

## Quest Diagnostics at Shady Grove Medical Center

### MEETING

#### MINUTES

**7.12.2018**

**PRESENT: SEE SIGN IN SHEET**

**DISTRIBUTION: FIELD OPERATIONS STAFF MEMBERS**

**MEETING COMMENCED: 1315**

Item	Discussion	Action	Follow-up
<b>Minutes</b>			
<b>Staffing</b>	<p>We currently have 2 positions that have been hired.</p> <ul style="list-style-type: none"> <li>• PT phlebotomist</li> <li>• Lynda Hayes</li> </ul> <p>We have 3 additional openings that we are interviewing for.</p>	None	None
<b>Metrics</b>	<p><b>Morning Run</b></p> <ul style="list-style-type: none"> <li>• Please make every effort to get morning run drawn and in the lab by 7am. Our reported at 8am metric is dropping, and it is starting to affect patient care. I suspect most of the decrease in this metric was due to staffing. However, we now have all shifts filled (even though we are still hiring and training). I suspect this metric will improve due to staffing.</li> </ul> <p><b>Troponins</b></p> <ul style="list-style-type: none"> <li>• Stephanie is monitoring troponin outliers daily. We have 2 problem areas with a tentative action plan.               <ol style="list-style-type: none"> <li>1. AM run.                   <ul style="list-style-type: none"> <li>We are missing stat and timed orders during AM run.                       <ul style="list-style-type: none"> <li>○ Night shift will pull a report of all timed labs from 4am to 8am and highlight labels in yellow for phlebotomists. This will tell collecting staff that these are stat/timed and need to be drawn at the designated time.</li> <li>○ Processing must watch the stat/timed printer and notify phlebotomy of any new orders during AM run</li> </ul> </li> </ul> </li> <li>2. Patients whose orders were placed in ED.                   <ul style="list-style-type: none"> <li>○ Every shift/phlebotomist must pull hourly collection logs and pending logs for nurse collects.</li> <li>○ Monitor “timed” specimens and notify ED that a draw is due. Verify that the patient is still in ED and they will draw.</li> </ul> </li> </ol> </li> </ul>	None	None
<b>New OPL Hours</b>	<p>AHC Senior Administrators asked us to review and standardize the hours of OPL at both sites. Effective September 4, OPL will have new hours:</p> <ul style="list-style-type: none"> <li>• M-F 0700-1600</li> </ul>	None	None

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	<ul style="list-style-type: none"> <li>• Sat 0700-1300</li> </ul> <p>This will allow us to use OPL staff a bit differently.</p> <ol style="list-style-type: none"> <li>1. The early person will be scheduled 0600-1430 and will cover pre-op for AM run</li> <li>2. The Saturday person will come in at 0430 and help with AM run</li> </ol>		
<b>After Hours Bilirubin collection</b>	We will begin drawing after hours bilirubins AT WAH ONLY and only for scheduled patients. Please look for MTS about this.	None	None
<b>Cancelling Specimens</b>	Reminder if you receive a specimen that is not acceptable, you MUST cancel the specimen in Sunquest and reorder. DO NOT leave the order open and obtain a new specimen. We have to track cancellations.	None	None
<b>Voceras</b>	<p>Reminder that when you are on break, you must do one of two things.</p> <ol style="list-style-type: none"> <li>1. Log out of your units and ensure your backup has logged in to cover calls.</li> <li>2. Forward calls to the person covering for you while on break.</li> </ol> <p>DO NOT "Ignore" calls or give someone a vocera you are logged in to.</p>	None	None
<b>Troponin clarifications</b>	<ol style="list-style-type: none"> <li>1. If we have serial troponins and one of them is collected late, DO NOT adjust the times of the subsequent collections. Draw them at their intended times.</li> <li>2. If we have orders for CIEP4 and TROP11 that are to be collected within 60 minutes of each other, <ol style="list-style-type: none"> <li>a. Draw the patient at the "earlier" time.</li> <li>b. Receive the CIEP4 and cancel the troponin</li> </ol> </li> </ol>		
<b>Meeting adjourned</b>			

Stephanie Codina  


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Recording Secretary