

Quest Diagnostics at Washington Adventist Hospital

MEETING

MINUTES

12.13.2016

PRESENT:

WAH 12.13.2016 @ 0630 - RANDY GRAVES, STEPHANIE CODINA, BAKER, MUSOKE, DIANE CLARK, CHI-HSUN FU, SHANTALL RUIZ, JASVINDER BIMBRA, MOHAMMED FAHIM, JUSTIN SUNNY, MOTI PRASAI, AND

WAH 12.13.2016 @ 1300 - RANDY GRAVES, STEPHANIE CODINA, YVONNE GRAY, AKKAMMA ISAAC, ARBY WILSON

DISTRIBUTION: FIELD OPS STAFF MEMBERS

Item	Discussion	Action	Follow-up
Minutes			
Everyday Excellence	We reviewed the Everyday month 4 modules for “I am knowledgeable.” <ol style="list-style-type: none"> 1. Protect or Share 2. In the Know 3. Adapt and Evolve 4. Knowledge Check 	None	None
Team Work	Discussed the importance of teamwork to the success of the department. Staffs are expected to move to the work. During morning run, staff should help others when they complete their collections.	None	None
Stat and Timed Tests	STAT and timed collections need to be drawn within 15 minutes of the requested draw time. Troponins and lactate collection and receipt times will be monitored daily by the supervisor. Staff must document issues on a PI/Variance form.	Monitor Daily	Supervisor
Rep in Charge	In the future, we will be designating a Field Op Rep in charge for each shift. This person is responsible for directing staff members to the work, assigning break times, and managing the shift.	None	None
On-Call Pay	We now have the option to pay call to staff members. Pros: <ol style="list-style-type: none"> 1. Staff will receive \$1/hour for being on call 2. If staff are called in to work, they will automatically get paid for a minimum of 3 hours to compensate for travel time Cons: <ol style="list-style-type: none"> 1. Staff will be required to pull call 2. If called in, staff will have a minimum amount of time in which they must respond and report Staff at both meetings voted to continue with the volunteer system for coverage.	Staff did not want to do On-Call Pay	None

Item	Discussion	Action	Follow-up
Staff Concerns	<p>Comments should be placed in Sunquest for any variable or issue encountered. Documentation MUST include the name of the person who you notified.</p> <p>Examples of items that should be documented:</p> <ol style="list-style-type: none"> 1. Samples that were not collected in the ED (especially troponins and lactates) 2. Patient not available at the collection time <p>NEVER cancel an order without notifying the patient care area. The name of the person notified must be in Sunquest.</p>	Monitor	Supervisor
Patient Identification	<p>Phlebotomist should identify patient with labels in hand (chart/barcoded lab label)</p> <p>Samples should be labeled in front of the patient at completion of draw in the room.</p> <p>Processors should complete labeling samples one patient at a time.</p>	Audit	Supervisor
Goals for 2017	<ol style="list-style-type: none"> 1. More training programs 2. New handheld devices (dependent upon budget) 3. Phone to replace beepers (dependent upon budget) 4. More employee recognition 5. Improve written procedures and training program 	None	None
	<ol style="list-style-type: none"> 1. Did you put in a ticket to get the scanner in processing replaced? Staff stated it was not working. 2. Please notify staff to turn the computer off and on to reset the OL monitor until the software is replaced. 3. Ensure all staff have usernames and passwords for the computers 4. All staff should complete a self eval and a 360 eval on you. 5. BB will be changing to a 6mL pink tube. 		

Meeting adjourned

Randy Graves
Recording Secretary