

Quest Diagnostics at

Shady Grove Medical Center and Washington Adventist Hospital

MEETING

MINUTES

8.11.2015

PRESENT: WAH: 8.11.2015, 0645-0730: STEPHANIE CODINA, MARY-DALE ABELLANO, MARIA MORRIS, VANESSA ROBINSON, SHAKIMAH RODNEY, MARIE SABONIS
 WAH: 8.11.2015, 1455-1535: STEPHANIE CODINA, TARA APPELBAUM, HABIBA LAKO, MARIE SABONIS
 SGMC: 8.12.2015, 0636-0725: STEPHANIE CODINA, YESHIWAS BELEW, HOJAT GOUDARZI, YVONNE NGWA, DIPTI PATEL, MARIE SABONIS, HAMERE TADESSE
 SGMC: 8.12.2015, 1530-1605: STEPHANIE CODINA, SARAH DELINGER, GABRIEL NJIKA

DISTRIBUTION: BLOOD BANK STAFF MEMBERS

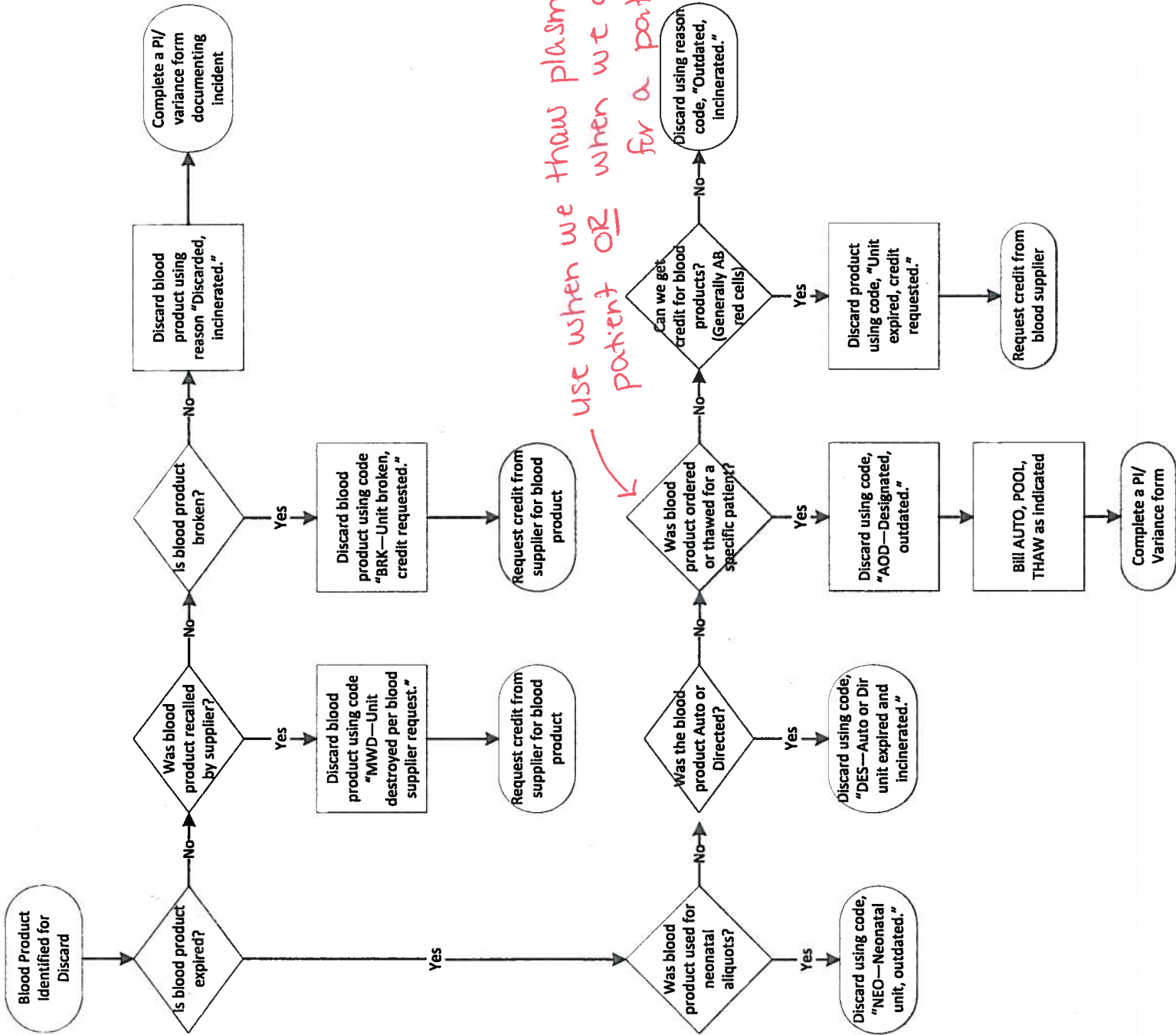
MEETING COMMENCED:

