

Quest Diagnostics  
At  
Adventist Hospital Labs

**GENERAL LABORATORY STAFF MEETING**

MINUTES

**JANUARY 2017**

**TIMES:** 0700, 1330, 1500

**DISTRIBUTION: STAFF MEMBERS**

Item	Discussion	RISES / Action	Follow-up
<b>Combined Minutes</b>			
<b>*State Ground Rules!!</b>	<p>Respect each other; talk one at a time, everyone has the right to speak as long as they do so respectfully.</p> <p>Demonstrate RISES in all we do!</p>	Respect	NA
<b>2017 Lab General Staff Meeting</b>	<p>We will have monthly staff meetings. If Rob is not available, other managers will run the meeting. It was discussed and voted on that all Lab staff should attend or call into a minimum of 7 meetings. A call-in number will be provided for those who cannot attend. There will be a Sign-in sheet for those who attend and names on the phone will be logged. Anyone calling in will be paid for the time.</p> <p>Our future Staff Meetings will be following the Hospital Agenda:</p> <ul style="list-style-type: none"> <li>• Mission</li> <li>• Review Strategic Plan Summary (Rises)</li> <li>• Pillar of Excellence of the Month</li> <li>• Department review of 6 Dashboard Measures of Success</li> <li>• Pillars of Excellence of the Month</li> <li>• Department Review of 6 Dashboard Measures of success</li> <li>• Sharing DMAIC Best Practices – <u>D</u>efine, <u>M</u>easure, <u>A</u>nalyze, <u>I</u>mprove, <u>C</u>ontrol</li> <li>• Department Specific Matters</li> <li>• Information for Executive Leadership</li> </ul> <p>Our goals will be driven towards the hospital goals.</p> <p>Our “Main Thing”, Core Purpose, Processes &amp; Responsibilities – The Laboratories core mission is to provide accurate and timely results to aid clinicians in providing patients with “World Class” diagnostic services and care. (See attachment at the end of minutes)</p>	Respect & Service	Mgmt. Team

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<b>Staffing Status &amp; Budget</b>	<p>WAH is now fully staffed. SGMC has one technical EOW position and 2 non-technical positions open. Some people are still training. We are still rotating people between WAH, SGMC and GEC. Rob has requested 2 additional EOW technical positions for SG to reduce scheduled OT. Rob, Samson, and Stephanie are evaluating needs for SG non-technical positions to reduce scheduled OT.</p> <p>We need to be careful with supplies and overtime. We were \$300K over for supplies. Overtime is budgeted for \$250K annually. We are currently running over \$500K annually. Managers will be monitoring overtime closely and seeking approval when scheduling overtime.</p> <p>Annual Staff Pay Increase – The pay increase budget is 2.0% of total payroll. This year the increase is slightly skewed to the lower quartiles. Something new this year, staff in the 4<sup>th</sup> quartile that “Achieves Expectations” will not receive an annual increase. This change impacts small number staff members and will be discussed during the annual review.</p> <p>Please recall every staff member under mid-point on the pay scale received a pay adjustment in 2016. In addition, we did away with the MLT pay code and converted them to MT1 with a pay increase which also makes them eligible for the career ladder. In addition, we have created, or in the process of creating, another step on the ladder.</p> <p>Goal Sharing – we are being told goal sharing should pay out about 50% higher than last year.</p>	Stewardship	All
<b>2017 PI Projects</b>	<ol style="list-style-type: none"> <li>1. Throughput – Morning Lab Results by 0730</li> <li>2. Throughput – STAT &amp; ASAP Lab Results</li> <li>3. Timed Sample Collections</li> <li>4. Samples without Orders</li> <li>5. Mislabeled Samples</li> <li>6. Patient Experience</li> </ol>	Excellence	All
<b>Competencies</b>	Must score 100% to complete. See or call your supervisor to reset.	Excellence	Supervisors
<b>Team Work and Communication</b>	<ul style="list-style-type: none"> <li>• Some people are not taking lunches. Everyone should take a meal break.</li> <li>• When you go on break, be sure you have someone to cover for you. The tech-in-Charge needs to know and ensure breaks are coordinated and coverage is in place.</li> <li>• Staff performing assigned as ONCALL must check with Tech-in-Charge prior to clocking out. This is not an option.</li> </ul>	Respect & Integrity	Supervisors
<b>Collection of Extra Tubes</b>	<p>Phlebotomy staff is collecting too many extra tubes. At WAH staff discussed problems with a particular label printer. The label printer prints 3 duplicate labels per specimen. It costs money when using more than one tube.</p> <ul style="list-style-type: none"> <li>• ED should not be sending green POCT tubes to the laboratory. Stephanie discussed with Emily in ED.</li> <li>• Phlebotomy should limit drawing extra tubes. However, there could be situations where nurses will</li> </ul>	<p>Stewardship</p> <p>Marie is working to correct the label printing issue at WAH.</p>	Marie

