

Quest Diagnostics at

Shady Grove Medical Center and Washington Adventist Hospital

MEETING

MINUTES

9.21.2016

PRESENT:

SGMC: 9.21.2016 @ 0635-0735 STEPHANIE CODINA, MELAKU ASFAW, MILKA BEGREGZIABEHAIR, YVONNE NGWA, DIPTI PATEL, ANNE RIENKS

SGMC: 9.21.2016 @ 1730-1800 STEPHANIE CODINA, HOJAT GOUDARZI, HABIBA LAKO

WAH: 9.23.2016 @ 0635-0735 STEPHANIE CODINA, YESHIWAS BELEW, MARIA MORRIS, TSEGAYE NEGASH, VANESSA ROBINSON

DISTRIBUTION: BLOOD BANK STAFF MEMBERS

MEETING COMMENCED:

Item	Discussion	Action	Follow-up
Minutes			
Everyday Excellence	<p>We reviewed the 4 modules for "I care about quality."</p> <ol style="list-style-type: none"> 1. Quest Quality Framework 2. What I Do and How I Perform Matter 3. My Best 4. Committed to Quality 	<p>Review the modules on MTS and sign off understanding.</p>	<p>None</p>
Billing	<p>We are seeing some issues with billing. Just to clarify....</p> <ol style="list-style-type: none"> 1. You cannot change blood bank billing once it is entered. You can add a credit test, but you CANNOT change the number of something billed. The number will change in Sunquest, but it will not go anywhere....changes will not transmit to Cerner nor will they affect the patient bill. Changes must be given to Stephanie to update in Cerner. 2. People are billing an incorrect number of panel or selected cells. I suspect this is because the person doing the workup is entering the charges BEFORE second tech review. The person entering the antibody ID should also enter the billing, because this is the point at which we know we will not do additional testing. 3. Sickle cell testing on units. 	<p>None</p>	<p>None</p>

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- a. Example: You sickle test 8 units for an exchange transfusion. When you add billing, you add the unit sickle charge and type "8" in the volume. Then, the LIS prompts, "do you want to add this to all units." If you click yes, the computer will add 8 charges to each unit and 64 in total ($8 \times 8 = 64$).
 - i. If you enter a volume of 8, click "no" to that question.
 - ii. If you enter a volume of 1, click "yes" to that question.
 - b. We bill a different test for sickle testing performed in-house and those performed at ARC. Please make sure you are billing the correct one. The mnemonic is listed on the sickle form if you need a reminder.
4. If billing is placed on the wrong test (ie T&S vs TRRC). DO NOT credit and rebill on the correct specimen. This creates a mess in Cerner, and there is no reason for it. Cerner bills based on FIN and not specimen ID.
 5. When adding billing, please make sure you are looking at all of the specimens for that day. Some people are only looking at one specimen and adding billing that they don't see. In many cases, the billing is already there, it is just on a different specimen.

When in doubt, leave the billing for someone who is more experienced. It is very difficult and time consuming to fix billing errors.

Transfusion Reaction

Clarification about transfusion reactions.

None

None

1. The nurse is the person transfusion the blood. She is the person who monitors the patient. She MUST know the symptoms of transfusion reaction as she is the patient's first line of defense.
2. The nurse calls the transfusion reaction NOT the doctor. The doctor is only notified to manage the patient symptoms. This is a TJC regulation.
3. If the nurse has questions about whether or not to call a reaction, answer the questions based on laboratory and hospital policy. For example, we define transfusion reaction due to fever, our policy states the patient must have a 1C rise in temperature, resulting in a fever >39C, in a patient who was not previously running fevers. Talk through those guidelines with the nurse.

When in doubt, call the reaction.

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	Same thing goes for urticarial. When in doubt, draw the specimen.		
	Finally, we are not responsible for printing the transfusion reaction report from Cerner. If we need to look at it, we can print it and attach. If the nurse sends it, we can attach. If we don't have it, we do not need to go into Cerner to pull it. This is the pathologist's responsibility.		
Reagent Receipt	We do a great job of performing reagent receipt QC on new lots and the first new shipment, but we seem to drop the ball when we receive more than one shipment of the same lot or a shipment from the sister hospital.	None	None
	After discussion, we decided we would write the date received on yellow stickers. The person bringing in the reagent must look at the dates and ensure reagent receipt QC is done on each shipment.		
BB Manager Interviews	We have a BB manager candidate that we are currently setting up an interview for. I would like BB staff members at both sites to interview her. Please send me questions you would like to ask. We will refine the wording and coal ate all questions onto one form for all staff to use.	Write questions for the interview	All staff
Midcycle Evaluations	I distributed the midcycle evaluation forms. Please complete your self-evaluation and return to me by Friday, September 30.	Complete self-evaluation by 9.30	All staff
	On the bottom of p4 and top of p5, you will see question about whether or not the employee wants development. Please answer this with a yes or no. If yes, we will do an IDP (individual development plan) on you.		
Competencies	Competencies have been distributed. Right now, only Anne and Dipti are signed off to assess competency. Please see them to schedule time to complete the assessments. WAH documents are at SGMC.	Complete competencies by 11.1.16	All staff
	Also, I need rack 1, rack 2, day of use, reagent receipt, and Echo QC from all staff (all of them from each person). Please work with nights to schedule a time to do this. PLEASE DO NOT RUN UNNECESSARY OR UNNEEDED QC TO MEET THIS REQUIRMENT.		
Flu Shots	All employees are expected to get a flu shot within the designated timeframe unless you have a medical or religious exemption. Flu clinics open on September 23. Please provide documentation to your supervisor for tracking and filing.	Get your flu shot	All staff
Blueprint for wellness	Blueprint for wellness is open if you would like to take advantage of this opportunity.	Schedule your BFW	All staff who wish to participate

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Employee Survey	Employee survey is open from Monday, September 19 to Friday, September 30. You can access the survey from the Quest home page. Please log on and take the survey. Engaged employees willingly voice their opinions. Goal is to have 100% participation.	Take the survey	All staff
Open Forum	<p>Please don't forget to pull pending logs at the end of your shift. Evening shift has been identifying some samples missed by dayshift.</p> <p>Please ensure you communicate to the affected shift when an employee will be late or absent. This information is not getting disseminated properly.</p>	None	None

Meeting adjourned

**Next meeting the week
of October 3, 2016**

Stephanie Codina
Recording Secretary