

# Quest Diagnostics at

# Shady Grove Medical Center

## FIELD OPERATIONS MONTHLY MEETING

## **MINUTES**

## 02/17/2017

PRESENT: STAFF MEMBERS- SEE SIGN-UP SHEET ATTACHED (STAFFS WILL ALSO BE READING THE MINUTES IN MEDTRAINING. ORG)

**DISTRIBUTION:** R. SAN LUIS, DR CACCIABEVE AND LESLIE BARRETT.

**MEETING COMMENCED: 0635, 1000 AND 1500** 

Discussion	Action Follow-up	
<ul> <li>Hospital's Mission Statement: "We extend God's care through a ministry of Physical, Mental and Spiritual healing".</li> <li>A.I.D.E.T= Acknowledge, Introduce, Duration, Explanation, Thank you.</li> <li>R.I.S.E.S= Respect, Integrity, Service, Excellence and Stewardship.</li> <li>5–10 rule= at 10 feet make eye contact, at 5 feet greet say hello, Good morning/afternoon etc.</li> <li>Annual PDR is in progress and almost complete.</li> <li>Few Recognition Awards are given out by me for</li> </ul>	Informational	
beyond their call of duty.  Keep Phlebotomy carts neat and clean and in your possession at all times. Do not expose needles, scissors and tourniquets, etc  When using restroom keep cart at nurse's station or in the lab.	Follow	
complete ZIKA Quiz in MTS, deadline is soon approaching.  Please log off after AHC Computer use. Do not let your code be there and walk away from the PC's.  It has been brought to our notice that there was a bleeder patient with PT/ PTT tests that has a bruise after a venipuncture. RLS solution report was submitted by Nurse.	Apply pressure at the venipuncture site for patients on heparin drip/blood thinners for at least 4-5 minutes. There must be no soaking of the gauze with blood by the time you leave the room. Inform RN immediately if bleeding does not stop and continue to apply pressure.	
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Item	Discussion	Action	Follow-up
		pressure, follow nurse direction from that point on. Hand-deliver specimens to lab for stat analysis.	
	Pull Pending Logs and Un received logs with all locations included: SGAH (SIP), ABH and ARH and work on them consistently.	Follow	
	Please do not overstock supplies by opening too many cases of tube supply. It throws inventory off.	Follow	
	Phlebotomy staff to help out in processing and we are considering training all staff by September 2017 to at least be trained in basic specimen processing steps.	Move to where the work is- help processing, we are a team.	
	Staff must attend at least 7 meetings during the work year 2017 in person or dial in to participate in the monthly meetings.	Call 1-877-951-6301 PC # 8064564	
	Read RQI process and definition on the QV form, and in case here is a patient ID issue please inform to Group Lead on duty ASAP and notify your immediate supervisor immediately.	Read RQI process in QV form	
	Units 2C, 3EICU and 4C are working well with SQ loaded on one PC each on these units.	Please pull list and labels from there and let me know if there are any issues.	
	Use one bag for one patient specimen during the day Phlebotomy run. During AM run use the same process of rubber- banding specimens. Send no more than 5 patient specimens rubber-banded by patient in one bag.	Follow	
Safety: Patient and	Top 5 items this month		
Staff	·		
	<ol> <li>Patient Identification must be done perfectly according to the SOP and training provided 100% of the time, only then proceed to the next step!</li> <li>Think of activating the on call system for night shift 7 days a week.</li> <li>New OP Paging (Genius) system is live making it possible to have HIPAA policy effectively followed in the OPL.</li> <li>Do not use cologne/perfume/strong hair spray patients and staff could be highly allergic to them! Follow hospital policy.</li> <li>Pay close attention to Timed, STAT and ASAP collections and draw within 15- 30 minutes.</li> </ol>		
Metrics, TAT and	Top Metrics	Receipt: 95%-100% in LIS by 0630	
Healthstream scores.	<ul> <li>AM collections Metric: Met for Jan.</li> <li>Blood Culture volumes: Met for Jan.</li> <li>Contamination Rate: Met for Jan.</li> <li>Healthstream: Last Quarter of 2016: 32%. This quarter numbers are looking better. 10</li> </ul>	(Field Operations)  Results: 95% - 100% results by 0730 (Technologists)	
	<ul> <li>calls are in.</li> <li>Critical Value Call Back: met for Jan.</li> <li>STAT collection metric: 42% for Jan. Not met.</li> </ul>	Keep up the good work!	

Item	Discussion	Action	Follow-up
	Lactic Acid, Blood Cultures and Troponin: collect and receive within 15-30 minutes and send on ice (lactic acid)		
Up Coming, New and in the works	<ul> <li>OP Genius Paging system for OPL patients is live from 2/1/17.</li> <li>Two new carts are ordered for Phlebotomy use.</li> <li>Blood culture carriers for ER's use are ordered.</li> <li>Review new Hospital's PI process board placed in Phlebotomy and desk areas. Please read each slides and action plans to meet the metrics.</li> </ul>	Follow all	
Questions/ Open Forum	5 minutes QA/Comments/Observations:		
Meeting adjourned	0730, 1045 and 1600		
Next meeting	TBA		

Samson Khandagale Recording Secretary

Title:   New   Step   Date: 2/17/17   Deadline:   N/A   New   Date: 2/17/17   Deadline:   N/A   New   Date:		teliny	ر ا ن		
1. 104967-385 Allah Rakha Sabir  2. 104972-366 Babra Talwinderjit Dorcas  3. 158763-3350 Batay Maria  4. 128553-3258 Dadzie Dorcas  5. 154997-3347 Dam Katherine  6. 116143-3162 Davis Jennifer  7. 201032-3381 Delacruz Jamea  8. 117014-3222 Feng Li Ping  9. 110490-3157 Gajjar Rajesh Maria  10. 137022-3307 Grant Frederica  11. 131468-3273 Guerrier Pierre-Carmei Matterformoly  12. 134128-3288 Jagrup Agnee  13. 104937-696 Kabangu Kapinga Jamea  14. 104938-365 Kanagarathinam Anandaraj Jamea  15. 148527-3329 Katiel Apsara  16. 138445-3302 Katiel Apsara  17. 104941-300 Khandagale Samson  18. 136631-3303 Kaur Amandeep  19. 202649-3386 La Touche Jasmin  20. 128590-3259 Mabiki Philomene  21. 104951-389 Mahabare Jalindar Maldieton Dericka  24. 104953-3096 Maekare Nillesh  25. 114468-3382 McBride Kyon	Title:	many	h Slope I	Date: 2/17/17	Deadline: N/A
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27. 104919 - 386 Patel Parul	27.		Patel	Parul	
28. 153674 - 4067 Scott Laurie	28.		Scott	Laurie	
29.   134613 - 3293   Smith   Pauldo   Fauluh			Smith	Pauldo	Taulh &
30.   201893 - 3384   Smittenaar   Anna	30.	201893 - 3384	Smittenaar	Anna	138
31.   104890 - 377   Shana   Zohra   Zohra	31.	104890 - 377	Shana	Zohra	Zen Shan
32.   169799 - 3366   Tessema   Tewodros	32.	169799 – 3366	Tessema	Tewodros	
33. 163065 - 3361 Villa- Agustin Tirso		163065 - 3361	Villa- Agustin	Tirso	
34. 195143 - 3378 Van Pelt Bethany	<u> </u>	195143 - 3378	Van Pelt	Bethany	
35.	35.				