

Quest Diagnostics at
Shady Grove Medical Center

FIELD OPERATIONS OP CENTER MEETING

MINUTES

AUGUST 20, 2015 AT 0930

PRESENT: Z. SHANA, S. KALSI, A. KAUR, S. KHANDAGALE

DISTRIBUTION: R. SANLUIS, L. LOFFREDO, L. BARRETT AND STAFF MEMBERS ON MED TRAINING. ORG

MEETING COMMENCED: 0930

Item	Discussion	Action	Follow-up
Thank you & Remarks	<p>Thank you, staff, for being flexible in helping out during various scheduling needs, especially during weekends and for doing a few 12 hour shifts.</p> <p>Please remember to use A.I.D.E.T (Acknowledge, Introduce, Duration, Explanation, and Thank you) with every OP patient and family member encounter. And be willing to answer their questions or find the right person to help them out.</p> <p>Remember to be on our best behaviors in light of the hospital's Standards of Behaviors: R.I.S.E.S (Respect, Integrity, Service, Excellence and Stewardship) at all times.</p> <p>Memorize and follow the AHC's Mission: "We demonstrate Gods care by improving the health of people and communities through a ministry of physical, mental and spiritual healing."</p> <p>Thanks for great feedback that Darlene Smith, Infection Control, Director, escorted an OP patient to our area! Please do the same in case we come across patients and family members you find wandering about not knowing where to go next.</p>	<p>Lab staff must inquire where patient need to go next for another procedure or visit before they leave our OP Lab.</p>	
Healthstream Metric	<ul style="list-style-type: none"> • Last quarter we scored 52% rank. Threshold (Goal) 75% ! • During this quarter and with 14 calls in, we are at 69%. Please keep great job going! • Compensate parking as needed. • Pay close attention to Mobile Med patients and compensate their parking always and until further notice. 		Staff
Critical Call Metric	<p>Goal 100% within two hours of release of result.</p> <p>Two staff missed two critical calls during this month are spoken to and have provided their responses on Quality variance forms. Staff did not document on Critical Call log before attempting to reach physicians. Both cases are under investigation with QA and me.</p> <p>Group Lead and Manager were not informed.</p>	<p>Staff MUST document unsuccessful calls in callback program immediately!</p> <p>Staff to inform Group Lead as soon as such a thing happens.</p>	Staff
CQA Inspection Update	<p>Temperature monitoring in all sections must be done every day and appropriate corrective actions noted if temperatures are out of range. QV forms to be written.</p> <p>Records were reviewed for 2014 and 2015 till current date.</p>		

Item	Discussion	Action	Follow-up
	<p>Patient ID process was checked, OPL staff Sonia was questioned on it and a direct observation was performed by a CQA inspector.</p> <p>Tube expirations were thoroughly checked. Monthly Tube expiration audit sheets reviewed by CQA inspector and staff along with Group Lead must monitor on a monthly basis and as described in SOP and on checklists.</p> <p>Few other discussions were held with staff present on that day, 8/13 and 8/14.</p> <p>Thank you for doing a great job!</p>		
Pneumatic Tube System	Not working today! Ticket has been opened with Facilities/ Plant Ops Staff by Group Lead.	Display Ticket number on the tube system.	GL or Rep
MHC/ LWS off site update (Mercy Health Clinic and Life Work Strategies)	<ul style="list-style-type: none"> • MHC (Mercy Health Clinic) sent over 35 patient specimens on Monday and again around 16-20 specimens yesterday. • LWS final count is pending for Monday and Wednesday. • Great job! Recognition Quest award points on the way! • Colleen Rodak's (Ordering Nurse Practitioner) number checked, called and updated in LIS using function PHYMA for critical calls that may have to be done after operating hours. • Staff will need to go through the Telephone Operator to reach MHC's contact or LWS' contact after hours if they have long distance cell numbers. 	Continue to double check manual reqs right away.	SK
SOIC draws (Infusion Center)	Nurses do bring labels and sign in our log for blood draw services required for Infusion patients in the SOIC or as sent to the lab/escorted to the lab. Glad to see everyone working together. Lab staff is continuing to call SOIC if and when blood products are tubed down via tube station to alert the nurses for quick pick up and to help SOIC to be in compliance with Blood Bank requirements.	Continue the good work!	Staff
Competency	<p>Competency 2015 –</p> <ul style="list-style-type: none"> • Competency packets prepared, given to Group Leads • Please target end of September for completion • Intelliquist and MTS competencies to be done as time permits. 	Ongoing	GL
Training	<p>Amber has completed training in the OP Lab and is now training in Phlebotomy for the next 4- 6 weeks.</p> <p>Dericka when she returns will receive training in the Specimen Processing Department and will be scheduled to work there and in the OP as needed.</p>	<p>Effective 8/14/2015- already in effect after CQA.</p> <p>Effective 1st week of October, 2015.</p>	SK
Miscellaneous	<p>Lab Alerts:</p> <ul style="list-style-type: none"> • Lab Closure on Labor Day, 9/7/15 discussed and copies provided. Lab Alert was also sent to Patient Access, centralized scheduling, Ortho, PAT, Pre- Op Direcors and managers during yesterday. • Lab Alert on discontinuation of Sweat Chloride test on Sept, 1, 2015, posted in area and discussion on how to answer inquires was provided to staff. 	<ul style="list-style-type: none"> • Staff to inform inquirers that we are closed on Labor Day. • Staff to provide alternate sites of testing to patients/ Drs offices and other callers or patients who stop by. 	NM
Items needed in OP Center Lab	<ol style="list-style-type: none"> 1. Recliner/stretchers 2. Two new matching chairs as in Room 1 and Room 2 		SK
Questions/ suggestions	Patients have been sent to OP Lab with hospital ID bracelets in hand or attached to papers.	SK to follow up with patient access department. GL informed to speak with lead Valarie ASAP.	SK

Item	Discussion	Action	Follow-up
	Patient Access/ Registration staff is not visible to patients that walk through the OP center for registration and come directly to the lab. When there is only one staff member there she/he sits behind the pillar. Can they sit where they could be visible for better flow of patients?	Lab staff to manage up by escorting patients back to registration and finding a Registrar to register the patients.	Staff
	How's the new Daily Duties Checklist working out? It's a good checklist... staff is happy!	There is no eye in OP lab. Update checklist. Continue to write N/A until further notice.	SK

Parking Lot

Item	Follow up date	Action
Eye-Wash on check-list	8-31-15	Update checklist