

Quest Diagnostics  
At  
Adventist Hospital Labs

**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>			
<b>*State Ground Rules!!</b>	<p>Respect each other's; 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>Our future Staff Meetings will be following the Hospital Agenda:</p> <p>The values are still R.I.S.E.S., but the individual definitions have been updated and more aligned with our mission statement.</p> <ul style="list-style-type: none"> <li>• <b>AHC Mission – We extend God’s care through the ministry of physical, mental and spiritual healing.</b></li> <li>• Rises Value of the month is <b>RESPECT. We recognize the infinite worth of each individual.</b></li> <li>• 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.</li> <li>• Department review of 6 Dashboard Measures of Success. Our metrics measure our success delivering our objective or “One Main Thing.”</li> </ul> <p>Our “Main Thing”, Core Purpose, Processes &amp; Responsibilities – <b>The Laboratories core mission is to provide accurate and timely results</b> to aid clinicians in providing patients with “World Class” diagnostic services and care.</p>	<p style="text-align: center;">Respect</p> <p>When you here the revised definition of “Respect” what does it mean to you?</p> <p>What does “Respect” feel like?</p> <p>How do you recognize “Respect” when you see it?</p> <p>In what ways can we extend “Respect” to our patients?</p>	Mgmt. Team and all staff
<b>Staffing Status &amp; Budget</b>	<p>WAH is now now fully staffed. However, we still need to work together to cover TOP requests, FMLA, and call-outs.</p> <p>SGMC is hiring 3 EOW technical positions. Offers are being made currently.</p> <p>SGMC has 3 FT non-technical positions open and 5 EOW positions.</p>	<p style="text-align: center;">Stewardship</p> <p style="text-align: center;">Stewardship</p> <p style="text-align: center;">Stewardship</p>	All

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	<p>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?</p> <p>Managers will be monitoring overtime closely and seeking approval when scheduling overtime</p>		
<b>2017 PI Projects</b>	<p>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.</p> <ol style="list-style-type: none"> <li>1. Throughput – Morning Lab Results by 0730</li> <li>2. Throughput – STAT &amp; Time</li> <li>3. Timed Sample Collections</li> <li>4. Samples w/o Orders</li> <li>5. Mislabeled Samples</li> <li>6. Patient Experience</li> </ol> <p>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.</p>	<p>Quality and Patient Safety</p> <p>We are currently in the define phase of our DMAIC project.</p> <p>Define phase is due 2/28/17</p>	All
<b>PI Projects Status</b>	<p>We have defined projects (DMAIC) that are due February 28, 2017.</p> <ul style="list-style-type: none"> <li>• Mislabeled Samples</li> <li>• Samples w/o orders</li> <li>• Throughput-STAT &amp; Time – Goal = drawn within 15 minutes or 95%</li> </ul> <p>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.</p> <p>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 –</p> <ul style="list-style-type: none"> <li>• Supplies for re-draw</li> <li>• Staff time to recollect</li> <li>• Doctor’s time to analyze</li> <li>• Delayed patient treatment</li> <li>• Possible Lawsuits</li> <li>• Not to mention patient discomfort and anxiety</li> </ul> <p>A labeling procedure is being developed for both primary and secondary labeling. We plan to provide additional training for nursing.</p> <p>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.</p>	Quality and Patient Safety	All



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	<p>Receiving a lot of hemolized samples from ED. ED Techs may need more training.</p> <p>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</p> <p>Send out tests are being ordered with STAT and ASAP priority even though we only send them routine.</p>		
<b>Next Month's Rises "Integrity"</b>			
<b>Pillar – Patient Experience</b>			

Facilitator: Rob SanLuis

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