



Quest Diagnostics Inc.,
At
Shady Grove Medical Center

SGMC FIELD OPERATIONS STAFF MEETING
MINUTES
DECEMBER 28, 2016

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

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

MEETING COMMENCED: 0630 AND 1500

Item	Discussion	Action	Follow-up
Welcome/Remarks	<ul style="list-style-type: none"> - Review: New Hospital Mission, " We extend God's care through a ministry of Physical, Mental and Spiritual healing". - A.I.D.E.T, R.I.S.E.S, 5-10 Rule. - We have come to the close of 2016. Thank you for a great year. A personal note to say Thank You is sent to all staff members through Recognition Quest. Many will also see rewards in RQ points from me when you were noted for doing something positive, up lifting someone, going above or beyond, or making a difference in the lives of patient's. Check it out! - Few more to complete Compliance, MTS, IntelliQuest. Corrective actions were served for missing the MTS deadlines. - 2016 TOP usage was very well done again! Calendar is up for 2017. - Promotions are in for 4. - Unit 4C is now open since 12.27.16. - Do not leave your carts unattended in the hallways. Do not display tourniquets and needles/sharps/scissors. - Blood Bank will be introducing a new 6 ml pink tube. Date will be announced soon. - On call system for Field Operations – discussion is On-going; please let us know by next meeting. - Blood Culture carriers will be ordered soon. - Urine Audit is ongoing. Use form to record units that send w/out using the three tubes provided in the cup and units that send cups via tube system. 	Info	
Safety: Patient and Staff	<ul style="list-style-type: none"> • Blood Culture monitor in place. QV forms are being written for all outliers. Draw on time. Read Smarterm mailbox sent 12/27/16. • Follow FOCUS guidelines in service to our patients. • Draw all STAT, Timed and ASAP orders within established TAT/specified times. Capture all delays on your Phlebotomy run sheets and in LIS. Write QV forms/ Answer QV forms. • 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. 		

	<ul style="list-style-type: none"> 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! (exception is recurring out patients/standing orders patients- ask to state and spell name and check date of birth) Use good and clean lab coats every day! Display work ID badges on the lab coats on the pocket/upper portion of your body. Use pocket protectors at all times. Follow AHC dress code policy and appear professional at all times. No Food & Drinks in the lab at any time. Vocera responses. 		
Metrics, TAT and Healthstream scores.	<ul style="list-style-type: none"> AM collections Metric: Met for November. December is ongoing. Blood Culture volumes: November-good. Contamination Rate: November- good. Healthstream: Last Quarter of 2016. 30 calls in ___% scored. Critical Value Call Back: November- good STAT collection metric: 44% for November. Not met. Lactic Acid and Blood Culture: collect and receive within 15 minutes and send on ice. Blood Culture 30 minutes. Processors to also pay very close attention to specimens on ice and receive immediately. 	<p>Receipt: 95%-100% in LIS by 0630 (Field Operations) Results: 95% - 100% results by 0730 (Technologists)</p> <p>95% calls in LIS within 1-2 hours. BLC Vol 8-10/bottle</p>	
Staffing/Open positions	<ul style="list-style-type: none"> Jali's position is posted as a second shift position. "Move to where the work is" and "all hands on deck approach." 	All to be flexible in helping	SMK
Daily Shift Logs and OL, PL, Un-received Collection 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	Punches in Kronos – Please do not miss punches. Cover your co-workers for lunch breaks. Group Leads/ Sr Reps to continue monitoring and coordinating breaks/lunch breaks. Brunch breaks between the hours of 0800-1100 are encouraged for first shift staff. Second and Third shift staff can plan their own lunch timings.		
Miscellaneous Items	<ul style="list-style-type: none"> Tube expirations: Audit will be completed ASAP for this month. Check each tube your hand touches! Supplies: stocking up/putting away is everyone's job. Problem logs will have to have QV form attached. Use of Phlebotomy <u>workload forms</u> on a daily basis. Blood Culture Bottles in Bactec ASAP. Do not get on the internet... improvement seen. Please report... there is no tolerance for retaliation. It's our duty to report. 		ALL
Up Coming, New and in the works	<ul style="list-style-type: none"> New SSR system - few more to be trained on specimen storage and retrieval. Open shifts in Humanity (Shift Planning) How to sign up? WAH LIS access for many Cross-Trained SGMC staff to help WAH do their OPL critical value call back. In progress: ER Pilot Program for lost specimens, we will provide 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..) 		

	<p>from the ER.</p> <ul style="list-style-type: none"> We have begun data gathering for OPL patients between 4:00pm to 7:00pm for cost/labor savings and patient satisfaction. 		
Questions/ Open Forum	5 minutes QA/Comments/Observations:		
Next Monthly Meeting	TBA		