

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

MARCH 13 AND 27, 2018 AT 0715, 1330, AND 1515

DISTRIBUTION: LABORATORY STAFF MEMBERS

MEETING COMMENCED: CALL IN: 1-877-951-6301 PC 8064564

Item	Discussion	Action	Follow-up
Introductions	New staff introduced themselves to the group	None	None
Everyday Excellence	<p>For many people, change is a challenging word. We watched a video that challenged the way we think about change, how we engage with others, and how we pursue change with our patients and future in mind.</p> <p>Change is rooted in listening, understanding, and compassion, and this leads to growth. By listening to the voice of the customer (VOC), and the data that support doing things differently, we demonstrate that we are customer focused and service driven, which is how we are meeting and better anticipating the needs and expectations of our customers.</p>	Staff are encouraged to say “tell me more” to encourage patients and customers to open up to them with clear lines of communication.	None
RISES Values	<p>Respect Integrity Service Excellence Stewardship</p> <p>The RISES value of the month is RESPECT. This means that we recognize the infinite worth of each individual.</p> <p>How can we assure our patients feel loved, accepted, and respected?</p> <p>The voice of the patient says,</p> <ul style="list-style-type: none"> • “When you are with me, I don’t need a lot of your time, but I need you to listen with your eyes and your heart.” • “When you are with me, keep me informed of procedures, tests, and especially results/delays. My anxiety increases when I am waiting without information.” • “When you are with me, I want to feel held in your care. I want to feel that I matter to you. I want to feel that I am seen as a person in my own right, not as my diagnosis or your assignment of the day.” • “When you are with me, I need to know you are competent.....that you learn about me and carefully communicate accurate information to the team.” 	Staff must know and be able to recite the RISES values	None

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Pillars	<ol style="list-style-type: none"> 1. People 2. Quality and Safety 3. Patient Experience 4. Finance 5. Growth 6. Population Health Management <p>The pillar of the month is Patient Experience which is ensuring patients feel loved, accepted, and respected.</p> <p>We want to provide the best experience while providing care. Staff can help by providing a warm greeting to all, providing service recovery when we mess up, and communicating with the patient and other caregivers.</p>	Staff must know and be able to recite the pillars.	None
AHC Mission	We extend God's care through the ministry of physical, mental, and spiritual healing.	Staff must know and be able to recite the mission.	None
AHC Vision	To be the regional leader of our six Pillars of Excellence by 2022.	Staff must know and be able to recite the vision.	None

