



Quest Diagnostics Inc.,
At
Shady Grove Medical Center

SGMC FIELD OPERATIONS STAFF MEETING

MINUTES

JUNE 30, 2015

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: 1130 AND 1630

Item	Discussion	Action	Follow-up
Welcome/Remarks	<ul style="list-style-type: none"> - We will review the following at every huddle as a team:- - 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> - Meeting minutes are posted online for your review! If you do have any questions please send them to me. - Review AHC Intranet frequently for Healthstream scores and other information on AIDET and RISES. All PC's do have AHC Intranet. - <i>Manager's TOP time 7/3/15 to 7/13/15.</i> - <i>Neal</i> will be at WAH and at SGMC. Contact him on 301-891-6126 and Cell- 240-463-5961. Lori Loffredo, our Regional Lab director will also be on site for first 3 days when I begin vacation : Mon-Wed (7/6/15-7/8/15) - Hiring is on! Two new staff members will start soon: Amber Colclough (Phlebotomist 1st shift and every other weekend night shift, will train at the desk to help with staff vacation) and Channel Fielding (Phlebotomist/ Processor night shift- will train in processing first) Neal and Group Leads will work together to give them a good head start. - Thanks to all staff for being flexible in helping out during various shifts and also with short notices. We are three FTE's down... and it will take at least 5-6 weeks before new employees will be ready to hold a shift/ a station down by themselves. - Please continue to help each other out via shift changes/exchanges, better TOP planning and good communication. OT is also to be kept at minimum. - New OPL is opened! Please visit it and get familiar with the lay out. 	Info	

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- 2nd Quarter RecognitionQuest Awards- look out you may have an award!
- More new carts will be ordered gradually 1-2 per month or so. We will balance out old and new carts and as old carts breakaway we will replace with the new ones.

Safety: Patient and Staff

Our Monthly Safety Reminders! A quick review...

- Follow FOCUS guidelines at all times! Looks for slip, trip and fall hazards as you zoom with your carts through patient rooms, hallways, elevators and the laboratory. Safety first.
- Only Quest approved/supplied equipment must be used on patients. If you are not familiar with equipment please do not use it.
- Hand hygiene: "Pump in Wash-out" Strictly continue with each patient visit on in or out patients.
- When in doubt... refer SOP manual first>consult GL or a supervisor/manager.
- Dispatch: to clean surfaces, carts and trays multiple times in a day. Document on daily duties checklist.
- Positive Patient Identification: 100% of the time.
- OPL patients: number/token system.
- Use good clean lab coats every day! Display work ID badges on the lab coats on the 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.
- 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. It's summer so please review the bulletin board for QD dress policy that is posted.
- Earrings, lanyards/cords/ neck ties worn around the neck/hold ID badges **not** to be used, especially when serving the ABH patient's.
- No Food & Drinks in the lab at any time. Lab offices are clean areas- thanks for removing labs coats and gloves before entering. Please do not bring any specimens to the lab offices, instead call the supervisor out to help you with the issue/ question.
- Vocera/ Pagers: immediate courteous responses by all staff required. Carry an extra battery if need be! Lab role of drawing patients within specified times is in fact considered as keeping the patients safe so that Physicians can receive results in time to treat them! Please be mindful to draw in time.

Metrics, TAT and Healthstream scores.

- **AM collections Metric:** With metric calculations being done, it shows our metric to have scored between: 90% to 92%. Green arrow!
Purple Arrow- World Class is awarded for scores that show between: 95% to 100% and we are not there yet! But then Core Lab with resulting is there!
- New AM collections floor division sheets are still in draft format. Vocera upgrades are planned and will be published soon.
- **Receipt of specimens** in LIS is to be done by Processing and Phlebotomy staff and must work together. No excuses.
- **Critical Value Callback:** Metric is met.
- **Blood Culture volumes:** Metric is met. See mini-posters.

Goal (Receipt): 95%-100% in LIS by 0630.
Results: 95% - 100% results by 0730 (Technologist's- Purple arrow- World Class)

95% calls in LIS within 1-2 hours.
BLC Vol 8-10/bottle.

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	<ul style="list-style-type: none"> • STAT collections within 15 minutes: June's score is 48%. Goal is 95% within 15 minutes. Please review feedback metrics that are posted on a daily basis. • Blood Culture Contamination Rate: Met. • Healthstream: Averaging 50% and possibly will close-off at that! Great job! Keeping going- if you think of creative ways to improve our scores please let Lead staff and me know. • ER specimen throughput: Looking good. We have no RL solutions reports from SGMC ER at this point. Good job! • ASAP Collections: Collect within 30 minutes. 	Pay close attention to specimens arriving via tube system, drop off window bins and logs.	
Staffing and Schedules	Schedule's for the month of July is already posted in Shift planning and please check with Neal in case you have questions.	Continue to be flexible in helping out on various shifts.	SMK
TOP, Attendance & Tardiness.	Refer TOP calendar before requesting TOP. We have reached the half year point already!	Plan TOP time ASAP.	SMK
Competency & MTS	<ul style="list-style-type: none"> - IntelliQuest- Post Exposure Training - MTS – There are a few that need to complete. Please see attachment. Corrective action will be served for staffs that are not compliant. - Paper competencies: Turned in and awaiting final numbers. 	Staff to check online frequently.	ALL
Daily Shift Logs and OL, PL, Un-received Coll lists	<p>Daily Duties Checklists: It's the responsibility of all on shift to review and complete tasks that are outlined. Group Leads to monitor and sign off.</p> <p>PL Log Training is in session- complete with your Group Leads help. Thanks to the many who have completed it.</p>		ALL
Time cards/ Kronos update	It is the responsibility of staff to inform the Group Leads/ Sr Reps on shifts if missing a lunch break/30 minute break is anticipated so that arrangements can be made to share workload with other staff. Writing 'no lunch' or 'no break' after the fact is resulting in Overtime. However there are many times when overtime is justified and approved so that staff can get appropriately paid for work performed during busy times.	Assign break/lunch timings to staff.	Gr Leads
Miscellaneous Items/Reminders	<ul style="list-style-type: none"> • None at this time. 		ALL
Up Coming, New and in the works	<ul style="list-style-type: none"> • New BD Vacutainer holders are in use. Please provide feedback if any. 		
Questions/ Open Forum	2-3 minutes. No Questions were raised.		
Next Monthly Meeting	TBA		