



Quest Diagnostics Inc.,
At
Shady Grove Medical Center

SGMC FIELD OPERATIONS STAFF MEETING

MINUTES

NOVEMBER 11, 2016

PRESENT: STAFF MEMBERS- SEE SIGN-UP SHEET ATTACHED (STAFFS WILL ALSO BE READING THE MINUTES IN MEDTRAINING. ORG)

DISTRIBUTION: R. SAN LUIS, DR CACCIABEVE AND LESLIE BARRETT.

MEETING COMMENCED: 0630, 1000, 1500

Item	Discussion	Action	Follow-up
Welcome/Remarks	<ul style="list-style-type: none"> - Review: AIDET, Mission of the Hospital, RISES, 5-10 Rule. - It's noted and reported by staff that some are using curse words/profanity/ bad language in the department. This is a BIG no, no! Be professional at all times, use good- clean language at all times. - All new hires were scheduled to attend the town hall meeting on 10/13/16. All four of them, Jamea, Kyon, Anna and Jasmin attended it. - TJC Inspection is over! - Flu shots: complete by 11/18/16. - Competencies: MTS and Paper done. One staff on FMLA will be completing after joining work. - Blue Print for wellness open till 11/14/16 - Benefits enrollment open till 11/14/16 - Annual Safety Training is in progress. - Winged set/butterfly usage is high. New plan being implemented soon: shift wise lockers are being made and codes will be given shift wise. Each locker will have own butterfly log. - Continue not to use cell Phones in hallways, patient rooms, department. Use designated places while on breaks to use your phone if you have to. Keep them on silent/vibrate. - Continue not to use the ER door to enter/exit. 	Info	
Safety: Patient and Staff	<ul style="list-style-type: none"> • Follow FOCUS guidelines per SOP. • Use only Quest Approved equipment when serving patients and follow SOP, Venipuncture and other related SOP's. • Hand hygiene: "Pump in Wash-out" Strictly continue with each patient visit on in or out patients. (Infection Control) • Use Dispatch wipes to clean surfaces, carts and trays multiple times in a day. Document on daily duties checklist. • Wipe down OPL Phlebotomy chairs after each patient visit. • Do Positive Patient Identification: 100% of the time. Follow SOP. No arm band/No ID bracelet NO draw! 		

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	<p>(exception is recurring out patients/standing orders patients- ask to state and spell name and check date of birth)</p> <ul style="list-style-type: none"> • Use good and clean lab coats every day! Display work ID badges on the lab coats on the pocket/upper portion of your body. Babra and Barbara did clean out all old, wrinkled and dirty lab coats. Use pocket protectors at all times. • Follow AHC dress code policy and wear appropriate footwear. Appear professional at all times. • Be safe look out for slip, trip, fall...hazards...phone cords, water on the floor etc., in patient's rooms, elevators, lab & others areas. Report to Environmental services, Charge RN's/ Lab Supervisors. • Lanyards/cords/ neck ties worn around the neck/hold ID badges not to be used, especially when serving the ABH patient's. • No Food & Drinks in the lab at any time. • All new hires and current staff are fit tested on the N95 Respirator. 100%. (Stef please confirm this for me.) • Ask good questions to the patients before blood draws are performed in an in house setting to check their comfort level with venipunctures and check to calm down their fears before performing our job. • Vocera- immediate courteous responses by all staff and timely service is expected. • Tube system: Report issues immediately to Group Lead/ Supervisor's and Charge Nurses and follow up. • Use Interpreter Service lines/Cyro phones (blue phones) to communicate with non-english speaking patients. You can also call X 4414 from any phone within the hospital to activate the language line/interpreter service. Code is 4031. 		
<p>Metrics , TAT and Healthstream scores.</p>	<ul style="list-style-type: none"> • AM collections Metric: Met for October. We are meeting the monthly metric. Keep up the good work. • Receipt of specimens in LIS is to be done by Processing and Phlebotomy staff. • Blood Culture volumes: good. • Contamination Rate: good. • Healthstream: we did well for last quarter, 89% Rank! • ER specimen throughput is now 5-10 minutes to receipt in LIS. • Critical Value Call Back: good • Review STAT collections metric/ daily crystal reports that are posted in Phlebotomy section. We have 15 minutes for a STAT collection and to be received in LIS within 15 minutes. • Lactic Acid draws on ice, tubing/hand carry and receipt! 	<p>Receipt: 95%-100% in LIS by 0630(Field Operations) Results: 95% - 100% results by 0730 (Technologist's)</p> <p>95% calls in LIS within 1-2 hours. BLC Vol 8-10/bottle</p>	
<p>Staffing</p>	<ul style="list-style-type: none"> • Overall flexibility from all staff is solicited and to move to where the work is. 	<p>All to be flexible in helping</p>	<p>SMK</p>
<p>TOP, Attendance & Tardiness.</p>	<p>Refer Shiftplanning and TOP calendar. Your TOP will first be approved in shiftplanning then request it in Kronos. Attendance: Few Issues/ Shift changes/exchanges- form must be filled out. Full time employees must work your 40 per week, TOP time will be used to total it up to 40. Tardiness: Curb it! Be on time, every time!</p>	<p>Plan TOP time. Refer Lab Alert. Monitor is in progress.</p>	<p>SMK</p>

