

Quest Diagnostics at Washington Adventist Hospital

MEETING

MINUTES

6.14.2016

PRESENT: STEPHANIE CODINA, RANDY GRAVES, SAMSON KHANDAGALE, MOHAMMED FAHIM, MOTI PRASAI, JESSE BIMBRA, DIANE CLARK, BAKER MUSOKE, RANDY GRAVES, JARAYSHA BLOUNT-SMITH, ARBY WILSON, PAULETTE DOUGLAS, AKAMMA ISAAC, VINITHA DANIEL, SALVE HJJE

DISTRIBUTION: FIELD OPS STAFF MEMBERS

MEETING COMMENCED: 0700-0800 AND 1230-1330

Item	Discussion	Action	Follow-up
Minutes			
Introduction	Formally introduce new management team members to group. Identify chain of command and briefly discuss leadership philosophy.	None	None
Schedule	<p>Multiple complaints received about the current scheduling process.</p> <p>Beginning July 1, 2016, management team will put out schedules in advance.</p> <ul style="list-style-type: none"> • Management team reserves the right to move days off within this same week up until 2 weeks prior to shift. Staff who make plans on a scheduled day off (ie can't move day off) should request top in Shift Planner (this is only a place holder and will not use TOP unless you don't have enough hours for the week). • Changes in weekends, holidays, or shift work will be discussed with employee in advance. • Changes to days off within 2 weeks of shift will be discussed with employee. • Employees will volunteer for extra shifts as availability permits. • Employees will trade shifts for weekends when they want TOP on their scheduled weekends. • Employees will trade shifts with coworkers when they want a particular day off. 	Randy and Samson to work on schedule	Schedule to be posted by July 1.
Attendance Policy	Please ensure you are documenting call outs on the WFC adjustment log. Reminder that all staff are subject to the attendance policy and disciplinary action will be used for those who have attendance issues.	None	None

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Mandatory Training	Please ensure you are up to date with MTS and Learning Suite. Both have assignments that must be completed BEFORE June 30. Please see Randy, Samson, or Stephanie if you need to be reset. Reminder that you must have a score of 100% to pass a competency quiz.	All staff must complete mandatory training assignments and pass with the minimum score before June 30.	See your supervisor if you need to be reset.
Shift Trades	If you wish to trade a shift, you must find someone to work your shift and submit a trade request in shift planner. The trade MUST be on the schedule to be valid. If the person you traded with does not show up and it is not on the schedule, the attendance policy will apply to the person on the schedule.	None	None
Crosstraining	All departments have experienced increased workload/duties with decreased staff. We will do a formal study of workload in all areas to make sure staff are distributed correctly. However, we will also be asking staff to cross train to provide flexibility in the event of FMLA, call outs, scheduling holes, etc. We are looking at creating a call center to help with some of the workload.	Staff will notify Randy if they wish to crosstrain	None
Competency Assessors	We need to assign specific staff members to assess competency. These assessors must be delegated in writing from Dr. Nic. If you are interested in becoming an assessor, please see Randy or Stephanie. All assessors MUST follow procedures exactly as written.	See Randy or Stephanie if interested	None
FIT Testing	All staff must have FIT testing performed.	Only Salve and Moti have completed FIT testing. All other staff to be scheduled.	Randy to provide a list to Jay Fuller.
Grey tubes	Processing staff are expected to aliquot urine into a grey tube if culture is ordered and we do not receive a grey tube with urine. Staff have requested grey tubes in processing.	Ash ordered grey tubes last week. He will notify processing as soon as they arrive.	Ash to maintain a supply of grey tubes in processing. Stephanie and Randy to follow up with ABH and AHR; they are not using the aliquot tubes for urine.
Zika	Staff have requested a procedure for handling Zika requests. <ol style="list-style-type: none"> 1. Provider must call the State and get permission to send the sample. 2. Provider must fill out the State requisition form. 3. Most Zika tests require a red top, purple top, and urine. This may vary based on case. 4. State will send courier to pick up samples. <p>Staff asked if there is any danger to them by being exposed to Zika. Zika is transmitted via mosquito, so hospital transmission is unlikely per Ron.</p>	Marie is working on building Zika into Cerner and Sunquest. Current issue is that the State and Counties do not have a standard process. Also, providers want to send to Quest but hospital says no.	Stephanie to follow up as information becomes available.

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Procedure Manuals	Staff have indicated that some of the procedure manuals are outdated and need to be updated.	If you run across a procedure that needs updating, please photocopy and write your comments directly on the procedure, then provide to Stephanie for updating.	Stephanie to update SOPs
Specimen storage and retrieval	We will be rolling out a new process for specimen storage and retrieval. All staff will be able to store samples. Staff asked if body fluids will be included. Answer is not at this time.	More to come.	Stephanie
Open Forum	<ol style="list-style-type: none"> 1. Staff stated that they are not being notified when they are exposed to infectious diseases. Response: Infection control investigates every potential exposure and notifies staff if a risk is present.. They will consider multiple factors to include incubation period of disease, transmission route, etc in the determination. 2. RNs are requesting phlebotomists draw patients for STATs without orders. Response: If you get a request to collect blood on a patient request the order. If you have an order you can draw. If you do not have an order, tell the RN you will draw another patient and come back while he/she places the order. If they get belligerent with you, notify Randy or Stephanie. Remind them that federal law requires a written or computer order for labwork. 3. Reminder that ALL processing staff members are expected to log specimens that arrive without orders REGARDLESS OF HOW BUSY YOU ARE. We need this documentation to change the process. 		
Meeting adjourned			

Stephanie Codina
Recording Secretary