

Quest Diagnostics at

Washington Adventist Hospital

FIELD OPS STAFF MEETING MINUTES

7/25/2017

PRESENT:

7:00 AM - RANDY GRAVES, STEPHANIE CODINA, KHALIM GREEN, JEVAUGHN STROMAN, MOTI PRASAI, MOHAMMED FAHIM, DYMOND RAMSEY, BAKER MUSOKE AND AJA LIVERMAN

1:00 PM - RANDY GRAVES, STEPHANIE CODINA, ABU MUSA, AKKAMMA ISAAC AND VINITHA DANIEL

DISTRIBUTION: FIELD OPS STAFF MEMBERS

MEETING COMMENCED:

Item	Discussion	Action	Follow-up
Minutes			
Welcome New Staff	<ol style="list-style-type: none"> 1. Aja Liverman 2. Jevaughn Stroman 3. London Merriman 4. Dymond Ramsey 		
Cell Phone	<ol style="list-style-type: none"> 1. Cell phones are not to be used unless you are on your break or lunch. 2. Carrying a cell phone around the hospital is an infection control issue. 		
Phone Etiquette	<ol style="list-style-type: none"> 1. When answering the phone you need to state: "Washington Adventist Hospital Laboratory, your name, how can I help" 2. Answer phone by the third ring. 3. Try to help the caller if you can before sending forward the call. 	Train phlebotomists to pull results from Sunquest to assist callers.	Randy
Staffing / on Call	<ol style="list-style-type: none"> 1. Lunch – Everyone should take a 30-minute lunch on each day of work. 2. Work the hours you are scheduled to work. 3. You may clock in up to 2 minutes before your scheduled shift start time. 4. All overtime must be pre-approved by management 5. Effective August 1, 2017 someone for each shift will be appointed the on call person. 6. The on call person will get \$1.50 hour and will be paid for a minimum of two hours if they come in to work even if they are there for just 2 minutes. 		
R.I.S.E.S Values	<p>Respect: We recognize the infinite worth of each individual and care for the whole person.</p> <p>Integrity: We are above reproach in all we do.</p> <p>Service: We provide compassionate and attentive care in a manner that inspires confidence.</p> <p>Excellence: We provide world class clinical outcomes in an environment that is safe for our patients and</p>		

	caregivers. Stewardship: We take responsibility for the efficient and effective accomplishment of our mission.		
AHC Mission	We extend God's care through the ministry of physical, mental, and spiritual healing.		
Stat and Timed Tests	<ol style="list-style-type: none"> Staff must document issues on a PI/Variance form. Document all rescheduled blood draws that are going to be late. 		
Rep in Charge	In the future, we will be designating a Field Op Rep in charge for each shift. This person is responsible for directing staff members to the work, assigning break times, and managing the shift.		
Hand Hygiene	<p>When you see someone who does not perform hand hygiene, you say "lavender" at any site.</p> <p>The ONLY acceptable response to the word lavender is "thank you" per policy.</p> <p>Latin root "Lav" mean to wash. Our code words are colors.</p>		
Green Bag update	Green Bags have been given to pre-op staff so that processors can quickly identify and process these specimens. Green bag are to be given priority over all other specimens (including ED specimens).	Follow up with Pre-Op to ensure green bags are in use	Randy
Pending & Phlebotomy Workload Logs	<ol style="list-style-type: none"> Pending log is to be pulled every hour. All scheduled draws need to collected before the end of your shift. All Phlebotomy workload logs must be turned in daily for supervisor review. 		
Patient Identification	Phlebotomist must identify patient with labels in hand (barcoded lab label or Cerner label in limited circumstances). Samples must be labeled in front of the patient at completion of draw in the room. Processors will label samples one patient at a time.		
Project 2017	<ol style="list-style-type: none"> Mislabeled specimens STAT and timed collections drawn on time Specimen without orders 		
Staff Feed Back	<ol style="list-style-type: none"> Nurse will not draw from the Midline Core lab is not helping to break for lunch on second shift 	<ol style="list-style-type: none"> Phlebotomist will fill out a QV form and give to supervisor. Supervisor will follow up with core lab supervisor to address the core lab staff. 	

Meeting adjourned 8AM and 2 PM

Randy Graves
Recording Secretary