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Competency & MTS	Few staff have to complete. All resets are done. 90% paper competency is in place. Drop down deadline 11/15/16.		ALL
Daily Shift Logs and OL, PL, Un-received Coll lists	Daily Duties Checklists: (reminder) all sections must fill out and follow every shift/ every day. All staff must complete logs per shift and communicate in person during shift hand off.	Reschedules with RN name.	ALL
Time cards/ Kronos update	Lunches & punches- Must! Please do not miss punches or take extended periods of times for lunches. Cover your co-workers for lunch breaks. Group Leads/ Sr Reps to continue monitoring and coordinating breaks/lunch breaks.		
Miscellaneous Items	<ul style="list-style-type: none"> • <u>Few Reminders as always:</u> • Collection Tote bag of ABH, Please keep it updated. • Tube expirations: GL & Designee does the Audit every month. Check each tube your hand touches! • Supplies: stocking up/putting away is everyone's job. • Open every manual requisition dropped off with or without specimens, a must. Double check with Lead/ Core Lead/ Supervisor/ Techs and ask for help when hard to read/process. Do not send anything to Ref lab without double checking it/processing it. • Problem logs will have to have QV form attached. • Misc. tests call Lab Director/s. • Leaving work stations without notice... DO NOT! • Use of Phlebotomy <u>workload forms</u> on a daily basis. • Blood Culture Bottles in Bactec. • Timed draws: be on time! Check with RN's. Reschedule only if permitted by RN/ Physician. • Vocera & Phone responses must be timely and in a courteous manner. Use AIDET with each call. • QV & RL Solutions responses by supervisor & staff in real time. • Do not get on the internet when on shift and on company clock! It's prohibited! • Phone etiquette: 3 rings... Smile! AIDET!! Set your phone to the ringer volume of your hearing preference and do answer it. Do not transfer calls without letting the person know who the caller & the issue is. (Quiz/question: how do you answer the phone... outside call/ in house call?) <ul style="list-style-type: none"> 1. Greeting 2. State your name 3. State your Department 4. Ask: How may I help you? 		ALL
Up Coming, New and in the works	<ul style="list-style-type: none"> • Sunquest will be available on 2C, 4B, and ICU. Look for the computers with the Sunquest printer label on them. When you log on, you must use the location on that label in order to get your labels to print in the units. You can select the laser printer for pending logs. • Unit 4 C will be opened soon... we will have additional draws during AM collections and all through the day. • Unit AZAL (Azalia) is added to ABH's AM collections list. • Through the day PL Logs for offsite locations 		

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(ARHR and ABH) to be pulled from 0000 to 2400 each time we pull it and to be worked on and attached to Daily Duties Checklist and discussed during shift change/shift hand off.

