

Quest Diagnostics
At
Adventist Hospital Labs

GENERAL LABORATORY STAFF MEETING

MINUTES

SEPTEMBER, 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 “Integrity” • 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 “ Our Quality Culture	<p>Quest is celebrating 50 years of success and growth. We are now serving 1/3 of the population. We will be at 50% by 2020. We are committed to “doing things right” and “doing the right things”. It’s the thread that connects our past with our future held together by the actions we take in the present. We need to ask ourselves what is the key quality measure that matters to our customers. Take the challenge of what actions and behaviors you can focus on to help improve on the opportunity?</p> <ul style="list-style-type: none"> • Pay attention to detail....small things matter • Follow our SOPs...and ask questions if you do not understand • Check your work so your coworker doesn’t have to correct it. • Communicate transparently so there is clear, mutual expectations • Ask the Five Whys...so you can get to the root of why something happened • Listen to gain understanding of internal and external customer needs...and validate as needed 	Excellence/Patient Experience/Service	All

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Baldrige Award	<p>This Month's R.I.S.E.S. is "Integrity" Doing the right thing. We are conscientious and trustworthy in everything we do. It is not always easy.</p> <p>This Award is one the hospitals can receive. Adventist Healthcare strives to "Achieve being in the TOP Quartile of Quality & Patient Safety Performance". They want to be the Regional Leader for the 6 pillars by 2022. "VISION". Everyone needs to know the 5/10 rule, AIDET, Mission, RISES, and Pillars. You can refer to your card and take time to learn and understand. We need to link everything together with AHC's goals. Phlebotomy and Core Lab to check and provide accurate and timely results to help them achieve their goals. We measure how we are doing by our Metrics. When we see problems we use DMAIC to measure and solve the problems. Ours was mislabeled samples and specimens without orders. For Blood Bank it is transfusion consent which is still in process.</p>	Patient Experience/Excellence	All
Hospital Leadership	<p>Dr. Kevin Smothers-SGMC VP Chief Medical Officer, who had responsibility for the Lab has left and been temporarily replaced by Dan Cochran, CFO-COO.</p> <p>SGMC & WAH hospital leaders who oversee or are important to lab operations are shown at the end of these minutes. Staff should be familiar with their names and photos.</p>		
Quest Benefits	Everyone should participate in the Company's Stock Plan as well as a minimum of 5% in 401K		
"Employee Engagement Survey"	Everyone should participate. Your voices will be heard and you can make a difference. If we reach 90% participation, lunch will be provided. If we make 70%, we will get breakfast.	People	
Blueprint for Wellness	Everyone should participate. It is a comprehensive look at the state of your health. Deadline is November 13, 2017.		
Flu Shots	Deadline is November 15, 2017		
Quantiferon	Deadline is October 15, 2017		
Staffing & Budget	Quest recently purchased a major lab system in New York and it will merge with Quest. This should positively affect goal sharing. WAH has 5 P/T and 1 F/T position(s) open.		
Equipment	WAH and SGMC have new ScrubX machines. Staff can use their hospital ID's to receive lab coats.	Service	Julie
Hand Hygiene Code "Lavender"	<p>Reminder that if you notice someone did not wash their hands you need to tell them "lavender." The only acceptable reply is "thank you".</p> <p>In addition to washing your hands, you must pump in and pump out of all patients rooms. Auditors could be watching and think you did not wash your hands.</p>	Quality & Safety	All
DMAIC 2017 PI Projects	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.	Patient Experience	All

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	<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>		
DMAIC PI Project Status	The defined projects (DMAIC) are currently in the “Control” stage for mislabeled samples and samples without orders. The target for mislabeled samples is less than 2 per month.	Excellence, Service	All
Training / Competencies	Everyone should be working on their competencies and assignments in EMPower and MTS. The recent one in EMPower is on Chemical Hygiene.		All
Team Work and Communication	Everyone needs to work as a team and communicate their concerns.	Respect	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>	Excellence	All
Open Forum	<p>Hospitals will be putting in new vocera systems. When you are with a patient you can press “Do Not Disturb”</p> <p>SGMC - Pre-op is busy in the am. If surgeries are not done on time, Dr.’s get fined. We are working on a plan with them to try to cover them in the morning.</p> <p>SGMC – Problems with PAT. They are not bringing everyone in.</p> <p>SGMC - We need to know what GEC’s metrics will be.</p> <p>SGMC - We are still receiving mislabeled specimens from the ER. Need to advise Stephanie when this happens.</p> <p>SGMC – ICU – we do not know if it is a nurse draw or not. Stephanie will talk to them to identify them.</p>		Stephanie & Marie

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	<p>SGMC – Tube system is always shutting down. We do not know what the nurses are doing with them. Also, they need phone etiquette. Document first and last name and department and give to Stephanie.</p> <p>SGMC – When sending blood cultures, they must be put in biohazard bags.</p> <p>SGMC (Gathy) - Techs in evening do not want to cancel hemolyzed samples. Accessioning needs to prioritize work. The one who sits in front should be working on STATS. Need to follow policy. We will be re-doing processes. Specimens are also coming in messy.</p> <p>SGMC – On weekends we need to have equal experience and numbers of people.</p> <p>WAH – Cardiac was not collected. Did not cross over. Nurse put stop time so computer did not put it thru.</p>		
Next Month's Rises "Service"	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



SHADY GROVE MEDICAL CENTER LEADERSHIP



Terry Forde
President and
CEO Adventist
Healthcare



Dan Cochran

VP/CFO
SGMC



Joan Vincent
VP Patient Care
Nursing Officer
SGMC



**John
Sackett**

President



Dave Smith

VP
Operations

WASHINGTON ADVENTIST LEADERSHIP



Terry Forde
President and
CEO Adventist
Healthcare



Erik
Wangsness
President



Tom Sweeney
VP/Chief
Nursing
Officer



Jim Rost, MD
VP/Chief
Medical
Officer