Item	Discussion	Action	Follow-up
Minutes			
ADT Error Log	Marie trained BB staff on the ADT error log procedure. She gave an overview of the process at the meeting and will conduct one-on-one training with staff members to complete the process.	None	N/A
Evaluations	We looked at the new evaluation tool that will be used for mid-cycle evaluations and discussed the expectations for self-evaluations.	None	N/A
Neonatal Transfusion Criteria	Neonatal transfusion criteria were supposed to go live on August 12. We were notified by the Cerner team that this DID NOT happen. The new implementation date has not been announced. More to come.	None	NA
Cryoprecipitate	In Cerner, the provider has the option to order 1 dose, 2 doses, or 3 doses of cryo. When the order crosses to Sunquest, it is changed to 10 units, 20 units, or 30 units. We get cryo in pools of 5 units, so we always thaw in pairs. We should also issue in pairs. If the RN requests 1 unit of cryo, he/she is actually requesting 1 dose (that is what they see on their end). They will never request the second unit, because they see 1 bag as 1 dose. It is up to BB staff to ensure both bags are issued and transfused together.	None	N/A

Item	Discussion	Action	Follow-up
<p>Giving ABO/Rh results over the phone</p>	<p>Scenario: MD calls BB to say his pregnant patient was seen in the ED last week, and they never ordered an ABO/Rh test. The provider is asking you to provide the patient's historic ABO/Rh type to determine if she is a RhIG candidate.</p> <p>Would you provide a historic ABO/Rh type?</p> <p>Answer: We perform ABO/Rh typing for RhIG candidacy for each visit. This is because sometimes patients share insurance cards (and identities). We NEVER treat based on historic results.</p>	None	NA
<p>Red cells to GEC</p>	<p>There was a discussion about who provides red cells to GEC.</p> <ol style="list-style-type: none"> 1. This needs to be done on dayshift to save surcharges on courier fees. 2. All dayshift staff should be sharing this task. 3. We will add to the QC/PM Assignment sheet in the future. 4. Red cells should be returned from GEC at least 7 days before expiration. 	None	NA
<p>SGMC Mission and Values</p>	<p>Each employee should have received a card that contains the SGMC mission and RISES values to wear with their ID badge. Please know these items and remember that you have them if asked.</p>	None	NA
<p>Blood product disposition</p>	<p>Scenario: You receive an order for platelets. You allocate platelets from inventory. The platelets expire. What do you list as the discard reason in Sunquest?</p> <p>Answer: Outdated, incinerated</p> <p>DO NOT list "Allocated, outdated." Per the flow chart, we ONLY use allocated outdated if we thawed plasma or cryo for a specific patient or if we ordered special products in for a patient. "Ordering special products into inventory for a patient" would be like ordering HLA-matched platelets, antigen-negative blood, or washed red cells in.....something we specifically got into inventory for that patient (not something we keep in inventory). Another example would be if a provider demanded that we have 6 apheresis platelets in house for a patient's surgery, the pathologist approved, we ordered, and they were wasted.....this was ordering above our normal inventory with pathologist approval, so that is allocated outdated.</p> <p>We also looked at the flowchart for product disposition.</p>		

