

Quest Diagnostics
At
Adventist Hospital Labs

GENERAL LABORATORY STAFF MEETING

MINUTES

MARCH 2017

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

DISTRIBUTION: STAFF MEMBERS

Item	Discussion	RISES / Action	Follow-up
Combined Minutes			
*State Ground Rules!!	<p>Respect each other; talk one at a time, everyone has the right to speak as long as they do so respectfully.</p> <p>5’/10’ Rule – make eye contact with anyone within 10’; when 5’, say “Hello”</p> <p>Demonstrate RISES in all we do! Demonstrate AIDET in all we do!</p>	Respect	NA
2017 Lab General Staff Meeting	<p>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"> • AHC Mission – We extend God’s care through the ministry of physical, mental and spiritual healing. • Rises Value of the month is INTEGRITY. The conscientious and trustworthiness in everything we do with our patients. • Pillar of Excellence of the Month – Patient Experience. Our PI projects 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.” <p>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.</p>	<p>In what ways can we show patients Integrity?</p> <p>What can we do to improve our patient’s experience?</p> <p>“How was your visit?”</p> <p>”What can I do to help?”</p>	Mgmt. Team and all staff
Staffing Status & Budget	<p>We almost broke even this past year. We met budget all but \$16,000. We need to be conscious of what we are spending and avoid any waste. We are auditing all bills. Managers will be monitoring overtime closely.</p>	Stewardship	All

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2017 PI Projects	<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"> 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 <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>	Patient Experience	All
PI Projects Status	<p>We have defined projects (DMAIC) and they are currently in the measurement process.</p> <ul style="list-style-type: none"> • Mislabeled Samples • Samples w/o orders • Throughput-STAT & Timed, Goal is drawn within 15 minutes or 95% <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). We believe these numbers could be underrepresented because of PI’s not being done on all. It costs an estimated \$712 for each mislabeled sample –</p> <ul style="list-style-type: none"> • 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 <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>	<p>The next phase is analysis. We will analyze all of the data we have collected.</p> <p>We need to think of other options. We will get suggestions from the hospital.</p>	All
Training /Competencies	<ul style="list-style-type: none"> • Now utilizing Empower instead of Intelliquest • Keep up with MTS – Need to provide feedback on questions asked • Keep up with Learning Suite • Competencies have been distributed and should be turned in before their deadline. 	Excellence	All

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<p>This Month's Pillar - Patient Experience</p>	<p>We were rated low in Patient Satisfaction on Listening and Calming Fears. We are receiving complaints that phlebotomists are too rushed, i.e., hematoma, mislabeling, patient ID's. Need to slow down and be more observant. Examples: Is the patient on any blood thinners; are they a difficult stick. Need to look at our barriers, i.e., critical results on discharged patients, calling critical values, the patient is deceased. Need to communicate with nursing leadership. Hospital needs to put signs on patients' doors if the patient is deceased; if it is a nurse draw; if there is a service dog, etc.</p> <p>We need to earn a good reputation and trust.</p> <p>Our guiding principles are Customer Focused. We all can help each other. We need to do everything that will help our customer experience, save lives, help with patient anxiety, i.e., timely draws, cardiac markers, good communication, etc.</p> <p>We need to Listen carefully to our customers! Small things we do matter, i.e., ask patient "how was your visit"? Practice RISES and AIDET in all we do.</p> <p>We need to facilitate growth. The hospitals are happy with our service. It's about cost. They want us to do more with less. We need to look at everything, i.e., supply wastage and utilization.</p> <p>This will be the year of change for us and process improvement.</p>	<p>Communicate with managers and provide feedback so that the problems can be fixed.</p> <p>What are we doing to make us easier to do business with?</p>	<p>All</p>
<p>Progress to date</p>	<ul style="list-style-type: none"> • C-Diff Specimens • Pre-op will be using green specimen bags to help lab staff identify and prioritize samples • Nurses will receive annual training on T&S collection; we identified this as a learning deficiency 	<p>Excellence, Service</p>	<p>All</p>
<p>Team Work and Communication</p>	<p>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. Everyone needs to work together as a team.</p>	<p>Respect & Integrity</p>	<p>All</p>
<p>Our Dashboard</p>	<p>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 green line on the graphs represents what we did. The purple line is "World Class". STAT is green. We are doing a good job of trying to get samples done within the first half hour.</p>	<p>Excellence</p>	<p>All</p>

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	<p>Specimen Processing needs help after 11 am.</p> <p>Do not walk and talk on phone on the stairs. This is a safety hazard.</p> <p>Quest Health Insurance deductible is too high.</p> <p>Do not answer phones when working critical steps.</p> <p>Phlebotmists should be able to do 6 draws per hour. Some may take longer. When struggling with patients it should be noted on form.</p> <p>WAH Lab phone numbers have been disconnected. Calls need to transfer to 5880.</p>	<p>Need to put on the Employee Surveys</p>	
<p>Next Month's Rises "Service"</p>			
<p>Pillar "Finance"</p>			

Facilitator: Rob SanLuis
