

Quest Diagnostics  
At  
Adventist Hospital Labs

**GENERAL LABORATORY STAFF MEETING**

MINUTES

OCTOBER, 2017

**TIMES:** 0700, 1330, 1500      **CALL IN:** 1-877-951-6301    PC 8064564

**DISTRIBUTION:** STAFF MEMBERS

Item	Discussion	RISES / Action	Follow-up
<b>Combined Minutes</b>			
<b>2017 Lab General Staff Meeting Agenda</b>	<ul style="list-style-type: none"> <li>• The R.I.S.E.S Value of the month is “Service” - “We care for our patients, their families and each other with compassion.” How can we show compassion?</li> <li>• Pillar of Excellence of the Month is “Patient Experience – The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.” A new Patient Experience Council has been created to               <ul style="list-style-type: none"> <li>○ drive improvement across all AHC entities</li> <li>○ lead workgroups addressing Access Experience, Care Experience, Transition Experience, Financial Experience and Digital/Marketing Experience</li> <li>○ develop and support hospital-based patient experience teams</li> </ul> </li> <li>• Department review of 6 Dashboard Measures of Success. Our metrics measure our success delivering our objective or “One Main Thing.” <b>The Laboratories core mission is to provide accurate and timely results</b> to aid clinicians in providing patients with “World Class” diagnostic services and care.</li> </ul>	Patient Experience/Excellence	Mgmt. Team and all staff
<b>Quest – “Every Day Excellence” Our Quality Culture</b>	<p>Knowledge is the power to meet and exceed customers’ service expectations. Continuous improvement. Stewards of what we know and what we do and share our knowledge. Our customer’s expectations have changed: Quality of service, more for less, equipment, direct access results want innovation, i.e., procalcitonin (new test for Sepsis), interface PKU results., improve troponin turnaround times [30 minutes, to Cath Lab (45 min) to meet accreditation requirements. Need to develop agility skills, etc. Businesses have to change to meet their patient’s needs. i.e., communication, processing, OL monitor.</p>	Excellence/Patient Experience/Service	All
<b>Baldrige Award</b>	<p>Adventist Healthcare strives to “Achieve being in the TOP Quartile of Quality &amp; 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</p>	Patient Experience/Excellence	All

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	<p>take time to learn and understand. The lab processes are with AHC's goals.</p> <ul style="list-style-type: none"> <li>• Lab provides accurate and timely results to help AHC achieve their goals.</li> <li>• We measure how we are doing by our Metrics. Lab staff must know where Dashboard graphs are posted</li> <li>• We use DMAIC to measure and solve the problems (mislabeled samples and specimens without orders). Transfusion consent is still in process for BB.</li> </ul>		
<b>“Employee Engagement Survey”</b>	We have not received our results yet.		
<b>Blueprint for Wellness</b>	Everyone should participate. It is a comprehensive look at the state of your health. Deadline is November 13, 2017.		
<b>Flu Shots</b>	Deadline is November 17, 2017 by 2:00 pm		
<b>Benefits sign up</b>	Deadline is November 6, 2017		
<b>Staffing &amp; Budget</b>	<p>Rob wants to promote as many people as possible. It has been almost a year since our last pay increase. If you want to move up, you need to learn more to exceed the standard. You can receive more based on your rating.</p> <p>Rob will be reporting to a new SGMC VP Larry Loos. He will be in charge of all contracted people.</p>		
<b>Equipment</b>	Ash is getting quotes on new centrifuges.	Service	Julie
<b>DMAIC PI Project Status</b>	Mislabeled Samples and Samples without Orders - in the “Control” stage.	Excellence, Service	All
<b>Training / Competencies</b>	<p>Everyone should be working on their competencies and assignments in EMPower and MTS. The recent one in EMPower is on Chemical Hygiene.</p> <p>Secondary labeling training on-going.</p>		All
<b>Team Work and Communication</b>	Everyone needs to work as a team and communicate their concerns.	Respect	All
<b>Open Forum</b>	<p>We have to work together as a team. We have to staff according to volume. Need to bring people in and train and respect them. Need a positive environment. Technical people need to be accountable to help out. They can answer phones and receive samples. Blood Bank can help out as well. Everyone is multi-tasking. Tell people when you need help. Let Rob know when there is a problem.</p> <p>Patients are not diagnosed with TB, but have been exposed and we are not notified. Need to ask Ron Masters, Infection Control.</p> <p>WAH – Processing is not set up correctly. FES is too far causing lost productivity. The work is harder than it should be. For the new hospital, must get input from processing on how to set it up.</p>		Stephanie & Marie

