



Quest Diagnostics Nichols Chantilly
At
Shady Grove Adventist Hospital and
Washington Adventist Hospital

BLOOD BANK STAFF MEETING

MINUTES

(01/07/2015)

PRESENT: 1.7.2015 @ 0635-0655 (SGMC) STEPHANIE CODINA, HOJAT GOUDARZI, ANNE RIENKS, SHAKIMAH RODNEY, NAMRATA SHRESTHA, HAMERE TADESSE
 1.7.2015 @ 1525-1545 (SGMC) STEPHANIE CODINA, DIPTI PATEL, SARAH DELINGER
 1.9.2015 @ 0630-0650 (WAH) STEPHANIE CODINA, MARY-DALE ABELLANO, MARIA MORRIS, TSEGAYE NEGASH
 1.9.2015 @ 1500-1510 (WAH) STEPHANIE CODINA, HABIBA LAKO

DISTRIBUTION: BLOOD BANK STAFF MEMBERS

MEETING COMMENCED

Item	Discussion	Action	Follow-up
Minutes			
Apheresis	I am meeting with short stay and Davita to look at the apheresis order process. Please send me any issues/examples you have so I can address them.	None	None
Cord Bloods	<p>I am meeting with L&D, MB, and NICU to look at the cord blood process at SGMC. Nursing requested this meeting, because they feel like cords are getting lost. We are seeing problems. On dayshift we are getting orders without specimens. On nightshift we are getting specimens without orders.</p> <p>Please send me any comments, issues, and examples of cord problems so they can be addressed.</p>	None	None
Audits	<p>We are giving out the audit forms at SGMC with every transition. Check in to see how the process is going.</p> <ol style="list-style-type: none"> 1. Suggestion was made to fill out the patient information on the form at the time of crossmatch instead of the time of issue. Staff agreed. 2. Clarification of when audit is needed. <ol style="list-style-type: none"> a. Give audit to all patients EXCEPT in an emergency release situation. Documentation for emergency release blood does follow this process, but BB staff do not have time fill out the paperwork in time to issue the blood urgently. b. Give to OR patients; documentation is not performed in Cerner. I instructed staff to write "Transfused in OR" on form and return. We will give form out in case patient is transferred with transfusion. 	None	None

Item	Discussion	Action	Follow-up
Blood Ready Notification	The alert that goes to nursing to tell them the blood is ready will NOT display in OR or ED. The alert is based on nursing tasks. OR and ED do not work off nursing tasks. Charles was going to work on building an alternate alert for these units. More info to come.	None	None
Safety	Two modules have been assigned on IntelliQuest. All staff must complete BEFORE January 31. The e-mail says that you don't have to do the module if you pass the pre-test. However, this does not seem to be working in the system. Please complete the assignment BEFORE the due date.	None	None
Town Halls	SGMC is scheduling more town hall meetings and attendance is expected. I will post a schedule for people to attend.	None	None
Evaluations	Quest is changing the evaluation process (see attached). Evals are done and raises going through the approval process. Reviews will take place soon (target date begins 1.15).	None	None
Neonatal Transfusion Criteria	The hospital approved neonatal transfusion criteria. We are currently working on building these in Cerner. Expect to see more about this in the future.	None	None
TS without orders	Processing is standardizing the way they deal with specimens without orders. How do we want to handle BB specimens? The group agreed that we want processing to log the sample and make the first phone call. Then, processing should bring the sample to BB so we can centrifuge and follow up.	None	None
Meeting adjourned			
Next meeting week of February 2, 2014			

Stephanie Codina
Recorder



January Safety Topic - BIOSAFETY

Quest employees handle more than 500,000 patient specimens per day. While each specimen holds the key to help us determine the patient’s health, it can also hold a biological risk for our employees who handle it. January’s safety topic is dedicated to the safe handling of biological specimens from collection to disposal. The Environment, Health and Safety’s (EHS) department has released a new and improved **Bloodborne Pathogens** online training module and a **Regulate Medical Waste** presentation to help each employee understand and mitigate the potential risk.

Biological exposures are one of Quest Diagnostics most frequently reported employee injury. There have been 170 biohazard exposures (needlesticks, splashes, etc.) serious enough to require a doctor’s treatment in the past 12 months. Some of the common reasons these exposures occurred were:

- Unexpected patient movement
- Distraction, inattention or incorrect technique while handling a needle
- Failure to wear Personal Protective Equipment (PPE) or wearing it incorrectly

YOU are the most important factor in preventing biological exposures. The updated training modules will provide information about bloodborne pathogens, the Hepatitis B vaccine, and the tactics for safe handling of biological material and waste. Here is a summary of the modules:

The BLOODBORNE PATHOGENS eLearning Module

This new module is shorter and includes “Skills Check” questions throughout the course. If you think you have taken bloodborne pathogens training before and know how to avoid exposures, that’s great! The new IntelliQuest online Bloodborne Pathogens eLearning module has a separate “pre-test” that allows you to “test-out” of the module. Here’s how it works:

- Any employee who successfully passed the IntelliQuest Bloodborne Pathogens module in the past will have access to take “Bloodborne Pathogens eLearning Pretest”. This short module contains a “pre-test” and passing the pre-test allows you an exemption for the BBP module and you still get credit for completion.
- Those who have not previously completed the module or don’t want to take the pre-test module can go directly to the “Bloodborne Pathogen eLearning Module”.
- The IntelliQuest link that will take you to both modules is [here](#).
- The goal for completing this training in **January 31, 2015**.
- For supervisors with employees who are **unable to access the IntelliQuest module**, a hardcopy version of the training can be found at this link for printing and distribution [here](#).

