

Quest Diagnostics
At
Adventist Hospital Labs

GENERAL LABORATORY STAFF MEETING

MINUTES

JULY, 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!!	<p>Respect each other; talk one at a time, everyone has the right to speak as long as they do so respectfully.</p> <p>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>	Respect	NA
2017 Lab General Staff Meeting Agenda	<ul style="list-style-type: none"> • The R.I.S.E.S Value of the month is the AHC Mission –“We extend God’s care through the ministry of physical, mental and spiritual healing.” Focus on the word “extend.” Extending shows our active role in offering our hands to support and serve others. • Pillar of Excellence of the Month is “People”. • 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>	<p>Patient Experience/Excellence</p> <p>In what ways can we demonstrate Excellence?</p>	Mgmt. Team and all staff
Quest – “Every Day Excellence “ Confidence is Crucial	<p>The confidence and trust our customers have in us is key to enhancing their experience with us and ensuring we are the customers’ lab of choice. We build customer confidence and trust by actively listening and focusing on four communication opportunities.</p> <ul style="list-style-type: none"> • Communication with transparency – this means we provide details to ensure we get it right the first time – no surprises. • Consider how and why we say “no” – explain the reason (a law, regulation, process, or business need) and offer a solution that we can deliver. • Respond to the unexpected, or when things do not go according to plan, with compassion and care. • Shield our customers from our complexity – this means tell customers what they need to know <i>by</i> providing an easy-to-understand explanation that does not overwhelm 	Excellence/Patient Experience/Service	All

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	<ul style="list-style-type: none"> • Randy is short night shift processing if anyone would like to work. • We are waiting for positions to be approved to replace Shantall and Ashley at WAH. <p>Rob reports to Sal out of NY. He is responsible for 16 hospitals and has a lot of hospital experience. He compares us to other hospitals and looks at their numbers. He looks and compares the number of phlebotomist draws per hour; 3 people to 4 and minimum of 5 per hour.</p> <p>We need to continue to be proactive; watching supplies, keeping an eye on the board and help wherever needed. If the phone rings, answer it. Do not leave things for the next shift if you can do it.</p>		
Equipment	<p>Sysmex is up and running at SGM, WAH, and GEC.</p> <p>Sysmex Auto verification takes too many steps. Managers and Lead Techs need to know every time something does not work. There will be a lot of changes to SOPs. MCV delta failure is a problem also. If sample is normal it will auto release. Need to make a list and prioritize. Julie is working on this.</p>	Service	Julie
Code “Lavender”	<p>Per 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 added to the procedure because people 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>	Quality & Safety	All
DMAIC 2017 PI Projects	<p>The PI projects align with our core purpose or: One Main Thing. Everyone must 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
DMAIC PI Project Status	<p>We have defined projects (DMAIC) and they are currently in the “Control” stage for mislabeled samples and samples without orders.</p> <ul style="list-style-type: none"> • The target for mislabeled samples is less than 2 a month. One problem we are having with samples resulted by 8 is people are not getting in on time. • Specimens without orders appear to be improving. Still finding samples without orders without documentation. We will be rolling out nursing education soon. 	Excellence, Service	All

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	<p>Collecting samples within 30 minutes - we need to correct power plan. The time needs to be corrected. Cardiac enzymes are being fixed in Cerner. Some were canceled before we received the order. When John Doe's register, we have to figure out who the patient is, Sunquest does not recognize in Cerner. We need to get it changed immediately.</p> <p>We are continuing to work with physicians to not order everything STAT as well as putting in correct priority codes.</p> <p>There is still a lot slowing us down. If you are interrupted while you are checking patient ID's, just explain to the patient and start all over again.</p>		
Training / Competencies	<p>Complete MTS assignments and be sure to read documents and take the tests.</p> <p>There is an MTS on Career Ladders. They will include a trainer position. Your supervisor needs to recommend for senior or group lead positions. It is not automatic. Leadership roles can be developed and managers can help you. You need to meet the level you are applying for 4-6 months before your request it. Once you get the position and do not continue to meet the standards, you will be demoted.</p> <p>Complete Empower and competencies. Phlebotomists have MTS for edited procedures.</p> <p>Training for phlebotomy is in the process of being re-written. The goal is to make the process more streamlined. There will be 4 competencies a year. The new training program will be out next week.</p>	Excellence	All
Team Work and Communication	<p>Everyone must 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.</p>	Respect & Integrity	All
Our Dashboard	<p>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 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>Does everyone know how to read the Metric Graphs? The arrows should indicate the direction you want the results to go. Example – Mislabeled Samples we do not want any, so the arrow goes down. Red arrows indicate it is not good. Yellow means in the 5% average range. Purple is “World Class”.</p> <p>Patient Satisfaction or Healthstream are going in the right direction. We want to sustain and keep high. Some of the patient disatisfiers at WAH are parking, lack of enough chairs in the patient waiting area, etc.</p>	Excellence	All

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	STAT and time collections are red. This is causing the work load to double. We are looking into it.		
Open Forum	<p>WAH – Needs a computer and printer in the Lab. Would like one in the lab lounge also. Stephanie will talk to Anthony with Quest as well as Marie.</p> <p>WAH – The phlebotomy area has been newly painted. The patient waiting area will also be painted and they will be getting new tables.</p>		Stephanie & Marie
Next Month’s Rises “Respect”	Please review and be familiar with the Pillar and R.I.S.E.S. attached to these minutes.		All
Pillar “Quality & Safety”			

Facilitators: Rob SanLuis, Stephanie Codina

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Our Mission:
We extend God's care through the ministry of physical, mental and spiritual healing

People	Quality & Safety	Patient Experience	Finance	Growth	Population Health Management
Achieve Top Quartile Employee Engagement	Achieve Top Quartile for Quality & Patient Safety Performance	Achieve Top Quartile for Patient Experience	Achieve Long-Term Financial Viability	Create an Accessible & Efficient Integrated Delivery Network	Lead the Coordination of Care Across the Network
Decrease Turnover Rate Redesign Orientation	Standardize clinical & operational processes • Four things to standardize in 2017	Hardwire Four Must Haves • AIDET • Purposeful Hourly Rounding • Leader Rounding • Bedside Shift Report	Reduce per unit total cost of TJR, Spine, & Bariatric Develop a bundle payment model	Development of standardized referral processes of major service lines: Cancer, Cardiac, & Ortho	Improve Care Coordination in: • Behavioral health • Transitions of care

Our Values:
Respect • Integrity • Service • Excellence • Stewardship