![Quest Diagnostics logo]

Quest Diagnostics at
Washington Adventist Hospital

Meeting MINUTES
4/18/2017

PRESENT:
6:30 AM - RANDY GRAVES, STEPHANIE CODINA, DIANE CLARK, MOHAMMED FAHIM, JARAYSHA BLOUNT-SMITH AND BAKER MUSOKE
1:00 PM - RANDY GRAVES, STEPHANIE CODINA, YVONNE GRAY, AKKAMMA ISAAC, ARBY WILSON, KHALIM GREEN AND CORINA LESLIE

DISTRIBUTION: FIELD OPS STAFF MEMBERS

MEETING COMMENCED: RANDY GRAVES

Item	Discussion	Action	Follow-up
Minutes			
Phlebotomy Hour Changes	Effective May 1, 2017 the **Phlebotomy only** will be changing to the following; 1. Day Shift from 4am-12:30pm to 4:30am- 1:00pm 2. Evening Shift from 12:30pm – 9:00 to 1:00pm-9:00pm 3. Night Shift no changes This change was made due to staff request stating 4am is too early. If we can hit the metrics we will move start time to 4:45am and then to 5am.	None	None
Attend/ Staffing	All employees are to clock in and out every day. 1. Employees should not clock in more than 2 minute prior to the scheduled start time unless approval by supervisor. 2. All employees are expected to take a full 30 minute lunch break if working more than 4 hours. 3. Staff should make all attempts to clock out by the designated schedule stop time. 4. All overtime must be approved by **management.**	None	None
Patient Identification	1. Phlebotomist should identify patient using lab labels before and after each specimen collection. 2. Samples should be labeled at the bedside/draw room, at the time they are drawn, in front of the patient, by the person who collected the specimen. 3. Use one biohazard bag per patient. 4. Processors must label specimens one patient at a time. Verify the names match on both labels. Position the labels so both names show (name on original label and name on added label).	None	None

Item	Discussion	Action	Follow-up
AIDET	What does AIDET mean? 1. **Acknowledge** – Make eye contact, smile and acknowledge everyone is the room (patient and family members). 2. **Introduce** – introduce yourself including your skill set, professional certification, and experience. 3. **Duration** – Give an accurate time expectation for the procedure. 4. **Explanation**- Explain step by step what will happen and answer any questions that are asked. 5. **Thank you** - Thank the patient.		
Productivity	**Productivity** is monitored daily 1. Complete stat and timed draws on time 2. Check with core lab before receiving short draws; techs will verify the sample is sufficient for testing.	1. Staff had some concern on the AM collection after the hour change in May. 2. Staff had some concern about Stat being ordered by doctor that are send outs.	Management will assess the work follow in month. Management is working to get that option removed for stat send out so that the doctor will not be able to order them stat.
Stat/Timed Tests Add On	1. STAT and timed collections need to be drawn within 15 minutes of the requested draw time; we are measuring at 30 minutes. 2. Document delays including reason for delay on the draw log and in the computer. 3. Add on tests must be received within 20 minutes of order (goal is 10 minutes)	1. Staff felt that additional training is needed for the Add On process. 2. Staff had some concern about finding a good place to place their comment for stat. 3. In June the whole hospital will be using the Add On process	Supervisor will set up a refresher training for add on. Stephanie stated that she would look into with IT to find the right place to put comment in for stat.
Hourly collections list/labels	1. This report runs hourly STARTING at 0040 to 2340. This report includes ALL priority codes and looks back FROM midnight to 79 minutes in the future. Therefore you might see STAT and ASAP Lab to collect orders. 2. It doesn't mean that they didn't print to the STAT/ASAP printer. It means that they were not collected and should be researched to see if they are rescheduled –or- not collected.	none	none
Competency MST	1. Competencies are out for Phlebotomy and the deadline for them to be complete is May 31, 2017 2. New MTS was assigned last week.	1. There was some concern about who could do the competencies. 2. Neal from Shady Grove has been helping out with competencies. Now that Vinitha is trained she will help out so we can meet our deadline. 3. New MTS came out for the stat send out.	

Item	Discussion	Action	Follow-up
Pending Log & Drawn	1. Pending log is to be pulled every hour. 2. All draws through the end of your shift should be collected before you leave.	1. Processing will make sure that that the OL log is pulled on every shift and update.	
Project 2017	1. Mislabeled specimens (official project) 2. STAT and timed collections collected within 30 minutes of requested draw time 3. Specimen Without Orders		
Phone	The phone must be answered before the third ring		
Lab Week	Lab week will be April 24- April 28		

Meeting adjourned   8:00am and 2:00pm

Randy Graves
Recording Secretary