Item	Discussion	Action	Follow-up
Open Forum	<ol style="list-style-type: none"> 1. When putting notes in someone else's mailbox, please date and initial the note so the receiver knows who put it there and to whom he/she should respond. 2. When placing RTYP orders, please ensure you are putting the order under the correct FIN. The RNs cannot see the order unless it is placed on the correct FIN. 3. Please ensure you are NOT throwing away cord bloods with biohazard bags. Evenings if frequently finding cord samples in the biohazard bin. ALWAYS check biohazard bags for specimens one at a time BEFORE discarding. 	None	NA
Staffing	<p>Khadar has been deployed to Liberia to conduct research on Ebola survivors until mid-October. We have many open shifts to fill. Specifically, we DEFINITELY need help next Saturday, August 22. Please volunteer.</p>		
World of Color	<p>We went over the World of Color presentation and departmental results. Please see presentation attached.</p>	None	NA
Meeting adjourned			
Next meeting the week of September 1, 2015			

Stephanie Codina
Recording Secretary



use when we thaw plasma / cryo for a specific patient OR when we order products (special) for a patient or above normal inventory.



True Colors

Understanding Behavior &
What Makes People Tick



Agenda

- Colors – What do the colors mean
- Colors - Communication
- Team Dynamics

Rules

- No Style is Better Than Another
- Be Proud of Your Color
- Share Your Ideas

Have Fun!



Diving Deeper Into the Colors

PLANNER

Gold represents a need to be responsible, to fulfill duties and obligations, to organize and structure our life and that of others. Those with Gold as a Primary Color value being practical and sensible. They believe that people should earn their way in life through work and service to others.

Gold reflects a need to belong through carrying a share of the load in all areas of living. It represents stability, maintenance of the culture and the organization, efficiency, and dependability.

Golds find joy in belonging, time for family, acknowledgement and doing the 'right thing.' Golds represent almost 50% of the population.



GOLD - You are a planner

Congratulations! You are a primary gold. You're a reliable organizer who can be counted on to implement other people's ideas and get the job done.

You are conventional. You are the pillar of strength and have high respect for authority. You like to establish and maintain policies, procedures, and schedules. You have a strong sense of right and wrong. You are naturally parental and dutiful.

You are good at things that require organization, dependability, management, and detail. You need to be useful and to belong. You are the sensible, stable backbone of any group. You believe that work comes before play.

Occupations:

Accountant

Judge

Medical Provider – dentist, dr

Nun

Pharmacist

School Administrator

HELPER

Blue represents calm. Those with Blue as a Primary Color value balance and harmony. They prefer lives free from tension... settled, united, and secure.

Blue represents loyalty and a sense of belonging. Blue corresponds to depth in feeling and a relaxed sensitivity. It is characterized by empathy, aesthetic experiences, and reflective awareness.

Blues need to be authentic; they possess extraordinary people skills; represent approximately 10% of the total population.



BLUE - You are a Helper

Congratulations, you are a primary Blue. Your communication style creates peace and harmony in the workplace. As a Blue personality you are gifted with tremendous people skills.

You have a strong need to make a difference in the lives of other people. This strength is immediately noticeable in the way you make heart felt connections and bring out the best in those you encounter. People usually feel relaxed and comfortable in your presence.

You love to build self-esteem and make others feel good about who they are. You can easily motivate and inspire people to make changes in their lives and reach their potential. This natural talent makes you excel as a counselor, teacher, social worker and journalist, human resources but the list is far greater in the books.

THINKER

Green expresses itself as persistence and determination. Its strength can lead to a resistance to change if it is not proven that the change will work or is warranted. Those with Green as a Primary Color value their intellect and capabilities above all else. Comfort in these areas creates a sense of personal security and self-esteem.

