

Quest Diagnostics at  
Shady Grove & Washington Adventist Hospitals

**LABORATORY MEETING**

**MINUTES**

**NOVEMBER 13 AND DECEMBER 5, 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>“Growth Begins Within” refers to our willingness to look outward and evolve in ways that meet the changing expectations of our customers. It means our customers’ expectations are not static and will continue to change as healthcare evolves. As a team, how are we embracing the need to evolve to meet the expectations of our customers?</p> <p>What do you think about the idea that we need to work from the outside-in (by understanding our customers’ wants and needs) to create great customer experiences today and in the future? How skillful are we at asking “why” or “tell me more” questions? What can we do to improve our ability to listen to the voice of the customer and collaborate with other functions to create great customer experiences?</p> <p>Why does the patient matter so much in our decisions and actions?</p>	Ask yourself these questions. What can we do to be more customer focused?	None
<b>AHC Objectives</b>	All staff members must know the AHC mission, vision, values, and pillars. You will be quizzed on this at the time of your performance evaluation. You must understand and be able to recite these in order to meet expectations.	Be able to recite the AHC mission, vision, values, and pillars.	All Staff
<b>RISES Values</b>	<p>Respect Integrity Service Excellence Stewardship</p> <p>At AHC, SERVICE means we care for our patients, their families, and each other with compassion.</p> <p>Has there been a time when someone has shown caring and compassion 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

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	The GROWTH pillar focuses on generating revenue. You can impact growth by promoting AHC services, give in-network referrals, and providing and excellent customer experience.		
<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>End of Year</b>	Just a reminder that there are a number of tasks that are now past due. Please complete the following as soon as possible if you have not done so already: <ol style="list-style-type: none"> <li>1. Empower assignments</li> <li>2. MTS assignments</li> <li>3. Competency assessments</li> <li>4. FIT testing for non-technical staff</li> </ol>	Ensure you have completed all mandatory assignments and assessments	All Staff
<b>Contract</b>	The new contract has been signed. The contract is effective on January 1, 2019 and has a term of 5 years.	Informational	None
<b>Employee Engagement Survey</b>	<p>We received the results of our 2018 employee engagement survey. Our scores were very positive.</p> <ol style="list-style-type: none"> <li>A. Response Rate: <ol style="list-style-type: none"> <li>a. AHC = 85% (104 Of 122 eligible employees took the survey)</li> <li>b. Quest = 94%.</li> </ol> </li> <li>B. Employee Engagement—employees who are fully engaged and enthusiastic about their work to take positive action on behalf of the company <ol style="list-style-type: none"> <li>a. AHC = 73%</li> <li>b. Quest = 74%</li> </ol> </li> <li>C. Employee Enablement—employees who believe they have the right tools and circumstances to deliver their full potential <ol style="list-style-type: none"> <li>a. AHC = 74%</li> <li>b. Quest = 75%</li> </ol> </li> <li>D. Confidence in Leaders—employees who have trust and confidence in their immediate supervisor (this includes communication) <ol style="list-style-type: none"> <li>a. AHC = 78%</li> <li>b. Quest = 75%</li> </ol> </li> <li>E. Performance Management—employees who understand what is expected of them and those who feel poor performance is not tolerated <ol style="list-style-type: none"> <li>a. AHC = 78%</li> <li>b. Quest = 68%</li> </ol> </li> <li>F. Respect and Recognition—employees who feel diversity is valued and all employees are treated fairly and employees who receive recognition for their contributions <ol style="list-style-type: none"> <li>a. AHC = 71%</li> <li>b. Quest = 76%</li> </ol> </li> </ol> <p>The one thing the management team will be working on this year is better communication to staff. We communicate in a number of ways (mailbox, Lab Alert, staff meetings, huddles, etc.). However, staff still feel like they are not getting pertinent information.</p>	Review scores and offer suggestions for ways in which the management team can better communicate with staff	None

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<b>Work Orientation</b>	Hollie reminded everyone of the following: A. Staff are expected to adhere to the 15-minute break and 30-minute meal time requirements. B. Staff are expected to be at their workstation ready to work at their shift start time. C. You are expected to go directly to the work area when you clock in. You should not be clocking in and then going to the break room to drop off your stuff and talking to people. D. Staff must be in the work area at change of shift to ensure all pertinent information gets passed to the incoming shift.	Adhere to the departmental policies regarding break/meal periods and clocking in.	All staff

