

## Quest Diagnostics at Washington Adventist Hospital

### MEETING

#### MINUTES

**11.08.2016**

**PRESENT:**

WAH 11.08.2016 @ 0630-0715 STEPHANIE CODINA, RANDY GRAVES, ASHLEY WHITEHEAD, MOTI PRASAI, JUSTIN SUNNY, CHIH-HSUN FU, JARAYSHA SMITH, PATRYCE THOMAS

WAH 11.08.2016 @ 1300-1345 STEPHANIE CODINA, RANDY GRAVES, VINITHA DANIEL, YVONNE GRAY, BAKER MUSOKE

**DISTRIBUTION:** FIELD OPS STAFF MEMBERS

Item	Discussion	Action	Follow-up
<b>Minutes</b>			
<b>Everyday Excellence</b>	<p>We reviewed the Everyday month 3 modules for “I care about quality.”</p> <ol style="list-style-type: none"> <li>1. Quest Quality Framework</li> <li>2. What I Do and How I Perform Matter</li> <li>3. My Best</li> <li>4. Committed to Quality</li> </ol>	None	None
<b>Outpatient Lab</b>	<p>We reviewed the Outpatient Customer Experience</p> <ol style="list-style-type: none"> <li>1. Hospital staff members obtaining POC supplies and trading meters will be no longer be serviced at OPL. These staff members will be referred to processing.</li> <li>2. Patient should have a wait time less than 10 minutes in the laboratory.</li> <li>3. Waiting area will be revived with new paint job and furniture and remodeling as soon as we get approval from the hospital designer.</li> <li>4. The interpreter line is now live.</li> </ol>	<ol style="list-style-type: none"> <li>1. Direct staff to processing window for POC supplies/questions</li> </ol>	All staff
<b>Pager System</b>	<p>Outlined paging system will be rolled out throughout the hospital.</p> <ol style="list-style-type: none"> <li>1. SPOK text paging system will go live 11/15</li> <li>2. All paging assignments by floor will be distributed to units on 11/15</li> <li>3. MTS quiz has already been assigned</li> <li>4. In-Charge phlebotomist will carry the ‘Stroke’ pager</li> </ol>	<ol style="list-style-type: none"> <li>1. Complete the MTS assignment by 11.15</li> <li>2. All phlebotomists are required to carry the correct pager according to the unit assigned.</li> </ol>	Field ops staff members
<b>Audit</b>	<p>CQA inspection deficiency</p> <ol style="list-style-type: none"> <li>1. Outpatient specimens must be labeled in front of the patients prior to patient leaving.</li> <li>2. In patient specimens must be labeled in the patient room at the bedside.</li> </ol>	Continued audits in inpatient and outpatient phlebotomy will be conducted by Supervisor and Group Lead	Supervisor

Item	Discussion	Action	Follow-up
Flu Shots	Deadline for the flu shots is 11/18.	Complete all flu shots prior to 2pm 11/18	All staff members
Stat and ASAP orders	We reviewed the process of Stat and ASAP orders. <ol style="list-style-type: none"> <li>1. Both Stat and ASAP orders will print from same printer.</li> <li>2. Stat printer will be moved from OPL to Processing on or about 11/15.</li> </ol>	<ol style="list-style-type: none"> <li>1. Processors will be trained on using Spok paging system</li> <li>2. Staffing levels will be evaluated to accommodate this change</li> </ol>	Supervisor
New Hire	Welcome Patryce Thomas		
Meeting adjourned	0715 and 1345		

Randy Graves Sr  
 Recording Secretary