Green characteristics seek to increase the certainty of their own values through being assertive and requiring differences from others in intellectual areas. They depend upon information rather than feelings to create a sense of well-being.

Greens find joy in exploring new ideas, high achievement, doing what "can't be done," and humor and irony. Greens represent approximately 10% of the population.



GREEN - You are a thinker

Congratulations! You are a primary green. You are an exceptionally creative problem solver who brings your ability to think outside the box to the workplace.

You are a conceptual, analytical, and logical thinker. To you knowledge is power and your insatiable thirst for understanding and information is what drives you. You are an incredible problem solver but once the goal is accomplished you lose interest and need to move on. The challenge is in the ideas and not the details or implementation of your creations. Leave those things to another type that enjoys doing these things.

You are an independent worker who detests routine and prefers to work alone on projects and you often gravitate toward leadership roles.

Occupations:

computer consultant

Biomedical Engineer

Math Teacher

Doctor

Stockbroker

College Professor

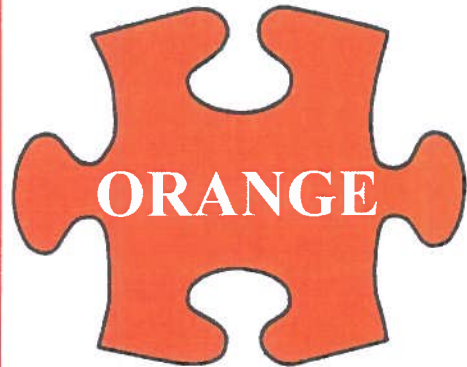
You usually find entrepreneur and independent contract work appealing, but see the book for a more thorough list.

DOER

Orange represents energy, spontaneity and excitement. Those with Orange as a Primary Color feel the will to achieve results, to win, to be successful. They desire all things that offer intense living and full experience.

Orange generates an impulse toward active doing: sport, struggle, competition and enterprising productivity. Orange likes to grab life and live in the moment. They are natural risk-takers, flexible through change and are able to quickly adapt in varying situations.

Oranges find joy in being the best, performing, taking risks and saving the day. Orange represent approximately 30% of the population.



ORANGE - You are a Doer

Congratulations, your primary colors is Orange.

You are a persuasive motivator who knows how to get people moving and excited about projects.

You are courageous. You act on a moment's notice. You see life as a roll of the dice, a game of chance. You need stimulation, freedom, and excitement. You are a natural leader, troubleshooter, and performer.

Occupations:

Sales

Marketing

Firefighter

Police Officer

Politician

Radio/TV Announcer

Lobbyist

Media Relations Executive

Bartender

GOLD - PLANNER

Golds Value	Relating to Golds; Be:
Commitment Security Professionalism Etiquette Duty Loyalty Honesty Membership Time and Resources Tradition	Accurate Consistent Rule-Abiding Fair Organized Thorough Reverent of Traditions Respectful Reliable Conscientious

GOLD - PLANNER

ICKY Perception:	May Perceive Self As:
<p>Rigid, inflexible Controlling, bossy Too serious Resistant to change Opinionated System-bound Lacking imagination Judgmental Boring Uptight Predictable</p>	<p>Consistent Providing structure Goal-oriented Firm or traditional Knowing right from wrong Loyal to organization Realistic Decisive, seeking closure Dependable Following a routine Having leadership ability</p>

BLUE - HELPER

Blues Value	Relating to Blues; Be:
Compassion	Caring
Friendship	Communicative
Teamwork	Humanistic
Sensitivity	Nice
Sharing	Open
Tolerance	People-Oriented
Trust	Personal
Kindness	Respectful of their feelings
Relationships	Sincere
Possibility	Approachable
Creativity	Acknowledge them

