

Quest Diagnostics
At
Adventist Hospital Labs

GENERAL LABORATORY STAFF MEETING

MINUTES

MAY 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!!	Respect each other; talk one at a time, everyone has the right to speak as long as they do so respectfully.	Respect	NA
2017 Lab General Staff Meeting	<p>Staff Meetings follow 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 “EXCELLENCE” • Pillar of Excellence of the Month is “Growth” • 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>	In what ways can we demonstrate Excellence?	Mgmt. Team and all staff
Staffing Status & Budget	<p>Supply costs are up to 110% and patients are running about 60%. We are trying to figure out why supply costs are up when all volumes are down. Micro and POC are up, but everything else is down. Could be over ordering.</p> <p>Rob’s new boss is Sal Malangone. He is the Regional Hospital Director. He has given us 4 part time positions. We will put 2 on day shift and 2 on evening shift. This will be for both SGMC and WAH. WAH has filled their night position and has 2 part time positions to fill.</p>	Documenting wastage could help.	All
Equipment	<p>Vidas3 - Rec’d at SGMC, WAH’s will be shipped soon. No budget for interface.</p> <p>Replacement equipment for the Iris is on hold.</p>		

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	<p>No new equipment will be purchased until the new contract is signed.</p> <p>Sysmex will go live at SGMC first. The LH1 and LH2 will be kept as back up initially. LHs will live until everyone is trained on the Sysmex and then they will be retired.</p>		
Code “Lavender”	<p>The hospitals’ have an updated Hand Hygiene procedure. If you notice someone did not wash their hands you need to tell them “lavender.” They should say “thank you”. It was included in the procedure because people were complaining they did not want say anything to doctors, nurses, etc. In addition to washing your hands, you need to pump in and pump out of all patients rooms you enter. Auditors could be watching and think you did not wash your hands.</p>		All
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 0800 2. Throughput – STAT & Timed Results 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 “Improve” process. We are currently focusing on mislabeled specimens and specimens without orders. Some of the things that will be coming out to address these problems are:</p> <ul style="list-style-type: none"> • Developing Hospital Policy • Updated Phlebotomy Procedure • Training for nurses <p>We are going to require orders on all specimens including cultures. This will be discussed with Dr. Nick when he returns from vacation.</p> <p>Protocol orders and power plan specimens, i.e., sepsis protocol, are put in without orders. This will also be in the procedure.</p> <p>We would like to move to electronic bar code readers.</p> <p>Everyone must log ALL samples received without orders. When you receive them for Blood Bank, give them to Blood Bank after they are logged.</p>	Excellence, Service	All

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Training / Competencies	Everyone should be working on their competencies, Empower and MTS. You do not have to print the Empower certificates unless you need them.	Excellence	All
<p data-bbox="94 369 354 426">This Month's R.I.S.E.S is Excellence</p> <p data-bbox="94 701 354 758">This Month's PILLAR is "Growth"</p>	<p data-bbox="381 369 1050 485">We need to listen and communicate with our patients and deliver what is expected, i.e., no errors and timely results. Always utilize AIDET and the 5/10 rule (10 ft. make eye contact, 5 ft. say "Hello" and smile).</p> <ul data-bbox="406 491 1023 646" style="list-style-type: none"> • Don't walk down the hall while talking on the phone. • Ask visitors if they need help and help them! • Clean up spills and pick up any trash. • Everyone is expected to know our Metrics and our "One Main Thing" – accurate and timely results. <p data-bbox="381 680 1050 798">The hospital has to have strong financials. They want to make private rooms for all patients. They want SGMC to be a one-stop shop for all of the patient's medical needs. We need to do all the Pillars and R.I.S.E.S to have growth.</p> <p data-bbox="381 831 1050 949">Population Health Management is next month's Pillar. We need to help people move thru the medical system easily. The hospital is encouraging doctors to use our services. This will also help Adventist growth.</p>	<p data-bbox="1073 399 1321 455">Patient Experience/Excellence</p> <p data-bbox="1073 701 1305 789">What are we doing to make us easier to do business with?</p>	All
Progress to date	<p data-bbox="381 995 1050 1052">There will be a revised procedure on verbal results coming out July 1, 2017. There will include training on NPI numbers.</p> <p data-bbox="381 1085 1050 1232">A "Critical Step" procedure will also be coming. It covers the process for performing step-by-step, without any interruption. There will be banners you will wear to show you are working on a critical step. This will be a visual indicator to people to not interrupt you.</p>	Excellence, Service	All
Team Work and Communication	Everyone needs to communicate their concerns. Please go to your supervisor. Many things we can help and some things we cannot change. Everyone needs to work together as a team.	Respect & Integrity	All
Our Dashboard	<p data-bbox="381 1436 1050 1583">Our dashboard is a series of standardized graphs showing our metrics that are posted throughout the Lab, i.e., Samples Resulted by 8:00 am, Healthstream – Overall Facility Rating (i.e., parking, registration, assisting people as much as we can).</p> <ul data-bbox="406 1589 1023 1736" style="list-style-type: none"> • The blue line on the graphs represents what we did. • The purple line is "World Class". • The green line is our "Target" • The arrow indicates which direction we want to move the blue line <p data-bbox="381 1770 1050 1827">We are doing a good job of trying to get samples done within the first half hour.</p>	Excellence	All

OUR “MAIN THING” – CORE PURPOSE, PROCESSES, & RESPONSIBILITIES

Laboratory

CORE IDEOLOGY

<p>Core Purpose <i>(Why do we exist?)</i></p>	<p>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>Core Processes <i>(What are the core processes to fulfill the purpose that you exist for?)</i></p>	<p><u>Pre-Analytic</u>: Specimen collection, handling, and processing <u>Analytic</u>: Specimen testing <u>Post-Analytic</u>: Result communication (Verbal, Electronic, Paper)</p>
<p>Core Roles & Responsibilities <i>(What roles are critical to carry out your core processes? What are their responsibilities?)</i></p>	<p><u>Pre-Analytic</u>: Phlebotomists and Processors <u>Analytic</u>: Technical Staff Members <u>Post-Analytic</u>: Phlebotomists, Processors, and Technical Staff Members</p>

ENVISIONED FUTURE

<p>Dashboard Measures of Success <i>(Current or Future Dashboard Goals)</i></p>	<p>Pre-Analytic: Mislabeled Samples Pre-Analytic: STAT & Timed Samples Collected On-Time Pre-Analytic: Sample Received w/o Orders Pre-Analytic & Analytic: Morning Labs Resulted by 0730 Analytic: STAT & ASAP Result Availability Patient Experience – 50th Percentile (Overall Facility)</p>
<p>5 Year Strategic/ Visionary Goal <i>(What do you hope to accomplish and be known for?)</i></p>	<p>The laboratory will provide “World Class” diagnostic testing and services to our clinicians to achieve unparalleled in timeliness, accuracy, and efficiency.</p>