. • For the moment vacated FTEs will not be replaced. • Financial performance, test volume and FTEs are monitored weekly. • Rob will be implementing a system wide scheduling plan to ensure scheduling targets are met. • Goal sharing is being restructured in 2014 and may not look like anything we have seen before. • Performance excellence system for both Quest & AHC will be put into place in 2014. We have already seen AIDET, Behavioral Expectations and the need for <i>everyone to be a high performer.</i> • PDRs for 2014 will be different; possibly in presentation and scoring. • Employees must <ol style="list-style-type: none"> 1) work together as a team and <u>move to the work.</u> NO one should ever be idle. 2) Employees are needed to make suggestions/recommendations to cut out waste. What are we doing that is unnecessary? What steps can be eliminated or reduced in a process? How can we reduce supply expenses? How can we reduce overtime? 	



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Employee Transition	<ul style="list-style-type: none"> • Information was received March 11, 2014 indicating employees will be moved to Balt BU/East Region April 6, 2014. • Anticipate employee meetings will be scheduled the week of March 31st – April 4th to discuss <ul style="list-style-type: none"> ○ Weekend differentials ○ Time Clocks ○ Holiday Hours ○ 3rd Shift ○ Tardy Policy ○ Reporting Structure 	
Q &A Open Forum	<p>What is Quest doing for us?</p> <ul style="list-style-type: none"> • Recognition Quest remains unchanged • Some celebrations we suspect will continue • Benefits such as TOP, 401K employer matching, health insurance, 2014 merit adjustments (were not eliminated) remain intact. • HealthCare environment is in constant change. The challenge in 2014 is payors are paying less for services in all areas of hospital; radiology, pharmacy, lab, etc. • The financial adjustments Quest made in 2013 and will make in 2014 are what other healthcare institutions and providers have been doing for 3-5 years. 	

Facilitators: Lori Loffredo & Rob SanLuis