BLUE - HELPER

ICKY Perception:	May Perceive Self As:
Very emotional Overly sensitive Mushy Too tender-hearted Easily persuaded Too trusting Smothering Too soft, too giving Weak Talking too much Illogical	Having feelings Compassionate Idealistic Empathetic Caring Seeing best in others Nurturing Liking to please people Wanting harmony Great communicator Valuing feelings

GREEN - THINKER

Greens Value	Relating to Greens, Be:
Expertise Intellectual Achievement Knowledge Logic Technology Accuracy Ingenuity Strategy Self-Sufficiency Improvements	Rational Precise Ready for Questions Prepared to give Facts Analytical Encouraging Focused Logical Objective Open-Minded

GREEN - THINKER

ICKY Perception:	May Perceive Self As:
Arrogant, a know it all Cold, hard Insensitive Head in the clouds Critical, fault-finding Lacking compassion Unappreciative of others Intellectually demanding Argumentative Absent minded	Confident Mentally tough, strong Logical, rational Visionary, inventive Enjoying one's own company Good at analysis Objective Having ability to reprimand Having high expectations Knowledgeable

ORANGE - DOER

Oranges Value	Relating to Oranges; Be:
Adventure Forthrightness Options Experience Flair Spontaneity Productivity Opportunity Winning expediency	Dynamic Clear and Direct Confident Entertaining Flexible Open-Minded Spontaneous Ready for Change Energetic

ORANGE - DOER

Icky Perception:	May Perceive Self As:
Goofing off too much Manipulative Untrustworthy Unable to stay on task Scattered Taking unnecessary risks Resisting closure or decisions Obnoxious Immature Self-centered	Having a playful attitude Exploring new possibilities Clever, good negotiator Open to change Having many interests Able to do many things Adventurous, courageous Valuing freedom Flexible, easy-going Fun-loving, enjoying life

Team Dynamics

Let's Take A Glimpse

- Team Colors
- What are the dominant colors?
- Any color(s) not represented on the team?
- Where do you see our strengths?
- Where do you see our potential opportunities?

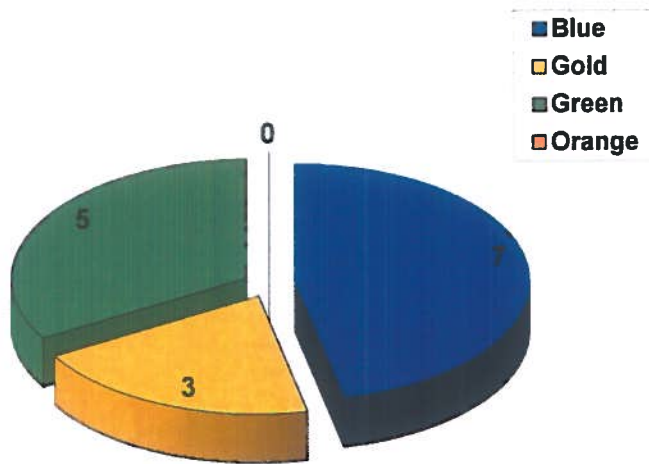


Ashkan	Thinker (15)	Planner (10)	Helper (7)	Doer (4)
Cathy	Thinker (16)	Helper (10)	Planner (7)	Doer (3)
Cynthia	Helper (11)	Thinker (10)	Planner (8)	Doer (8)
Dennis	Helper (13)	Planner (12)	Thinker (7)	Doer (5)
Hollie	Planner (11)	Doer (10)	Thinker (8)	Helper (7)
Julie	Helper (17)	Planner (8)	Doer (7)	Thinker (4)
Leslie	Helper (10)	Doer (9)	Planner (9)	Thinker (8)
Lori	Helper (14)	Thinker (10)	Planner (9)	Doer (3)
Marie	Thinker (12)	Planner (11)	Helper (10)	Doer (3)
Neal	Planner (14)	Helper (11)	Thinker (10)	Doer (1)
Dr. Nick	Thinker (15)	Helper (10)	Planner (9)	Doer (2)
Robert	Thinker (12)	Helper (10)	Planner (8)	Doer (6)
Samson	Helper (13)	Planner (11)	Thinker (7)	Doer (5)
Stephanie	Planner (11)	Thinker (10)	Helper (9)	Doer (6)
Zanetta	Helper (14)	Planner (9)	Thinker (7)	Doer (6)



