



Quest Diagnostics Inc.,
At
Shady Grove Medical Center

SGMC FIELD OPERATIONS STAFF MEETING

MINUTES

MAY 31, 2015 (SUNDAY)

PRESENT: STAFF MEMBERS- SEE SIGN-UP SHEET ATTACHED (STAFF WILL ALSO BE READING THE MINUTES IN MEDTRAINING. ORG)

DISTRIBUTION: R. SAN LUIS, L. LOFFREDO, DR. CACCIABEVE AND LESLIE BARRETT.

MEETING COMMENCED: 1245

Item	Discussion	Action	Follow-up
<p>Welcome/Remarks</p>	<ul style="list-style-type: none"> - Review along with staff: - Our Mission: <i>"We demonstrate God's care by improving the health of people and communities through a ministry of physical, mental and spiritual healing."</i> - A.I.D.E.T: <i>Acknowledge, Introduce, Duration, Explanation and Thank You.</i> - R.I.S.E.S/ Standards of Behavior: <i>Respect, Integrity, Service, Excellence, Stewardship.</i> - We welcome Jose Bustillos to the Field Ops team (WAH & SGMC) Jose will be working AM collections and every other weekend night shifts in Phlebotomy. - Stay tuned for other positions will be posted soon. - Baker, Sunday, Sabir, Talwinderjit are helping out during the night shifts. Thank you all! - Many staffs are helping during AM Phlebotomy collections as well and I thank all of you for going out of your way to help the department serve our hospitals patients. Keep up the great work! 	<p>Info</p>	
<p>Safety: Patient and Staff</p>	<p>Safety Reminders: Month to Month is pretty much the same, nevertheless we have to review and follow! If you notice something unsafe please let me know...</p> <ul style="list-style-type: none"> - Clean all surfaces, carts and trays multiple times in a day. Document on daily duties checklist. Cleaning/ disinfecting agent is Clorox solution provided for us in clear bottles labeled with date the solution was prepared. Hospital provided wipes/ Sani-cloth are good for phones. - Follow all FOCUS guidelines at all times, refer Sop for details. - Use only Quest approved/supplied equipment. - Hand hygiene: "Pump in Wash-out" Strictly continue with each patient visit on in or out patients. - Positive Patient Identification: 100% of the time. - OPL patients: number/token system. - Our patients must feel safe around us! Use good clean lab coats every day! Display work ID badges on the lab coats on the top pocket/upper portion of your body. - Use lab coat wall hangers. Do not throw your used coats on the carts while going on a break. 		

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	<ul style="list-style-type: none"> - Clean carts, arrange them. Keep carts and trays ready for next AM. - Follow AHC dress code policy at all times. Appear professional at all times. - Earrings, lanyards/cords/ neck ties worn around the neck/hold ID badges <i>not</i> to be used, especially when serving the ABH patient's. - No Food & Drinks in the lab at any time. - Vocera/ Pagers: immediate courteous responses by all staff required. Carry an extra battery if need be! 		
<p>Metrics , TAT and Healthstream scores.</p>	<ul style="list-style-type: none"> • AM collections Metric: May will be receiving a Green Arrow! It denotes we are on our way to "World Class" if we do 95% or better (Purple is world class)May stands at between 90-92% for Receipt of all AM labs by 0630 in LIS. Weekend AM numbers are in 80% and staff must work more closely together to bring them up to 90% or better in receipt of AM draws. Staffing is playing some role, off-site collections are continuing to be a challenge. Send to lab by tube after every 5 draws! Reschedule "nurse collect draws" that become a "lab to collect" draw before we draw or receive in LIS, it will help our numbers because these draws are out of our control. It's one of our initiatives. Review crystals that are posted daily for your feedback! Do provide feedback during our daily huddles. • Receipt of specimens in LIS is to be done by Processing and Phlebotomy staff as a team. It is a daily initiative we must follow. • Critical Value Callback: Metric Met 100%. • Blood Culture volumes: Metric met. • STAT collections within 15 minutes: April 46%. • Blood Culture Contamination Rate: Metric Met. • Healthstream: 34% during last quarter. Goal is 50%. Keep up the good work and let's achieve the target during the next quarter (April - June) Please practice and apply Hospital's Mission Statement, AIDET and RISES Values it will help us improve our scores. • Reminder ER specimen throughput: Good. • Continue to review STAT collections metric/ daily crystal reports that are posted in Phlebotomy section. We have 15 minutes for a STAT collection and to be received in LIS within 15 minutes. It's feedback on our performance and for you to provide feedback to GL and me to help improve our scores. • Reminder ASAP Collections: 30 minutes. 	<p>Goal is 5-10 minutes receipt in LIS from time of drop off/ arrival via tube system.</p>	
<p>Staffing and Schedules</p>	<p>Ok at this point, but please continue to be flexible as many are!</p>	<p>All to be flexible in helping</p>	<p>SMK</p>
<p>TOP, Attendance & Tardiness.</p>	<p>Plan TOP... Refer the TOP Report that is usually posted on the board every payperiod.</p>	<p>Plan TOP time.</p>	<p>SMK</p>
<p>Competency & MTS</p>	<ul style="list-style-type: none"> - IntelliQuest- Refer it every week and complete it! - MTS – resets done for many, please re-do. - In June we will do final tally of Paper competencies and we need to 		<p>ALL</p>
<p>Daily Shift Logs and OL, PL, Un-received Coll lists</p>	<p>Daily Duties Checklists must be completed and signed by all parties responsible for give over/take over.</p>		<p>ALL</p>

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Time cards/ Kronos update	Nothing New at this point in time!		
Miscellaneous Items/Reminders	<ul style="list-style-type: none"> • Supplies- Please put them away even during weekends and weekdays. It's everyone's responsibility. Evening Technologist's will especially bring it to the attention of our staff for non-tech supplies. • Lab Coat Machine- stocking up new lab coats and emptying used ones is working well! Keep up the good work. 		ALL
Up Coming, New and in the works			
Questions/ Open Forum	10 minutes. No questions asked.		
Next Monthly Meeting	TBA		