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	<p>need an extra draw.</p> <ul style="list-style-type: none"> <li>• Phlebotomist should make every effort to fill tubes during morning run.</li> <li>• Blood Bank is looking to replace the large 10 mL Lav Top tube with a 6 mL Pink. More information to follow.</li> </ul>		
<b>Specimen Storage &amp; Retrieval (SSR)</b>	<p>All staff need to ensure they are archiving tubes in real-time. If you are not trained and competent see your supervisor ASAP. We realize this process is new to the technical staff and we are experiencing some pushback. Technical staff perceives the process change as additional work. This change is required to implement some keys process improvements. The two most impacted projects are: The electronic ADDON process and system wide phone bank. These projects will dramatically reduce incoming phone calls. The electronic ADDON process dependent on quickly being able to quickly identifying sample location to respond to the ADDON request. Until we work through the issues with SSR we cannot move forward with connected projects.</p> <p>We realize SSR needs work. As with most DI projects we learn and improve over time.</p>	<p>Service</p> <p>All staff should provide feedback to supervisors concerning SSR to identify issues and make needed improvements.</p>	
<b>“EMPOWER” replacing IntelliQuest</b>	<p>Everyone needs to complete Blood Borne Pathogens and Hepatitis B online annual Quest training. This is an OSHA requirement. Go to <a href="mailto:empower@questdiagnostics.com">empower@questdiagnostics.com</a>. If you have problems, let your supervisor know.</p>	<p>Excellence</p>	<p>Everyone</p>
<b>Employee Recognition</b>	<p>All Quest employees receive points and can recognize their Peers. If you know someone who has done an exceptional job and you want to recognize them, submit your justification and give them points. If you would like to give them more points, see your manager or Rob.</p>	<p>Excellence</p>	<p>All</p>
<b>IT</b>	<p>Generic computer logons are quickly being to be replaced by unique windows user name and password logons. If you do not yet have a user name and logon you will not be able to perform your work. See your supervisor immediately.</p> <p>New Hematology Equipment – IT is working through issues getting the new hematology equipment interfaced. We are shooting for a March 2017 go live, April at the latest. The implementation of auto-verification for hematology will drastically reduce workload in Hematology.</p>	<p>Service, Stewardship, &amp; Excellence</p>	<p>Everyone</p>

Facilitator: Rob SanLuis

**OUR “MAIN THING” – CORE PURPOSE, PROCESSES, & RESPONSIBILITIES**

**Laboratory**

**CORE IDEOLOGY**

<p><b>Core Purpose</b> <i>(Why do we exist?)</i></p>	<p>The Laboratories core mission is to provide accurate and timely results to aid clinicians in providing patients with “World Class” diagnostic services and care.</p>
<p><b>Core Processes</b> <i>(What are the core processes to fulfill the purpose that you exist for?)</i></p>	<p><u>Pre-Analytic</u>: Specimen collection, handling, and processing <u>Analytic</u>: Specimen testing <u>Post-Analytic</u>: Result communication (Verbal, Electronic, Paper)</p>
<p><b>Core Roles &amp; Responsibilities</b> <i>(What roles are critical to carry out your core processes? What are their responsibilities?)</i></p>	<p><u>Pre-Analytic</u>: Phlebotomists and Processors <u>Analytic</u>: Technical Staff Members <u>Post-Analytic</u>: Phlebotomists, Processors, and Technical Staff Members</p>

**ENVISIONED FUTURE**

<p><b>Dashboard Measures of Success</b> <i>(Current or Future Dashboard Goals)</i></p>	<p>Pre-Analytic: Mislabeled Samples Pre-Analytic: STAT &amp; Timed Samples Collected On-Time Pre-Analytic: Sample Received w/o Orders Pre-Analytic &amp; Analytic: Morning Labs Resulted by 0730 Analytic: STAT &amp; ASAP Result Availability Patient Experience – 50<sup>th</sup> Percentile (Overall Facility)</p>
<p><b>5 Year Strategic/ Visionary Goal</b> <i>(What do you hope to accomplish and be known for?)</i></p>	<p>The laboratory will provide “World Class” diagnostic testing and services to our clinicians to achieve unparalleled in timeliness, accuracy, and efficiency.</p>