

Quest Diagnostics
At
Adventist Hospital Labs

GENERAL LABORATORY STAFF MEETING

MINUTES

JANUARY, 2018

TIMES: 0715, 1330, 1500 **CALL IN:** 1-877-951-6301 PC 8064564

DISTRIBUTION: STAFF MEMBERS

Item		RISES / Action	Follow-up
Combined Minutes			
*State Ground Rules!!	<p>Everyone should attend every meeting or call in. Minimum is 7, but attend all 12 if possible.</p> <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 should 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
2018 Lab General Staff Meeting	<p>This month's topic is "Mission" - Extend God's care through the ministry of physical, mental and spiritual support. Pillar is "People". Our goal is to foster a culture where people want to come and stay</p> <p>We will have breakfast for lab on Tuesday, February 27, 2018, to celebrate everyone's participation in the Employee Engagement Survey.</p> <p>Our W-2's are now available electronically. There will be flu masking. We are in the process of setting performance goals.</p> <p>People are not following the hospital dress code.</p> <ul style="list-style-type: none"> - Employee ID must be worn above the waist - No Gum - Fingernails should be less than 1/4 inch in length - Only can wear wedding rings - No bracelets - Hair must be worn up - Tattoos must be covered - No perfume or cologne 	What can you do, every day, to make a difference to someone?	Mgmt Team and all staff
Staffing Status & Budget	<p>We need to continue to monitor and manage supplies and overtime. Several positions were approved and are in the process to be filled. We are hiring everyone as floats. If you have suggestions to help with staffing, let mgmt</p>	Stewardship	All

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Profit Sharing	know. Quest wants us to break even. We should be double what we did last year.		All
2018 DMAIC Project	This year's project will be Troponin TAT	Excellence, Service	All
Baldrige Award	Adventist Healthcare strives to "Achieve being in the TOP Quartile of 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)	Excellence, Quality & Safety Stewardship, Respect	All
Open Forum	<p>Communication: WAH issued blood for transfusion for wrong patient. You must communicate if you are too busy to do what you need to do. If someone is overwhelmed all of the time, it could be performance related.</p> <p>Specimens without Orders:</p> <ul style="list-style-type: none"> • We are receiving too many of these. Current system is not working. • We need to fix bedside barcoding. • A new process will be coming; we will order extra tubes that will be displayed in Cerner. Physicians will have to enter add-on orders. For CVIR, Cath Lab, OR, L&D and Radiology, we will continue process of logging & calling unit. • Currently they have no way to reprint the order. <p>Troponin TAT:</p> <ul style="list-style-type: none"> • The clock in specimen processing is for troponin. When you notify tech that you have a troponin, call their name. We will be purchasing multiple timers. • When tubing samples to lab, avoid batching. Send one tube at a time. • Receive one, then another one. • If order hits the monitor, it has been 15 minutes since sample was rec'd. • Need to link to troponin main screen at 2 pm each day. • Record all outliers / delays on troponin log. If it is not noted on sheet with reason, you are responsible. All managers are getting reports with outliers. <p>Standardization: All processes must be standardized. When you notice a problem, you need to complete a variance form. We all need to own it. Mgmt is open to any suggestions.</p>		All

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.

Establish System Direction via Strategic Planning Process - Our Main Thing

Determine Pillar of Excellence Measures of Success

Our Vision:

To be the regional leader of our six Pillars of Excellence by 2022

Monitor Progress - PDP Goals

Dashboard Graphs



Core Process Mapping

Improve Performance by using DMAIC Methodology - Dept PI Projects

Align & Cascade Entity Initiatives to Drive Performance -

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

DEVOTION

Our **MISSION** in Our **PEOPLE**

“It Matters To Someone”

- Ann Roda

Sometimes, what you do every day can feel monotonous and tedious. Sometimes, because of the fast pace in the clinical areas, the names and faces of the patients, lose their distinction. Sometimes, the emails, phone calls, deadlines and meetings are so overwhelming they become one big blur. Sometimes, your work is not appreciated or goes unnoticed. Sometimes, it can feel that what you do doesn't make a difference or matter to anyone.

Please know that every day, every task you do, every effort, big or small, exposed or hidden, matters to someone! Our mission, the reason why we exist and the purpose behind what we do, is to extend God's care. You extend God's care because people matter to you. And when people matter to you, what you do every day matters.

Question for the team:

What can you do, every day, to make a difference to someone?



Prayer

“May we serve others with a joyful heart; Never keeping score; Never expecting to receive; Giving always, with care and compassion, choosing to extend God's love to all. Amen.”