

Quest Diagnostics
At
WAH

CORE LAB HUDDLE 2/8/17

- SUPPLIES – TIC in charge of coordinating supplies getting put away and logged in the reagent receipt log and they can delegate to other staff members based on workloads
 - Staff counting supplies need to ensure counts are accurate
 - Supplies need to be properly rotated and put up within the shift that they arrive on
- STAT GRAM STAINS – 120 min is TAT for all Stat Gram stains and any tissues, fluids and CSF
 - Blood culture bottles received in processing are not put on BacTecs by processing staff, they wait for Techs to do it (discussed w/ Randy and he will ensure processors are loading)
 - ROB not being done by processing (Randy will update staff on their responsibility to ROB)
 - Front desk staff does not communicate on weekends when they leave early (also reviewed w/ Randy and he will address)
 - Any outliers need to receive a QV form and the supervisor needs to be notified as to circumstances why it was an outlier
 - Processing needs to check specimens for QNS before adding on testing
- NEWBORN SCREENS – every shift will pull the pending log and attach it to the TIC bench log for Newborn screens and address any samples that are greater than 7 days old and will follow up with a supervisor
- PHONES – new line ext 5880 implemented
 - Intercom alert cannot be changed, it will only beep once
 - ALL staff are responsible for answering phones AT ALL times
- EXTERNAL QC FOR SEROLOGY KITS – perform external QC on kits on the first Monday of each month
 - Perform external QC on new shipments of the same lot and on new lots at all times and still perform the QC on the first Monday of the month on day shift

- CAP SURVEYS – I will provide updates on surveys that we fail throughout the year
 - Cap survey packets that are turned in need to contain the instrument printout, any QC or patient logs, IR report, and all questions need to be answered and signatures provided

- URINE LYTES – are only run on VW1 at 9am and 9pm and with the batch you bracket your QC and run the first level then your patients and then the second level, this is temporary in reference to the Urine Lytes ongoing issue

- OT – all efforts need to be made to decrease OT
 - Do not clock in earlier than your shift start time unless you have permission from the supervisor
 - Try to complete all work in your area so that you do not have to stay late
 - TIC to ensure all staff members on shift get meal breaks
 - Document in Workforce Central Log when you are staying later and why
 - **TIC's need to use discretion with OC policy and not just have staff stay to be an extra body**

- EXCELLENT/ OUTSTANDING EMPLOYEE EVAL RATINGS – employee evals are starting and employees that receive these ratings exhibit some of the following qualities
 - Accept projects and complete them on specified due dates
 - No continuous attendance issues
 - Volunteers for extra work when they complete assigned tasks
 - Ensures that they delegate assignments to other staff such as inventory or QC review when they take vacations
 - Engaged employee by suggesting improvements to processes that do not work, and encourage teamwork within the lab
 - Positive Attitude
 - Never end up on the list of having outstanding MTS, Learning Suites or Empower (Intelliquest assignments)

Note: text **in red** is input from staff