

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

MAY 8 AND 22, 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>We focused on the critical role of humanism and the importance of human connections.</p> <p>Humanism means seeing each person as a unique individual—interacting as a person first and creating respectful and compassionate relationships with our internal and external customers.</p> <p>We reviewed the example of how Ancestry DNA has created a human connection.</p> <p>We discussed ways to enhance a conversation to create the human connection.</p> <ul style="list-style-type: none"> • Bring more of who I am to the interactions • Pick up on small things that matter • Explain the “why” behind requests • Explain the “how” behind solutions • Propose change <p>We discussed some of the barriers to proposing ideas</p> <ul style="list-style-type: none"> • Fear of failure/rejection • Don’t think idea is good enough • Not enough time <p>And then some ways to overcome these barriers</p> <ul style="list-style-type: none"> • Run the idea by a small group of coworkers to see what they think before proposing • Hold myself accountable for looking for solutions to problems • Test the idea with supervisory approval 	None	None

Item	Discussion	Action	Follow-up
RISES Values	<p>Respect Integrity Service Excellence Stewardship</p> <p>The RISES value of the month is INTEGRITY. This means we are conscientious and trustworthy in everything we do. ALWAYS.</p> <p>If you were admitted to the hospital, what is the one thing you would always want the staff to do as they care for you (with respect to integrity)? What are the implications if "always" doesn't happen?</p> <p>We need to follow the procedures for patient identification, labeling, and testing even when no one is watching. It doesn't matter how good everyone else in the lab is at producing accurate and timely lab results if one person generates an error on labeling or resulting, the entire process is wrong.</p>	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 GROWTH which is increasing the number of patients served within AHC.</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 in each of the six Pillars of Excellence by 2022.	Staff must know and be able to recite the vision.	None
White Oak Update	<p>We gave an update on the progress of the new hospital.</p> <ul style="list-style-type: none"> • Installing drywall in the cellar (the level where the lab is located) • Installing the concrete footings of the parking garage • Beginning construction on the physician's office building in June 		
Staffing	<p>SGMC Field Ops</p> <ul style="list-style-type: none"> • 3 new employees have started (2 temps and 1 Quest employee). All are in training • We have an additional 3 people starting on May 29 and another 3 on June 4. • We still have 3 additional Field Ops positions to fill. <p>Blood Bank has 3 open positions</p> <ul style="list-style-type: none"> • One FT position • Two 20-hour per week positions 	None	None

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 –

Dashboard Graphs

Monitor Progress – PDP Goals

Our Vision:

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

People



Best Place to Work

Capability & capacity planning
Recruit, Retain, & Develop Staff

Quality & Safety



Best Place to Receive Care

Standardizing processes supporting High Reliability principles

Patient Experience



Best Experience in Receiving Care

Improve Service within 5 Workgroups

Finance



Best Long-Term Financial Viability

Incentive Earning: QBR, Readmission, MHAC

Growth



Best Integrated Delivery Network

Growth in Clinical Service Lines

Pop. Health Management



Best Coordination Across the Network

Reduction of readmission rate to QBR target

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