

Quest Diagnostics Nichols Chantilly
At
Washington Adventist Hospital

LABORATORY STAFF MEETING

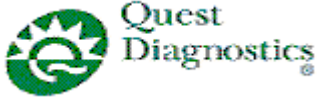
MINUTES

(4/29/2014)

TIMES: 0700, 1330, 1500

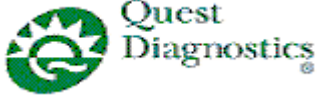
DISTRIBUTION: STAFF MEMBERS

Item	Discussion	RISES / Action	Follow-up
Combined Minutes			
*State Ground Rules!!	<p>Respect each other; talk one at a time, everyone has the right to speak as long as they do so respectfully.</p> <p>Demonstrate RISES in all we do!</p>	Respect	NA
State of the Lab	<p>It has been a challenging month recovering from the Reduction in Force (RIF). Again, the RIF was necessary to position ourselves to be successful moving forward.</p> <p>We will continue rotating staff between sites as available to fill holes. You will be seeing more staff rotating from WAH to SGAH. It is the expectation that all staff members will need to remain flexible and may be scheduled as needed.</p> <p>Daniel U and Ash are currently covering nights at WAH. Day shift staff at SGAH is filling in to cover for Daniel's open shifts at SGAH.</p>	Continue Strict Budgetary Steward Ship	Everyone
BU Changes	<p>Still in process. Creating the payroll group prior to transferring staff.</p> <p>At this point only Lori has been switched over to the Baltimore BU.</p>	In process	Lori
QA	<p>CAP inspections went well. We are working on corrective action planning for submission to CAP shortly.</p> <p>MTS assignments are going out to address some issues for CAP sample handling and test performance. Remember CAP surveys are run on the primary instrument and we only repeat a sample if the procedure directs you to do so. When in doubt ask your supervisor.</p>	Excellence	Rob, QA, Everyone



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Core Lab Update	<p>Staffing changes to the Core Lab. Day shift is scheduling 4 Monday-Friday and 3 on Saturday and Sunday. Evening shift is scheduling 3 techs. Night shift Core Lab 2 techs. These numbers do not include blood bank coverage nor is this the critical staffing level.</p> <p>Coverage for call outs – If WAH has a call out on weekend dayshift SGAH will assist and provide coverage to bring the number up to 3 techs. If the evening shift has a call out SGAH will assist and provide emergency coverage bringing the number up to 3 techs. Since techs are being redirected they will likely be delayed arriving and the designated tech will have to stay. In addition, the SGAH primary call out coverage is for GEC and they must fill their first. If SGAH is already short they will not be able to provide coverage.</p> <p>Night call outs are covered by each hospital as best we can.</p>	Respect, Integrity, Stewardship	<p>Rob</p> <p>Group Leads and Tech-In-Charge</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>Work behind shields or utilize a face shield. Lab coats must be buttoned and gloves worn.</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 are due! Failure to achieve this mandatory requirement is failure to meet minimum requirements.</p>	Integrity	Everyone
Morning Run	<p>Sample Collection by 0600 Sample Receipt before 0630 WAH is doing very well! Resulted by 0730 staff are doing very well.</p>	RISES	Everyone
Supplies	<p>Supervisors and managers are responsible for their own supply ordering and receipt. Staff must follow all supply receipt procedures. Clearly indicate the number of each item received. Do not assume the order is correct. Place the completed packing slips in the designated locations.</p> <p>Remember to always date supplies on receipt and rotate stock.</p>	Stewardship	Everyone
SunQuest Upgrade Training	<p>We are upgrading to GUI 7.1 on June 8th. Field OPS has designated super users. All staff need to be working to get up to speed with the new receiving and order entry processes.</p>	Samson is working on procedures.	Samson and Neal



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Open Discussion	Staff Topics follow:		
Team work	Evening shift staff covering blood bank feel they are not receiving support from the core lab and processing staff. This conversation revealed more of a lack of communication among the teams.	RISES	All
Mobile Med	Mobile Med is calling all of the time during all shifts. They are calling for patient old and new results and do not provide all of the necessary patient information.	Lori will reach out to Mobile Med to work through issues. (In-progress)	Lori
Micro Work Cards	Micro work cards do not always print. Vanessa provided good examples. Staff should keep providing examples.	Marie is working on this issue. Cerner maintenance is not done all locations.	Marie

Facilitator: Rob SanLuis
