

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

APRIL 9 AND 23, 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
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
RISES Values	<p>Respect Integrity Service Excellence Stewardship</p> <p>The value this month is "SERVICE." Service means we care for our patients, their families, and each other with compassion.</p> <p>Our service—whether in ways big or small—stems from the same irrepressible urge, of God, to come to the aid of those in need. By caring the way God cares for people, with love and compassion, we extend the essence of His identity and fulfill our Mission to the community.</p> <p>"A truly compassionate attitude towards other does not change even if they behave negatively. Genuine compassion is based not on our won projections and expectations, but rather on the needs of the other..." Dalai Lama</p> <p>What does this quote mean to you?</p> <ul style="list-style-type: none"> • We need to be patient with people who are sick and unpleasant. They are not feeling well. • We help people because of who we are, not because of who they are or what they can do for us. 	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 FINANCE pillar focuses on maintaining long term viability. We need to make enough money to stay in business.</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"> 1. Monitoring and tracking employee hours to reduce the need for overtime. 2. Manage supply usage—Order what you need and try to avoid wasting supplies. 3. Use DMAIC to identify root causes of operational problems and use counter measures to increase efficiency and productivity. 		
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	All staff should have goals defined in Empower. Each staff member will have departmental (team) goals and at least one individual goal.	Be aware of your goals and work together with your teammates and supervisor to attain the goals.	All Staff
Perfume	Reminder that employees should not wear perfumes, colognes, or lotions with a strong scent. Our patients do not feel well and smells can make them nauseous or give a headache. We also have some patients who are highly allergic to perfumes/colognes and actually have anaphylactic reactions to these scents.	Follow the hospital dress code and refrain from wearing scents of any form.	All Staff
Nurse Collect Orders	<p>We changed the way that “nurse collect” specimens cross into the lab system.</p> <p>PREVIOUSLY: A provider entered a “nurse collect” order. The order was only a nursing task. The nurse had to go into Cerner and mark the specimen as collected to generate the lab order. This resulted in a number of provider orders not making it to the lab.</p> <p>NEW: When a provider enters an order, the order will immediately cross into the lab system. If the nurse has not “collected” a “nurse collect” order the order will display with an “N” before the accession number.</p> <p>Lab can still receive and test a specimen with an “N.” However, 2 things are different:</p> <ol style="list-style-type: none"> 1. You cannot reprint a lab label before receipt. The label will automatically print when the specimen is received. 2. You cannot cancel a specimen with an N via all cancellation routes that are currently used. The system will flag you and tell you how to cancel. <p>If a nurse does tell Cerner that a nurse collect specimen has been collected, Cerner will generate a cancellation for the order with the “N” and generate a new order without an “N.”</p>	Informational	All Staff
Label print time	They have reduced the label print time for all lab labels to 1 minutes. This means all labels should print more quickly.		All Staff
Lab LIS upgrade	<p>We are currently upgrading the Sunquest system. This upgrade was not planned, but it is necessary for our computer system to be compatible with the IT infrastructure at White Oak Medical Center.</p> <p>Major Changes include:</p> <ol style="list-style-type: none"> 1. REI in SmarTerm will go away. This will no longer be 	Awareness	All Staff

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	<p>available in the upgrade. Staff will have to use GUI.</p> <ol style="list-style-type: none"> 2. Core lab staff will result in GUI instead of in MEM in SmarTerm. 3. There are many changes for blood bank. <ol style="list-style-type: none"> a. Emergency release function b. Massive transfusion function c. Ability to enter temperature of units d. We will build GEC as a location in the future, so we can electronically transfer and issue RBCs in GEC. 		
Notes from Hollie	It is important to have a good attitude, stay calm, and manage stress appropriately. It is not acceptable to raise your voice or become aggressive or defensive. Pause and take a deep breath.	Awareness	All Staff
Joint Commission	SGMC will be in their Joint Commission inspection window from 5/11 to 11/11.	Awareness	All Staff
Excellence	<p>What does excellence mean to you?</p> <p>Please consider this question. SGMC will be asking for answers in the near future.</p>	Awareness	All Staff

