

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

APRIL 10 AND 24, 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
RISES Values	<p>Respect Integrity Service Excellence Stewardship</p> <p>The RISES value of the month is STEWARDSHIP. This means that we take ownership to efficiently and effectively extend God's care.</p> <p>What can we do together as a department to improve stewardship?</p> <p>Staff provided the following responses:</p> <ul style="list-style-type: none"> • Reduce unnecessary overtime • Use supplies wisely (rotate, do not waste, order appropriately) • Communicate with other caregivers and each other to provide good service to our customers • Reduce errors 	Staff must know and be able to recite the RISES values	None
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 Finance which is managing our resources to ensure success.</p> <p>We want to use resources wisely to remain viable. Staff can help by using time and resources wisely, providing the best and safest care to our patients, providing a good experience to our customers.</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

Item	Discussion	Action	Follow-up
Staffing	SGMC Field Ops has 9 open positions that are currently posted. We are requesting an additional 2 positions. We also have one technical position posted.	None	None
Open Forum	Ishrat asked if we can display the patient location on the ORM screen of Gen Lab in GUI. Marie added the "ordering" location which is where the patient was at the time the lab was ordered. This may not always reflect the patient location, but it will give you a starting point.		

