

Quest Diagnostics at  
Shady Grove & Washington Adventist Hospitals

**LABORATORY MEETING**

**MINUTES**

**AUGUST 14 AND 28, 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
<b>Introductions</b>	New staff introduced themselves to the group	None	None
<b>Everyday Excellence</b>	<p>This month's Everyday Excellence module focused on service recovery. We listen to our customers and respond in ways that meet and exceed their expectations.</p> <p>When we encounter a service recovery opportunity, we should respond in the following manner:</p> <ol style="list-style-type: none"> <li>1. <b>Acknowledge</b> the situations (ensure the customer feels heard) <ul style="list-style-type: none"> <li>• I can see this did not go as planned</li> <li>• You need the information/answer/supply right now.</li> </ul> </li> <li>2. <b>Empathize</b> with the customer's experience (The customer feels you understand). <ul style="list-style-type: none"> <li>• I can see why you'd be upset with us.</li> <li>• I recognize the tough spot this puts you in</li> </ul> </li> <li>3. <b>Apologize</b> for what caused the service issue. (The customer hears regret). <ul style="list-style-type: none"> <li>• I am so sorry this happened.</li> <li>• I want to apologize for the service issue (specify what happened).</li> </ul> </li> <li>4. <b>Take Action</b> to resolve and make things right (the customer trusts you will pursue a resolution). <ul style="list-style-type: none"> <li>• Here's what I can do right now.</li> <li>• I will do everything I can to expedite this. Let's start with.....</li> </ul> </li> </ol>	Use these service recovery tools in your work	All Staff
	Service recovery is based on what matters to our customers. Listening to our customers and being responsive is every employee's responsibility.		
<b>Quiz</b>	Staff were given a written quiz to test their knowledge on the AHC mission, vision, values, etc. All staff are expected to commit this information to memory.	Learn and understand the materials.	All Staff

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<b>RISES Values</b>	<p>Respect Integrity Service Excellence Stewardship</p> <p>The RISES value of the month is INTEGRITY. AHC defines this by saying, "We are conscientious and trustworthy in everything we do. ALWAYS."</p> <p>Alan Simpson, a former Governor and Senator from Wyoming said, "If you have integrity, nothing else matters. If you don't have integrity, nothing else matters." What does this mean to you?</p>	Staff must know and be able to recite the RISES values	None
<b>Pillars</b>	<ol style="list-style-type: none"> <li>1. People</li> <li>2. Quality and Safety</li> <li>3. Patient Experience</li> <li>4. Finance</li> <li>5. Growth</li> <li>6. Population Health Management</li> </ol>	Staff must know and be able to recite the pillars.	None
<b>AHC Mission</b>	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
<b>AHC Vision</b>	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
<b>Downtime</b>	<p>There will be two downtimes in September</p> <ul style="list-style-type: none"> <li>• September 12, 0030-0430, routine Cerner maintenance. Sunquest will be down for up to 30 minutes at some point during this downtime.</li> <li>• September 21-22— Moving the servers, Sunquest will be down for 14.5 hours. <ul style="list-style-type: none"> <li>○ We are working on new downtime processes for processing.</li> <li>○ We are working on using DI to autoprint results to ED.</li> <li>○ We will be adding staff members to all shifts this weekend to assist with this downtime. Please check your schedule.</li> </ul> </li> </ul>	Ensure you are familiar with expectations of you.	All staff
<b>Staffing</b>	We currently have all open positions filled. SGMC Field Ops department has 2 people who have not started yet. We should be in good shape once all new employees are trained.	None	All staff
<b>Contract</b>	AHC is close to signing the contract.	None	All staff
<b>Open Forum</b>	<p>Staff brought up the following concerns:</p> <p>Core lab at SGMC is seeing issues with specimens not being received appropriately. Either the CBC or the Chemistry is received, but not both.</p>	Remind processors to receive per procedure.	Dericka

# 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 –

Monitor Progress – PDP Goals

Dashboard Graphs

## 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