The REGULATED MEDICAL WASTE eLearning Module

- A “self-read” online Regulated Medical Waste eLearning presentation is available on IntelliQuest and is designed as general knowledge for those who handle or package medical (red bag) waste. The module contains a quiz, and your completion will be recorded in IntelliQuest. You can access this module by clicking [here](#).
- For supervisors with employees who are unable to access the IntelliQuest module, a hardcopy version of the training can be found at this link for printing and distribution [here](#).

Having connectivity trouble with IntelliQuest? Click here [Browser Check](#); or Contact SkillSoft Support: 1.866.754.5435; or use [Helpdesk Chat](#)

Question about the training module content? Contact Tom Heeley at tom.a.heeley@questdiagnostics.com

Codina, Stephanie L

From: Karagiannis, Carla J
Sent: Monday, January 05, 2015 7:57 AM
To: DGX BAL MGR; DGX BAL Supervisors; DGX Horsham Leadership; DGX NY/NJ MGRS. Group
Subject: Monthly Safety Topic - BIOSAFETY
Attachments: BBP Announcement.docx

PLEASE READ THIS MESSAGE IN ITS ENTIRETY

To all,

I am pleased to provide you with materials for our **Monthly Safety Topic for January**, which is **Biosafety**. There are two training modules this month. The attached instructional document can be distributed internally to your supervisors and employees. This month's training consist of:

1. **BLOODBORNE PATHOGENS**

- An **IntelliQuest online Bloodborne Pathogens eLearning module** with a separate "pre-test" module. Here's how it works:
 - Any employee who successfully passed the IntelliQuest Bloodborne Pathogens module in the past will have access to take "Bloodborne Pathogens eLearning Pretest". Passing the "pre-test" allow them an exemption for the BBP module and they still get credit for completion.
 - Those who have not previously completed the module or don't want to take the pre-test module can go directly to the "Bloodborne Pathogen eLearning Module".
 - This IntelliQuest link will take them to both modules:
https://intelliquest.skillport.com/skillportfe/assetSummaryPage.action?assetid=lp_bloodborne_pathogens
 - **IMPORTANT:** the module was assigned to all employees having "Job Codes" with potential for exposure to blood or other infectious material. It should be completed by **Jan. 31, 2015**. Because it is assigned, SkillSoft can provide tracking for those who have (and have not) completed the module.
- **For employees without IntelliQuest access** the material has been provided in a Word document for printing and distribution. Word document link:
http://questnet1.qdx.com/Employee_Center/environment_health_safety/ehs_training/doc/bbp_training_handout.docx

2. **REGULATED MEDICAL WASTE**

- A "self-read" online **Regulated Medical Waste eLearning presentation** is available on IntelliQuest and is designed as general knowledge for those who handle or package medical waste. The module contains a quiz and completion will be recorded in SkillSoft. The link to the training is:
https://intelliquest.skillport.com/skillportfe/assetSummaryPage.action?assetid=scorm12_spintellige_reg_med_waste_2&fromShare=yes
- **For employees without IntelliQuest access** the material has been provided in a Word document for printing and distribution. Word document link:
http://questnet1.qdx.com/Employee_Center/environment_health_safety/ehs_training/doc/regulated_medical_waste_handout_training_word.docx

Thank you,

Carla

Carla J. Karagiannis

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Please think about resource conservation before you print this message

From: Performance Excellence
Sent: Thursday, January 08, 2015 9:34 AM
Subject: Your feedback in action: Our 2015 PD&R redesign plan

Powering People HR@Quest

Dear colleagues,

In mid-August we told you about focus groups we'd be conducting to gather feedback for the redesign of the Performance Development & Review (PD&R) process that would be implemented in 2015. This redesign would affect the goal-setting and performance-evaluation process for all exempt and certain non-exempt positions.

Thank you to the more than 200 of you—including exempt and nonexempt employees and supervisors/managers across the country—that provided valuable feedback. Here's what we heard, and how we're implementing your input:

You told us that...	As a result we will...
1. Clear goals for major job responsibilities and projects, including <i>how</i> the results should be achieved, should be defined at the beginning of the year.	1. Include goal and behavior expectation-setting as part of the process at the start of each year.
2. Expected results should be revised as business needs arise or change.	2. Allow goals to be updated throughout the year.
3. Employees should receive informal feedback regularly throughout the year; however, a mid-year performance check-in should be required.	3. Include mid-year performance check-ins in the formal PD&R process.
4. Job skill enrichment/development applies to everyone and therefore should be incorporated into each employee's goals for the year.	4. Include job skill enrichment/development goals in the PD&R's Goals section.
5. Employees should discuss interest in career development as part of the PD&R, but the actual career development process should be done outside of the PD&R process.	5. Add an indicator of career interest and a link to career-development resources to the PD&R documents.
6. Quest should have one form/tool for setting expectations, completing updates throughout the year (including mid-year) and evaluating performance at year-end.	6. Implement one single form/tool to set expectations, make mid-year updates and evaluate performance.

In addition, you told us which behaviors you thought were important for non-exempt employees' success. We're aligning those behaviors with our Quest Behaviors to help establish expectations and measure performance for those colleagues.

Thank you to all who participated in this important process, including the redesign project team, focus group participants, and colleagues who shared their feedback with us informally. We are confident that our new PD&R approach will increase transparency in the evaluation process and help us achieve desired business results. Stay tuned for more information, coming in first-quarter 2015.

The Performance Excellence Team