

## Quest Diagnostics at

### Shady Grove Medical Center and Washington Adventist Hospital

#### MEETING

#### MINUTES

**9.8.2016**

**PRESENT:**

SGMC 9.8.16 @ 0640-0720 STEPHANIE CODINA, KYON MCBRIDE, DORCAS DADZIE, KATHERINE DAM, APSARA KATTEL, SABIR ALLAHRAKHA, JALI MAHABARE, ELISE KABANGU

WAH 9.9.16 @ 0700-0730 STEPHANIE CODINA, JARAYSHA SMITH, JASVINDER BIMBRA, CHIH-HSUN FU, ASHLEY WHITEHEAD, RANDY GRAVES, MOHAMMED FAHIM, ABU MUSA, ARBY WILSON

WAH 9.9.16 @ 1545-1615 STEPHANIE CODINA, AKKAMMA ISAAAC, CORINA LESLIE

**DISTRIBUTION:** FIELD OPS STAFF MEMBERS

**MEETING COMMENCED:**

Item	Discussion	Action	Follow-up
<b>Minutes</b>			
<b>Everyday Excellence</b>	<p>We reviewed the Everyday month 2 modules for “I am service driven.”</p> <ol style="list-style-type: none"> <li>1. The right action</li> <li>2. Make it right</li> <li>3. Impact of “No Can Do”—Needs and Wants</li> <li>4. “Yes First” wording</li> </ol>	None	None
<b>Behavioral Health Schedule</b>	<p>We have been receiving complaints from SG staff members who do not want to go to ABH or staff who feel like they are rotating too frequently.</p> <p>We met with the Sr. Field Ops Reps and agreed:</p> <ol style="list-style-type: none"> <li>1. We will continue to have an ABH rotation</li> <li>2. If the person scheduled to go to ABH is off, the Rep in Charge will send a replacement based on staffing and judgment.</li> </ol> <p>Staffing is a challenge right now, so everyone is going to ABH more than normal. Unfortunately, this is a necessary part of the job. We will try to assign equitably, but the needs of the organization will dictate.</p>	None	None
<b>Breaks</b>	<p>Reminder to please notify someone when you go to break or lunch. You should notify the following people in this order IF THEY ARE AVAILABLE</p> <ol style="list-style-type: none"> <li>1. Randy</li> <li>2. Jaraysha</li> <li>3. Tech in Charge</li> <li>4. Coworkers</li> </ol>	None	None

Item	Discussion	Action	Follow-up
	We will make all attempts to cover your position while you are gone.		
<b>New BB Armbands</b>	<p>We discussed the new BB armbanding system that is live on the following dates:</p> <ol style="list-style-type: none"> <li>1. SGMC = 8.29.16</li> <li>2. WAH = 9.12.16</li> </ol> <p>All staff need to familiarize themselves with the new system.</p>	None	None
<b>Reordering Cancelled Specimens</b>	<p>On Monday, September 19, we will go live with a new system where lab staff will automatically reorder labs that are cancelled due to specimen integrity or labeling issues.</p> <p>We will notify the nurse that the specimen is cancelled and tell him/her that we are reordering the tests in Sunquest.</p> <ul style="list-style-type: none"> <li>• If nurse collect, request that the nurse redraw the specimens.</li> <li>• If lab collect, please dispatch a phlebotomist to collect the specimens.</li> </ul> <p>Please note that the new orders (orders generated from the lab system) will show in Cerner, but they will not appear on the nursing task list.</p>	None	None
<b>MTS/IntelliQuest</b>	Please be sure you are logging into MTS and IntelliQuest weekly to complete outstanding assignments. We have a lot of changes happening right now that you need to be made aware of. It is important that you are keeping up with these notifications.	None	None
<b>Schedule</b>	Please continue to check the schedule regularly and let a supervisor know if you see issues.	None	None
<b>Competencies</b>	<ol style="list-style-type: none"> <li>1. MTS competency assignments are out. Please use the procedures when taking these tests. Per procedure, you have to obtain a 100% on competency assignments. Your supervisor is allowed to reset you quiz once. If you do not obtain a 100%, you must be retrained in that area. This is a requirement that we have been cited for in the past.</li> <li>2. Quest corporate changed its requirements for paper competencies this year. Dr. Cacciabeve has to delegate certain people in writing to perform competency assessment. Paper competencies will be out soon. Please note that there are specific people who will be allowed to perform the direct observations.</li> </ol>	None	None
<b>Meeting adjourned</b>			

Stephanie Codina  
Recording Secretary