Mary-Dale	Helper (12)	Planner (10)	Doer (7)	Thinker (7)
Tara	Planner (13)	Helper (11)	Thinker (9)	Doer (3)
Yeshiwas	Thinker (13)	Planner (11)	Helper (9)	Doer (3)
Sarah	Thinker (12)	Helper (11)	Planner (9)	Doer (5)
Khadar	Planner (15)	Thinker (12)	Helper (8)	Doer (1)
Hojat	Thinker (12)	Planner (11)	Doer (7)	Helper (6)
Habiba	Planner (13)	Thinker (10)	Helper (10)	Doer (3)
Maria				
Tsegaye	Planner (11)	Thinker (10)	Helper (9)	Doer (7)
Yvonne	Planner (11)	Thinker (10)	Helper (10)	Doer (6)
Gabriel	Planner (13)	Thinker (12)	Helper (8)	Doer (4)
Dipti	Planner (16)	Helper (12)	Doer (4)	Thinker (4)
Anne	Planner (12)	Thinker (11)	Helper (11)	Doer (3)
Vanessa	Planner (11)	Thinker (10)	Helper (9)	Doer (6)
Shakimah	Planner (14)	Helper (9)	Thinker (7)	Doer (6)

Department View - Primary



Team Dynamics

Strengths	Expectations
Communication Nurturing Confidence Analysis/Analytical Organization	Harmony Inspiration Intellectual Stimulation Challenge Consistency
Drives Happiness	Stressors
Harmony Meaning Autonomy Time to Ponder Responsibility	Insincerity Lack of cooperation Incompetency Redundancy Lack of Control

Team Dynamics

Present but likely not strong
(Orange)

Flexibility
Optimism
Impulsive Risk Takers
Spontaneity
Need Variety

Communications

How Each Communicates

Gold - Planner	Blue - Helper	Green - Thinker	Orange - Doer
<ul style="list-style-type: none"> • Purposeful, Plans Ahead • Respectful, Appropriate • Supportive of Policies & Rules • Detailed Oriented, Chronological 	<ul style="list-style-type: none"> • Friendly, Helpful, Empathetic • Optimistic • Expressive with Emotion • Fostering or Maintaining Harmony • Reads between the Lines 	<ul style="list-style-type: none"> • Purposeful/avoid small talk • Includes Facts and Information • Big Picture, Conceptual • Questioning, Critiquing • Wry Sense of Humor 	<ul style="list-style-type: none"> • Casual, Playful • Spontaneous, Now Oriented • Fast-Paced, Changes Subjects Quickly • Straightforward • Active, Involved, Mobile

Tips to Communicate With ----

Gold - Planner	Blue - Helper	Green - Thinker	Orange - Doer
<ul style="list-style-type: none"> • Be Prepared; Give Details • Stay on Target; Be Consistent • Show Respect • Don't Interrupt • Plan Ahead; Avoid Surprises 	<ul style="list-style-type: none"> • Acknowledge Them • Show Appreciation • Include Them • Hear them out • Be tactful with feedback 	<ul style="list-style-type: none"> • Allow them Time to Ponder • Skip the "small talk" • Avoid Redundancy • Give Big Picture or Point first – Details later • Don't misinterpret their need for all info as interrogation 	<ul style="list-style-type: none"> • Use "Sounds Bites" • Move with Them While they Mutli-task • Appreciate Their Flair • Allow Options and Flexibility • Lighten Up



Remember

In closing.....

- There is no "best" type of color style
- People usually are not trying to be difficult –
- Color Watch – to better understand human behavior
- Pull out your tip chart to help you prepare for communicating with someone with a different color

They're just different!