

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

OCTOBER 16 AND 23, 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
Quiz	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
RISES Values	<p>Respect Integrity Service Excellence Stewardship</p> <p>At AHC, we define EXCELLENCE as doing our best every day to exceed expectations.</p> <p>Ralph Marston, author and publisher of The Daily Motivator, said, "Excellence is not a skill. It is an attitude." At AHC, we understand that excellence means we do our best every day to exceed expectations. Though we strive to reach world-class standards in all our outcomes, excellence is more than just something we do. It is a value that flows from an internal core that defines and identifies who we truly are. If we are people who don't have to think about doing something with excellence, but simply embody excellence in all our actions, then we will exceed all expectations.</p> <p>What are some ways you can exceed expectations with your co-workers?</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 FINANCE objecting if to have the best long-term viability. How can you make an impact???</p> <ol style="list-style-type: none"> A. Monitor and track hours to reduce unnecessary overtime. B. Manage supply usage—order what you need and avoid wasting supplies C. Own your responsibility for patient throughput. 	Staff must know and be able to recite the pillars.	None

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	Collect, receive, test, and report specimens in a timely manner to allow providers to more quickly diagnose and treat the patient.		
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
Blueprint for Wellness	<p>Quest offers an incredible program to all PT and FT employees and their spouses. You can have a health screening and a battery of labwork done for free. Results will be sent to you, so you can take the results to your doctor to discuss. Participation in the program can get you up to \$1040 (\$1560 if both you and your spouse participate) off your 2019 health insurance prices.</p> <p>Access to the program is available on the Quest intranet homepage. New participants will need a registration key which is Quest2018. Employee will use their employee ID to sign up. Spouses will use the employee ID with an "S" at the end. For example, if your employee ID is 11111, your spouse will sign up using 11111S.</p>	Sign up for BFW if interested	All staff
Annual TB Testing	All staff should have received a requisition to have their annual TB test collected from their supervisor. You should have received a TB questionnaire if you have historically tested positive for TB. This is an annual requirement that must be completed by October 31. All staff must complete (including new staff who have already had a TB test this year).	Complete the TB requirement before November 1	All staff
Flu Shot	All staff must get the annual flu shot before November 16 unless you have a documented medical or religious reason not to get the flu shot. Please do not wait until the last minute to avoid delays.	Obtain flu shot and provide documentation to your supervisor before November 16.	All staff
New TB Tube	Effective October 29, we will no longer use the kit containing the 3 tubes for Quantiferon. We will collect the specimen in a 6mL Li Hep tube without gel. These samples must be held at room temperature for at least 15 minutes and up to 3 hours. After that, the tube gets refrigerated (whole blood) for up to 48 hours. We can now draw this specimen any time on Sunday-Thursday. We will not collect TB testing on Friday or Saturday.	Make a note of the new tube. Ensure we are not confusing "Li Hep" and "Na Hep" tubes, since they are both dark green.	All staff
Cancelling Specimens	<p>Reminders:</p> <ul style="list-style-type: none"> A. If you receive a specimen that does not meet testing requirements, you must cancel the specimen in the LIS and reorder. You cannot simply tell the floor to send a new specimen. We must have documentation that the original specimen was rejected in the LIS. B. You must speak to someone (a nurse or provider) prior to cancelling any specimen and document the name of the person notified in the LIS. Lab staff do not have the authority to cancel orders. 	Follow procedures for cancelling specimens.	All staff

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Training	<p>Reminder that training and competency are not the same thing. An employee may be trained on a task and not be competent or comfortable performing that task. Trainers must document each time an employee is trained on a task on the training document.</p> <p>Trainees must have their training documents with them during the training process. Training documents should not be removed from the lab.</p>	Informational	All Staff
Open Forum	<p>Staff indicated they are having difficulty reaching people in the Quest Micro Department on off shifts.</p> <p>Technical staff stated some of the processors are adding tests on to a sample before pulling the sample. Please note the procedure states the sample must be pulled and visually inspected to ensure testing can be performed (ie the sample has enough volume, isn't hemolyzed, etc.) prior to adding a test on.</p>	<p>Provide phone numbers to staff</p> <p>Follow add on process</p>	<p>Hollie</p> <p>Processing staff</p>

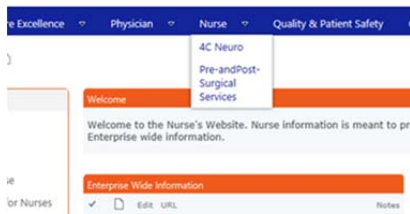


Accessing the Lab Directory

1. Access the intranet
2. Click on “Clinician” or “Nurse”
 - a. Option 1



- b. Option 2



3. Click “Laboratory Test Directory”



4. Type the name of the test you want to access

at
Adventist HealthCare



5. Click on the test to access the test information