

Quest Diagnostics at Washington Adventist Hospital

FIELD OPS STFF MEETING

MINUTES

9/26/2017

PRESENT: 7:00 AM- RANDY GRAVES, STEPHANIE CODINA, JEVAUGHN STROMAN, EMMA CHANEY, MOHAMMED FAHIM AND BAKER MUSOKE
WAH 8/29/2017 @ 13:00 AJA LIVERMAN AND VINITHA DANIEL

DISTRIBUTION: FIELD OPS STAFF MEMBERS

MEETING COMMENCED:

Item	Discussion	Action	Follow-up
Minutes			
AHC Mission	We extend God's care through the ministry of physical, mental, and spiritual healing.		
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 caregivers.</p> <p>Stewardship: We take responsibility for the efficient and effective accomplishment of our mission.</p>		
New Staff	<ol style="list-style-type: none"> 1. Front Desk 2. Susie Mackabee – Night Shift 10/03/17 3. Teddy Tewedros—Filling in 1 day per week on eves 		
Competency Assessment	<ol style="list-style-type: none"> 1. Capillary 2. Blood Culture Collection 3. Malaria Smear Collection. <p>Deadline for these to be complete is 11/15</p>		
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 forwarding the call. 		

Item	Discussion	Action	Follow-up
Staffing / on Call	<ol style="list-style-type: none"> 1. Lab Work (Quantiferon TB Gold) 2. Lunch – Everyone should take a 30-minute lunch on each day of work. 3. Work the hours you are scheduled to work. 4. You may clock in up to 2 minutes before your scheduled shift start time. 5. All overtime must be pre-approved by management 6. AM draws must be drawn and sent to the lab by 6:30AM. 7. Every phlebotomist is expected to draw 15-20 patients for AM collection and send to the lab by 6:30AM. 8. Effective August 1, 2017 someone for each shift will be appointed the on call person. <ol style="list-style-type: none"> a. It's mandatory that all staff be rotated to be On Call. b. The on call person will get \$1.50 hour and will get paid for minimum of two hour if they come in to work even if they are there for just 2 minutes. c. On call 4 hour before your shift and 4 hour after your shift. d. Oct on call will be posted in the phlebotomy area until September 15 for everyone to sign up. If you did not sign up on the on call sheet, then supervisor will place you wherever there is an opening. e. If you are On Call, you can switch with someone and if they take your On Call they must put it in writing and it must be approved by management. 9. Employee Engagement Survey is September 18-29. 	<ol style="list-style-type: none"> 1. Due by Oct. 15 2. none 3. none 4. none 5. none 6. none 7. Randy will staff 5 phlebotomists for AM collection daily went at all possible. 	
Rep in Charge	<p>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.</p>		
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	<p>Green Bags have been given to pre-op staff so that processors can quickly identify and process these specimens. Green bags are to be given priority over all other specimens (including ED specimens).</p>	<p>Follow up with PreOp to ensure green bags are in use</p>	<p>PreOp did get green bags and they are starting to use them now.</p>
Pending & Phlebotomy Workload Logs	<ol style="list-style-type: none"> 1. Pending log is to be pulled every hour. 2. All scheduled draws must be collected before the end of your shift. 3. All Phlebotomy workload logs must be turned in daily for supervisor review. 		
Patient Identification	<p>Phlebotomist should 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.</p> <p>We Had two Mislabeled specimens last month.</p>		

Item	Discussion	Action	Follow-up
Project 2017	<ol style="list-style-type: none"> 1. Mislabeled specimens 2. STAT and timed collections drawn on time 3. Specimen without orders 		
Staff Feed Back	<ol style="list-style-type: none"> 1. Nurses will not draw from the Midlines on units 4200, 4100, and 2200. No staff members have submitted QV forms. 2. Staff indicated core lab members are not helping to cover breaks or lunches on evenings. 3. Staff wanted the schedule posted so they can see which day they are scheduled for on call. 	<ol style="list-style-type: none"> 1. Phlebotomist will fill out a QV form and give to supervisor for follow up. 2. Core lab supervisor will follow up with staff. 3. Randy will post the schedule for each month 	<ol style="list-style-type: none"> 1. Stephanie still is working with nursing to find out about midline draws. 2. Randy will work with core lab supervisor to get core lab to help with the process. 3. none

Meeting adjourned 8:30AM and 14:00

Randy Graves
Recording Secretary