

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

MARCH 12 AND 26, 2019 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
Everyday Excellence	<p>Consumers have a choice. The competition for their business is on and it is fierce. Here's what we need to remember: the experience a customer has with us will determine if they become a loyal patient or a lost patient.</p> <p>To a patient, "experience" isn't one thing, it is everything: every visit, every interaction, every phone call, every result, every bill, every communication, every web site visit, everything they see, hear, touch, smell when they interact with our world.</p> <p>This year, we are looking to win by:</p> <ul style="list-style-type: none"> • Delivering customers to our doors • Building positive experiences for our customers • Keeping customers through our consistent everyday excellence <p>Remember that our customers don't "see" all of the work that we do. But they are impacted by the quality, accuracy, timeliness, thoroughness, thoughtfulness, and so on of everything we do because it "shows up" in their experience.</p> <p>If you were a patient, what would you want the lab to focus on? If you were a physician, what would you want the lab to focus on?</p> <p>Look through the lens of building positive experiences for our customers so that we keep them for life.</p>	All staff must utilize the 10/5 rule and AIDET techniques with customer interactions.	None
Mission	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

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RISES Values	<p>Respect Integrity Service Excellence Stewardship</p> <p>The value this month is "INTEGRITY." Integrity means we are conscientious and trustworthy in everything we do.</p> <p>When patients and their families come to our facilities, we want them to know that at Adventist Healthcare, we are deeply committed to extending God's care by being conscientious and trustworthy in everything we do. This is what it means to be an organization of integrity—one that patients can rely on, trusting us to do the right thing, and to do it well, every time.</p> <p>How can we demonstrate integrity in the laboratory?</p> <ul style="list-style-type: none"> • Follow procedure as written, every step • Competency assessors must verify that our staff are following procedures EXACTLY as written when performing competency assessment • Document clearly and neatly • Reporting unintended or variance events on the QV form for investigation and follow up 	Staff must know and be able to recite the RISES values	All staff
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 PATIENT EXPERIENCE pillar focuses on giving patients the best experience when receiving care. This is done by making our care accessible, reliable, and coordinated.</p> <p>Staff can make an impact by:</p> <ol style="list-style-type: none"> 1. Participating in staff meetings and completing MTS/Empower assignments to ensure you have the information needed to do your job and provide the best care 2. Use tools like AIDET and the 10/5 rule when interacting with patients and customers 3. Communicating with the patient or caregiver to ensure the best care for our patients 	Staff must know and be able to recite the pillars.	All Staff
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.	All Staff
Goals	<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

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Housekeeping	We have been working with housekeeping to get them in the lab more frequently to clean. Please do not make rude comments or kick the housekeeper out of the breakroom if he/she is cleaning while you want to be on break. We have staff on break throughout the day. We must work around them. They will do their best to keep the bathroom doors closed while cleaning.	Awareness	All Staff
MOA Inspection	<p>MOA recently inspected the SGMC laboratory. They actually made comments about the way we complete our forms and felt we could be doing a better job.</p> <ul style="list-style-type: none"> • If a form says you have to put a "/" in an empty box, you must put a "/". Do not put an "X" or anything else. We have to follow instructions. • If a form contains a daily task then the form must be completed each day of the month. We cannot draw a line through an entire month of boxes. • Neatness counts. Your entries must be legible. • Follow documentation technique— <ul style="list-style-type: none"> ○ Use only blue or black ink. No sharpies, pencil, colored pens, or highlighters. ○ Write directly on the form—no sticky notes. ○ When you have to correct something, draw a single line through and initial + date. Do not scribble, black out, white out, write over, etc. • If a form has a choice that you must circle, make your circle clear around the correct choice. For example, if a form says, "Acceptable Y or N" you must circle the Y or the N. Do not make a circle so big it includes both the Y and the N. 	Document clearly and follow instructions on the forms	All Staff
Parking and Secured Area Rules	<p>Reminder that SGMC staff are not allowed to park on the first floor or the ramp leading to the second floor of the parking garage. You must pass the elevator on the 2nd floor before parking. The first floor and the ramp leading to the second floor are reserved for patients and on-call providers. This applies to ALL shifts.</p> <p>There are secured areas in the hospital. Secured areas must be accessed using your badge. Examples include the ED and the ED triage area that goes between the business area and the peds ED. You are allowed access to these areas for your job. However, you should not be walking through these areas for convenience. If you are coming to or leaving work, you should not have to use your badge to access any of the doors until you reach the laboratory. If you are using your badge, you need to change your route. Lab staff are not allowed to walk through any secured areas.</p>	Do not walk through the ED or ED triage area when coming to or from the laboratory. The correct route is to walk toward 2A/2B and follow the public hallways to the laboratory.	All Staff
Process Change	<p>One of the issues the lab has had with Cerner is that Cerner requires an extra collect step for nurse-collect labs before the order will transfer to the laboratory. This results in us getting samples without orders.</p> <p>Beginning sometime in April, they will be removing this step. Orders will cross directly to the laboratory as soon as they are entered. This will eliminate many of our "specimens without orders." However, this will also present additional challenges for lab staff, because we will now see ALL orders for a patient. We need to be very vigilant about receiving specimens for the correct orders.</p>	More information to come	All Staff

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 –

Dashboard Graphs

Monitor Progress – PDP Goals

Our Vision:
To be the regional leader of our six Pillars of Excellence by 2022

People Best Place to Work Capability & capacity planning <i>Recruit, Retain, & Develop Staff</i>	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
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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