

Quest Diagnostics
At
Adventist Hospital Labs

GENERAL LABORATORY STAFF MEETING

MINUTES

DECEMBER, 2017

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

DISTRIBUTION: STAFF MEMBERS

Item	Discussion	RISES / Action	Follow-up
Combined Minutes			
2017 Lab General Staff Meeting Agenda	<ul style="list-style-type: none"> • The R.I.S.E.S Value of the month is “Stewardship” - “The careful and responsible management entrusted to one’s care.” • Pillar of Excellence of the Month is “Growth and Population Health Management. • Our “One Main Thing.” The Laboratories core mission is to provide accurate and timely results to aid clinicians in providing patients with “World Class” diagnostic services and care. 	Excellence/Finance	Mgmt. Team and all staff
“Excellence in Motion”	<p><i>How do we prioritize our work? “Our Main Thing”</i> <i>How do we measure our success? Standardized Graphs</i> <i>How do we improve our performance? DMAIC performance & Improvement projects</i> <i>How do we share our progress? Communication boards</i> <i>How do we share key information? Monthly meeting template</i> <i>How do we build accountability for our work? Performance dialogue process.</i></p>	Excellence	All
Baldrige Award	<p>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. The hospital’s operating margin target is 4.4%. They are at 8.4 (World Class).</p> <p><i>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. The lab processes are aligned with AHC’s goals.</i></p>	Excellence Quality & Safety Stewardship Respect	All
Staffing & Budget	<p>The hospital schedules nurses by nurse to patient ratio. Nursing staff can drop dramatically 150-100. Hospital occupancy is driven by ED.</p> <p>We must figure out how to do our business when the hospital volumes drop.</p> <ul style="list-style-type: none"> • Have not replaced several positions, (i.e., Lori, Quality, etc.) • Under the new Quest contract that is being negotiated, people costs will be separate and it will not be based on volume. • We will bill the hospital for our staff. Chantilly will be the reference lab and will bill the hospital. The hospital will have to decide whether or not the test is right. <p>During the holidays the volumes are lower. December is the lowest month.</p> <p>The hospital will have to pay the state back because they did not meet the customer satisfaction standards.</p>	Finance, Growth, Stewardship	

**Quest Diagnostics
At
Adventist Hospital Labs**

Item	Discussion	RISES / Action	Follow-up
	All Doctors in the AMB Adventist Medical Group will be brought under Adventist Hospital.		
Population Management	Adventist Healthcare wants to have the best coordination thru their networks.		All
End of Year-Self Evaluation	Everyone must do a self –evaluation. Job descriptions are the minimum requirements. Include any projects that you participated in. What extra things did you do? Do not hold back!		All
End of year reminders	Finish MTS, EmPower, Learning Suites, etc. by due dates	Respect	All
Open Forum	<p>WAH & SGMC - We have received funding for bedside barcoding. The scanners will be about the size of a cell phone.</p> <p>WAH & SGMC - New Voceras are now live.</p> <p>WAH & SGMC - We have changed the turnaround time for troponin to 30 minutes (receive to result) so that the patient(s) can be at the Cath Lab within 45minutes</p> <p>Issues at Behavioral Health –</p> <ul style="list-style-type: none"> • Phlebotomists are not comfortable drawing patients where they keep the difficult patients. The condition of the rooms is not conducive to drawing. We need to discuss with behavioral health. • Sometimes they want us to draw patients without armbands. We do not draw patients that do not have armbands. <p>Secondary labeling -</p> <ul style="list-style-type: none"> • 9 out of 10 are without correct secondary labeling. They are n not putting tech codes on samples. • A letter will be going out to nursing. Need to use lab labels. • Photo copy problem labels and put in box. <p>Outpatient lab is no longer accepting patients after normal business hours. OP should go to ER.</p> <p>If you receive a mislabeled sample, receive and cancel / reject it. Use lab labels rather than Cerner. When labeling, put name at the top of tube.</p> <p>Tube system keeps going down. Still receiving Hemolized samples.</p> <p>Project for Order to Receive - Mike Oxenford and Rob are working on it.</p> <p>People are dumping urine in our biohazard trash cans. We need to get red ones like we have in the lab.</p>	Quality & Safety Patient Experience Service	

Facilitators: Rob SanLuis, Stephanie Codina

Quest Diagnostics
At
Adventist Hospital Labs

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
<p>Achieve Top Quartile Employee Engagement</p> <ul style="list-style-type: none"> Develop plan for AHA benefit Establish home care staffing pipeline (Nurse Residency) Increase 1st year employee retention 	<p>Achieve Top Quartile for Quality & Patient Safety Performance</p> <ul style="list-style-type: none"> Maintain 5 STAR rating Hardwire front loading Improve clinical documentation 	<p>Achieve Top Quartile for Patient Experience</p> <ul style="list-style-type: none"> Improve ratings & recommend scores Improve perception of med management Improve care communication 	<p>Achieve Long-Term Financial Viability</p> <ul style="list-style-type: none"> Reduce LUPA % short term cases Increase case mix weight Increase Medicare admits 	<p>Create an Accessible & Efficient Integrated Delivery Network</p> <ul style="list-style-type: none"> Expand service lines & specialty services Increase Medicare referrals Expansion of service area 	<p>Lead the Coordination of Care Across the Network</p> <ul style="list-style-type: none"> Implement chronic disease management Implement specialty care management Entity integration

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