### GENERAL LABORATORY STAFF MEETING

#### **MINUTES**

### FEBRUARY, 2017

**TIMES:** 0700, 1330, 1500 CALL IN: 1-877-951-6301 PC 8064564

**DISTRIBUTION: STAFF MEMBERS** 

Item	Discussion	RISES / Action	Follow-up
<b>Combined Minutes</b>			
*State Ground Rules!!	Respect each other's; talk one at a time, everyone has the right to speak as long as they do so respectfully.  Demonstrate RISES in all we do!	Respect	NA
2017 Lab General Staff Meeting	Our future Staff Meetings will be following the Hospital Agenda:  The values are still R.I.S.E.S., but the individual definitions have been updated and more aligned with our mission statement.  • AHC Mission – We extend God's care through the ministry of physical, mental and spiritual healing. • Rises Value of the month is RESPECT. We recognize the infinite worth of each individual. • Pillar of Excellence of the Month – Quality and Safety. We perform a safety walk through each month and prepare a report. We need everyone to lookout for each other. Our PI projects for 2017 align closely with this pillar. • Department review of 6 Dashboard Measures of Success. Our metrics measure our success delivering our objective or "One Main Thing."  Our "Main Thing", Core Purpose, Processes & 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.	Respect  When you here the revised definition of "Respect" what does it mean to you?  What does "Respect" feel like?  How do you recognize "Respect" when you see it?  In what ways can we extend "Respect" to our patients?	Mgmt. Team and all staff
Staffing Status & Budget	WAH is now now fully staffed. However, we still need to work together to cover TOP requests, FMLA, and call-outs.  SGMC is hiring 3 EOW technical positions. Offers are being made currently.	Stewardship Stewardship	All
	SGMC has 3 FT non-technical positions open and 5 EOW positions.	Stewardship	

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	Our goal is to provide better staffing coverage and improve our staffs work life balance. We need to share our thoughts. Are we doing better this year than last year? Are we on the right track?  Managers will be monitoring overtime closely and seeking approval when scheduling overtime		
2017 PI Projects	These PI projects align with our core purpose or One Main Thing. Everyone needs to understand what our projects are, why they were selected and how we are doing.  1. Throughput – Morning Lab Results by 0730 2. Throughput – STAT & Time 3. Timed Sample Collections 4. Samples w/o Orders 5. Mislabeled Samples 6. Patient Experience  It is critical that we have staff buy-in for our projects. Please collect the requested data to ensure we can drive the required change to improve quality, patient safety, and work practices which in turn will make everyone's life better.	Quality and Patient Safety  We are currently in the define phase of our DMAIC project.  Define phase is due 2/28/17	All
PI Projects Status	We have defined projects (DMAIC) that are due February 28, 2017.  • Mislabeled Samples • Samples w/o orders • Throughput-STAT & Time – Goal = drawn within 15 minutes or 95%  We are going to be attacking many difficult projects. If we can do all of them, our lives will get better and patient satisfaction will improve.  There were 57 samples mislabeled last year at SGMC and 33 at WAH (includes lab and nursing). It costs an estimated \$712 for each mislabeled sample – • Supplies for re-draw • Staff time to recollect • Doctor's time to analyze • Delayed patient treatment • Possible Lawsuits • Not to mention patient discomfort and anxiety  A labeling procedure is being developed for both primary and secondary labeling. We plan to provide additional training for nursing.  Please notify a supervisor in real time when a mislabeling event occurs, regardless of whether the specimen was mislabeled by lab or nursing. The purpose of this is so that the supervisor can walk you through the investigation and documentation process. We need to be sure to document. The more data collected will help us address the problems.	Quality and Patient Safety	All

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Training / Competencies	<ul> <li>Now utilizing Empower instead of Intelliquest</li> <li>Need to complete Bloodborne Pathogens and Zika</li> <li>Keep up with MTS – Need to provide feedback on questions asked</li> <li>Next month we need to know where everyone is in their training process</li> <li>Competencies will be coming out shortly</li> </ul>	Excellence	All
Team Work and Communication	WAH noted no issues with team work at the morning meeting.  SGMC – Not everyone helps  Everyone needs to communicate their concerns. If you do not want to go to your first line supervisor, go to someone else.  Many things we can help and some things we cannot change.	Respect & Integrity	All
This month's Pillar Quality & Safety	Lab Safety Audits occur every month. Unsafe conditions are to be reported as soon as possible. We are about patient safety and quality patient identification.  We are in the process of getting a system to allow us to scan Patient ID's. We will be able to do this at the patient's bedside. We have identified that in all cases of ID errors, the procedures were not followed. If they were, there would be no errors. It is critical that if you find an error it should be put On QV form so that we can improve quality.	Respect	All
Our Dashboard	Our dashboard is a series of standardized graphs showing our metrics that are posted throughout the Lab, i.e., Samples Resulted by 7:30 am, Healthstream – Overall Facility Rating, i.e., parking, registration, assisting people as much as we can.  • The blue line on the graphs represents what we did.  • The green line represents our target (goal).  • The purple line is "World Class".  • Colored arrows indicate our current status o Green means target was met o Purple means world class was met o Yellow or red is below the target  We are doing a good job of trying to get samples done within the first half hour.	Excellence	All
Open Forum	Supplies –  Core Lab does not have to open Blood Bank supplies. Call BB and they will take care of them  POC – Supplies Baby Meters  WAH has a new phone number of X5880 that will ring at all benches. Physicians' number one complaint is the Lab not answering the phone and passing calls around.  Pre-op Sample Bags – there is no way of knowing that they are pre-op. They need to be prioritized with ER STAT. Red bags would be good.	Respect, Service	All
	Nurses are not signing off on orders. Must document each one on a PI Variance form and the manager must be informed.	Data will be pulled to show the percent it is increasing.	Stephanie

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	Receiving a lot of hemolized samples from ED. ED Techs may need more training.		
	What do we do when other hospitals call us for supplies? How do we keep track? A process needs to be set up and we need to be sure they pay the courier  Send out tests are being ordered with STAT and ASAP priority even though we only send them routine.		
Next Month's Rises "Integrity"			
Pillar – Patient Experience			

Facilitator: Rob SanLuis