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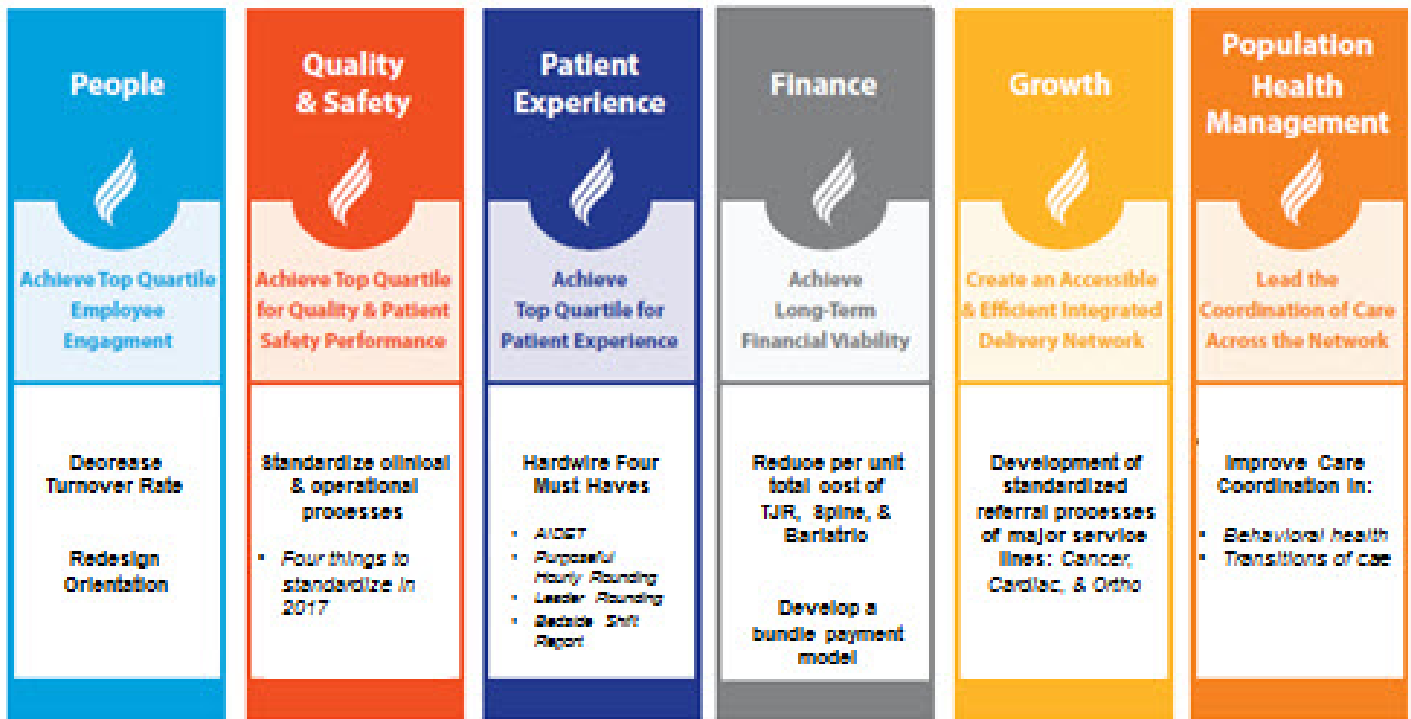
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	<p>WAH – Communication needs to improve everywhere within the hospital. Should improve with the use of the new voceras</p> <p>WAH – Micro needs to float and help processing.</p> <p>WAH - Patient care is not good partly because of turnover.</p> <p>WAH – Meetings held about bedside barcoding. Hospital is struggling with turnaround time for cardiac markers.</p> <p>WAH – Need PI’s for problems. Randy is logging problems and sending to nursing leadership. Marie is sending ER samples of the Lab labels. Working on getting printers moved for more work stations.</p> <p>Hospital is putting together a “patient experience” team.</p> <p>SGMC – When we call criticals, they take time and cause delays. We are focusing on ED.</p> <p>SGMC/WAH – For POC we are going to bill differently. We are going to charge a lot more expense for POC.</p> <p>Critical results from Chantilly – stacks of reports are faxed to OPL. Some are duplicates and take time to sort out.</p> <p>Adventist will be mapping the workflows. To change the process we will have to go to the process map to change it.</p>		
<b>Next Month’s Rises “Excellence”</b>	Please review and be familiar with the Pillar and R.I.S.E.S. attached to these minutes.		All
<b>Pillar “Finance”</b>			

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**



**Our Values:**

**Respect • Integrity • Service • Excellence • Stewardship**