

Quest Diagnostics at

Shady Grove Medical Center and Washington Adventist Hospital

MEETING

MINUTES

8.2.2016

PRESENT:

WAH 8.2.16 @ 0700-0740 STEPHANIE CODINA, MOHAMMED FAHIM, JASVINDER BIMBRA, BAKER MUSOKE, JARAYSHA BLOUNT-SMITH, ARBY WILSON, JUSTIN SUNNY, SHIH-HSUN FU, RANDY GRAVES

WAH 8.2.16 @ 1520-1550 STEPHANIE CODINA, VINITHA DANIEL, AKKAMMA ISAAC

SGMC 8.3.16 @ 0645-0715 STEPHANIE CODINA, ASHLEY WHITEHEAD, KATHERINE DAM, ELISE KABANGU, LAURIE SCOTT, BABRA TALWINDERJIT-KAUR, BETHANY VANPELT

SGMC 8.3.16 @ 1430-1505 STEPHANIE CODINA, MARIA BATAY, PAULO SMITH, RAJESH GAJJAR

DISTRIBUTION: FIELD OPS STAFF MEMBERS

MEETING COMMENCED:

Item	Discussion	Action	Follow-up
Minutes			
Everyday Excellence	<p>We reviewed the Everyday month 1 modules for “I am customer focused.”</p> <ol style="list-style-type: none"> 1. Who is your customer? 2. What I can do right now. 3. What you say and how you say it—On the phone. 4. People or Process—I serve internal customers. 	None	None
Entering Comments in Sunquest	<ol style="list-style-type: none"> 1. Sunquest has ETC (English text codes) or mnemonics that are codes we enter that expand to say something more on the patient’s medical record. For example: PREF = patient refused or DUPL = duplicate order. 2. When we enter an ETC code, we must enter it directly into the Sunquest field without any characters in front of it. 3. We can also enter a dash semi-colon “-;” Anything that follows the -; will be free text and will appear in the chart EXACTLY as it is written. 4. I am seeing some people putting the -; BEFORE the ETC code. When this happens, the ETC code is entered into the record as a free-text comment. The comment does not expand and appears the in the chart as written (PREF or DUPL). The people reading the charts do not understand what this means. 	None	None

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	<ol style="list-style-type: none"> 5. It is important to put the -; in the proper location. An example of how a comment should be placed is as follows: DUPL-;notified nurse Jane Jones at 0530 6. It is also important that we do not put any special characters in our message (. , ! % &) as Sunquest cannot interpret these. 		
Drawing T&S Samples for PH&R Patients	<ol style="list-style-type: none"> 1. PH&R (ARH) is a different hospital from SGMC or WAH with a different license. 2. We cannot transfuse blood products at PH&R. When a patient needs to be transfused, the patient is discharged from PH&R and transferred to the hospital for transfusion. After transfusion, the patient is discharged from the hospital and readmitted to PH&R. 3. For this reason, we cannot draw a T&S on the PH&R medical record number. All T&S orders must be placed on a WAH or SGMC MRN. 4. If you get a TS on the PH&R MRN, please do not collect the sample. The order must be moved to the WAH or SGMC MRN first. 	None	None
Reordering Cancelled Specimens	<p>Beginning August 15, 2016, the laboratory will reorder any test that is cancelled due to specimen labeling or specimen integrity issues (hemolyzed, QNS, clotted, mislabeled, etc). This request came from the medical staff. Please note the procedure is currently being revised and an MTS assignment will come out later this week.</p>	Take MTS quiz	All staff
Schedule	<p>Reminder that the schedule is posted in Shift Planner.</p> <ol style="list-style-type: none"> 1. Whenever possible, members of the management team will try to leave you on your normal shift (days, eves, nights). 2. Please note that we CANNOT guarantee specific days off for any employee. We will work with you the best we can, but it is not always possible to provide consistent days off for all employees. 3. Shift planner will send alerts each time your schedule is updated. If you choose to turn the alerts off, please ensure you are checking the schedule frequently and noting any updates. 4. If you have a scheduling conflict, please notify your supervisor as soon as possible. DO NOT WAIT UNTIL THE LAST MINUTE, because that really affects our ability to work with you. It is very difficult to change shifts within 2-3 days of the shift work time. 5. Per policy, if you call out or change a shift within 24 of the scheduled shift start time, this will be counted as an unscheduled absence and is subject to disciplinary action. 	Monitor the schedule and notify the supervisor of changes as soon as possible	All staff

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	<p>Staff posed the question: What if I schedule a doctor's appointment on my day off and then my day off is changed.</p> <p>Answer: If you make plans for a day that you are scheduled off and are not flexible to move your day off if needed, please request TOP in Shift Planner. This is a only a place holder that will tell the supervisor you really need that day off. We will not pay TOP unless you do not have enough hours for the week.</p>		
Specimen Retention	<p>Staff have posed questions regarding the retention times for irreplaceable, blue top (coag), and urine specimens due to space issues in the refrigerator. I have passed these questions to the core lab management team to answer. They need to determine the specimen retention time for their samples. I will let you know as soon as we get a definitive answer.</p> <p>Also, keep in mind that we will be rolling out the new specimen storage and retrieval system soon. The retention times will be built into the system.</p>	Determine retention times for irreplaceable, urine, and coag samples.	Stephanie and core lab team
Competencies	<p>The competencies for the second half of 2016 will be rolled out over the next few weeks. Hopefully the MTS assignments will be out next week.</p> <p>Reminder that the medical director must delegate in writing the people who are allowed to assess competency. When the competencies come out, there will be specific people assigned to sign people off.</p>	None	None
Lab Coat Machine	<p>Housekeeping has asked us NOT to use red bags for the dirty lab coats. To them, red bags mean incineration and they are worried about discarding bags of lab coats.</p> <p>Please put dirty labcoats into the blue bags or into the mesh bags provided by the company. The company will be bringing additional mesh bags to us. We can obtain disposable blue bags from the linen department.</p>	Do not use disposable red bags for dirty lab coats	All staff
Cancelling orders when a patient refuses	Dr. Cacciabeve has asked us to hold off on making this change until August 15. We will go live with this on August 15.	None	None
Open Forum	Staff commented that the biohazard sharps containers are being blocked on many of the units. Laundry bags are being hung from the sharps containers. In some cases they are being used as shelves for the pharmacy scanners, etc.	Bring to nursing huddle Notify nursing education	Samson and Julie Stephanie
Meeting adjourned			

Stephanie Codina
Recording Secretary