- Subpoena's- If you have to attend court with work related matters- please notify manager right away, turn in hours and mileage via concur.
- All Hands-On Deck approach! Move to where the work is!!
- Field Ops monthly Huddle notes will be posted on MTS.
- STAT and ASAP printer will be combined and will be located in Specimen Processing so that processors can page phlebotomists while they are up on the units and document the call/page on a log.
- ER Pilot Program for lost specimens: we will be providing you with bar codes to scan by before you pick up specimens from the Pneumatic Tube System, so that we can track who received what samples (tube types etc.,) from the ER. More information to follow.

Questions/ Open Forum

5 minutes QA/Comments/Observations:

1. ER sending Blood Culture Bottles via tube system without bottle carriers. They must arrive with carriers placed in bio bags that must be zip lock sealed. (staff to provide us with accession numbers/orders- Stephanie will email ER Director on the issue)
2. Some units are sending UA Cups via tube system. (Staff to provide information on orders so that RL solutions reports can be filed to have the issue corrected)

Next Monthly Meeting TBA

Title: SOMC Field Ops. Staff meeting Date: 11-11-16 Deadline: N/A.

	Employee ID/LIS code	LAST NAME	FIRST NAME	SIGNATURE/COMMENTS
1.	104967-385	Allah Rakha	Sabir	<i>[Signature]</i>
2.	104972-386	Babra	Talwinderjit	
3.	158763-3350	Batay	Maria	
4.	128553-3258	Dadzie	Dorcas	<i>[Signature]</i>
5.	154997-3347	Dam	Katherine	<i>[Signature]</i>
6.	116143-3162	Davis	Jennifer	<i>[Signature]</i>
7.	201032-3381	Delacruz	Jamea	<i>[Signature]</i>
8.	117014-3222	Feng	LI Ping	<i>[Signature]</i>
9.	110490-3167	Gajjar	Rajesh	<i>[Signature]</i>
10.	137022-3307	Grant	Frederica	
11.	131486-3273	Guerrier	Pierre-Carmel	<i>[Signature]</i>
12.	134128-3288	Jagrup	Agnes	
13.	104937-696	Kabangu	Kapinga	<i>[Signature]</i>
14.	104938-365	Kanagarathnam	Anandaraaj	<i>[Signature]</i>
15.	146527-3329	Kattel	Apsara	<i>[Signature]</i>
16.	136445-3302	Kalsi	Sonla	
17.	104941-300	Khandagale	Samson	<i>[Signature]</i>
18.	136631-3303	Kaur	Amandeep	<i>[Signature]</i>
19.	202649-3386	La Touche	Jasmin	<i>[Signature]</i>
20.	128590-3269	Mabiki	Philomene	
21.	104961-389	Mahabare	Jalindar	
22.	180835-3342	Mable	Atsu	
23.	150738-3341	Middleton	Dericka	
24.	104953-3098	Maskare	Nilesh	<i>[Signature]</i>
25.	114468-3382	McBride	Kyon	<i>[Signature]</i>
26.	185376-3370	Onasanya	Sunday	<i>[Signature]</i>
27.	104919-386	Patel	Parul	
28.	153674-4067	Scott	Laurie	<i>[Signature]</i>
29.	134613-3293	Smith	Pauldo	<i>[Signature]</i>
30.	201893-3384	Smittenaar	Anna	<i>[Signature]</i>
31.	104890-377	Shana	Zohra	<i>[Signature]</i>
32.	169799-3366	Tessema	Tewodros	
33.	163065-3361	Villa- Agustin	Tirso	
34.	195143-3378	Van Pelt	Bethany	<i>[Signature]</i>
35.				

[Handwritten mark]