

Quest Diagnostics
At
Adventist Hospital Labs

GENERAL LABORATORY STAFF MEETING

MINUTES

AUGUST, 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 “Respect” • Pillar of Excellence of the Month is “Quality & Safety. • 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 them. They DO NOT need to hear ALL of the details of how our internal processes work. 	Excellence/Patient Experience/Service	All

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	working on the staff to balance the staffing with the workload. HIS system change resulted in an anticipated loss of revenue. Randy has 2 positions, Zanetta has 1. Samson is filling 2 positions and Julie is filling 1 PT position.		
Equipment	WAH will be getting a new blood culture machine, centrifuges, and urinalysis machine and 1new microscope.	Service	Julie
Code “Lavender”	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.	Quality & Safety	All
DMAIC 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
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. <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>	Excellence, Service	All

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Training / Competencies	<p>We need to properly train and mentor new employees. It really helps us when you recommend people for positions. If you go the extra mile it will help you financially as well as the career ladder. Field Ops is a grade promotion as well as Senior and Group Lead.</p> <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. Complete Empower and competencies.</p> <p>Phlebotomists have MTS for edited procedures.</p> <p>Training for phlebotomy has been streamlined and is now in use. There will be 4 competencies a year.</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 <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 we are 5% away from our target. 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> <p>STAT and time collections are red. This is causing the work load to double. We are looking into it.</p>	Excellence	All
Open Forum	<p>WAH – Network keeps going down with no communication from IT.</p> <p>Marie and Rob talked to IT and were told it was the router. Part is on order. Call Help Desk if you have any problems.</p> <p>WAH – We do not get responses when we call in critical values. A new system will be in place where you can call the nurse directly. We will also be getting a vocera system at WAH which will help you get who you need.</p>		Stephanie & Marie

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	<p>WAH – Do not know what computer is connected to what printer. Marie will check it out. You can also call the Help Desk X6440 and they can help you.</p> <p>WAH – We still can't find supplies on the shelves. We are still in the process of moving things around and the overall goal is to minimize travel and make everything you need easy to get.</p> <p>WAH – Hematology is making fewer scans. We are working on revising the procedures and will be removing a lot of the scans. When you do not use hematology stainers they become more difficult to use. Labels are thick and they break the probe. They need to properly sit tubes in rack. Sometimes hospital label together with our label confuses the machine. The automatic fix is bar code readers. We are hoping to have them in 2018. Need to develop a relationship with nursing staff and attend the huddles and tell them what the problems are.</p> <p>WAH - Not everyone in core lab is trained on ordering and receiving tests. They do not do this every day. You can refer to the procedures or get refresher training. Only day shift needs it. Night and evenings are okay. Note: When you are receiving an order put "T" for day and "N". The N generates the collection. Do not put in a Time.</p> <p>SGMC – Night STATS and ASAP. No one from morning and night shift are taking it. Whoever is assigned to that area should be taking it. Make sure everyone's vocera is working and it's not being forwarded. The hospital will be coming out with a new system in October. When you call the units you will get the nurse for that unit and communication will improve. New processes are coming out. We now have a way to bill for specimen's collected that we previously never billed for. A Sotometry system is coming out.</p> <p>SGMC – Dr.'s are ordering wrong source for lab ad-ons, Informatics is working with physicians. ED is calling us to add add-ons.</p> <p>SGMC – Nurses are not documenting samples when they bring them so it makes investigating problems more difficult.</p> <p>SGMC - Grout Test – Do we order a new give out test for every call we get or every test we give out? We give out with every call we get.</p> <p>SGMC - ABH is going live with Accuchek Testing and will be using the meters.</p> <p>SGMC – Receiving a lot of hemolyzed samples from ER. Need to look at it and will pull data. Need to create a report and email.</p>		

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Next Month's Rises "Integrity"	Please review and be familiar with the Pillar and R.I.S.E.S. attached to these minutes.		All
Pillar "Patient Experience"			

Facilitators: Rob SanLuis, Stephanie Codina



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 Exit 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