

Quest Diagnostics at  
Shady Grove & Washington Adventist Hospitals

**LABORATORY MEETING**

**MINUTES**

**FEBRUARY 12 AND 26 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>Mission</b>	The AHC mission is to extend God's care through the ministry of physical, mental, and spiritual healing.	Be able to recite the mission	All Staff
<b>RISES Values</b>	<p>Respect Integrity Service Excellence Stewardship</p> <p>The value this month is "RESPECT." Respect means we recognize the infinite worth of each individual.</p> <p>As a faith-based organization, our understanding of what it means to be a human being is rooted in our belief that God created mankind in His own image. This unique formation gives humanity intrinsic worth and dignity.</p> <p>When we interact with a disrespectful or unkind person, what are some strategies we can use to help us remain respectful in our responses?</p> <ul style="list-style-type: none"> <li>• Stay calm</li> <li>• Be respectful to them</li> <li>• Listen</li> <li>• Ask questions (Tell me more.) to try to understand their concern(s).</li> <li>• Smile</li> <li>• Show empathy</li> <li>• Express concern</li> </ul>	Staff must know and be able to recite the RISES values	All staff
<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> <p>The QUALITY AND SAFETY pillar focuses on becoming the best place to receive care. This is done by keeping patients free from harm, standardizing clinical practice, and using highly reliable practices to achieve excellent outcomes every time.</p>	Staff must know and be able to recite the pillars.	All Staff

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	<p>Staff can make an impact by:</p> <ol style="list-style-type: none"> <li>1. Reporting adverse events, near misses, and variances so they can be tracked, trended, and corrected.</li> <li>2. Using the code word "lavender" to remind coworkers about handwashing compliance.</li> </ol>		
<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.	All Staff
<b>Evaluations NS Bonuses</b>	<p>All staff members should have met with their supervisors to go over their evaluations. Compensation letters were released and should be distributed this week.</p> <p>2018 bonus payouts averaged around 45%. This is well below where we'd like to be. Revenue and operating margin fell short in our region, which affected the payout amount.</p>	Informational	None
<b>Goals</b>	<p>Employees should be entering 2019 goals into Empower now. Due date is March 25.</p> <p>The management team will assign lab goals and department goals. Each staff member should work with his/her supervisor to define 1-2 personal goals. The goals must be entered by March 25 and will require supervisor approval.</p>	Enter 1-2 personal goals into Empower. Work with your supervisor to define the goals and values.	All Staff
<b>Cancelling Tests</b>	<p>All lab staff members should have an MTS attestation regarding cancelling tests.</p> <ol style="list-style-type: none"> <li>1. Lab staff members do not have the authority to cancel an order that a provider wrote.</li> <li>2. Lab staff members do cancel "specimens" but we must: <ol style="list-style-type: none"> <li>a. Notify the patient care area (including documentation of who was notified)</li> <li>b. Reorder the test</li> </ol> </li> </ol>	Follow the policy for cancelling tests	All Staff
<b>Cell Phone Use</b>	<p>Cell phones are prohibited in the laboratory and should be kept in your lockers while at work.</p> <ol style="list-style-type: none"> <li>1. Staff should not be browsing the internet or checking messages while at work.</li> <li>2. We deal with infectious substances. You do not want to get infectious substances on your phone and then bring that phone home to expose your closest friends and family members.</li> </ol> <p>Charging cell phones using lab computers is prohibited. We have seen a few instances where lab staff members have introduced viruses into the AHC network by plugging in unapproved devices. This puts all of us at risk. We all signed an agreement when we got our usernames that we would not do this. IT will enforce this policy.</p> <p>If you have an emergency while at work, your family can call the lab number to reach you.</p>	Do not bring or use cell phone in the laboratory	All Staff
<b>Extra Specimens</b>	<p>ALL extra specimens received in the lab should get an extra specimen order. The extra order must be placed at the time the specimen is received (do not wait to see if an order will be placed at a later time).</p> <p>We have a new order for a miscellaneous extra. The order code is MEX. You can free text the type of specimen in the modifier field.</p>	Order extra tubes/specimens	All Staff

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<p><b>Open Forum</b></p>	<ol style="list-style-type: none"> <li>1. All specimens must be tracked in Spec Tracker per procedure. Processing is having difficulty finding specimens for add on tests, because not all specimens are being tracked.</li> <li>2. If you give out an AccuChek meter, you <b>MUST</b> update the location code in RALS. <ol style="list-style-type: none"> <li>a. Not all units have the same normal/critical values. Failure to update the meter location could result in patient harm due to different values.</li> <li>b. Rehab is considered a separate hospital in the RALS system. If we give out a meter assigned to SGMC or WAH to Rehab, they will not be able to use it, because the meter is assigned to the wrong HID. See Derartu or Mary-Dale if you need additional training to assign meters.</li> </ol> </li> <li>3. It is critical that phlebotomy staff members send specimens to the laboratory frequently. <ol style="list-style-type: none"> <li>a. STAT, ASAP, Timed, and on ice specimens should be sent immediately.</li> <li>b. Routines and am run specimens should be sent every <b>FOURTH</b> patient. Hanging on to specimens delays receipt, testing, resulting, and ultimately patient care.</li> </ol> </li> <li>4. WAH staff indicated they are getting a lot of calls from ED asking how to collect microbiology specimens. One example given was the nasopharyngeal wash for RSV antigen.  PLEASE NOTE: The collection instructions are included in the laboratory test directory, which is available on the intranet. Please refer the caller to that directory.</li> <li>5. Staff requested that mother-baby write lab draws on the communication board.</li> </ol>	<p>Informational</p>	<p>All Staff</p>

# 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



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