

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

MAY 14 AND 28, 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 "EXCELLENCE." Excellence means we do our best every day to exceed expectations.</p> <p>Excellence is pursuing your very best. We all have the ability to pursue excellence in everything we do. Whether our position is front line staff, manager, or executive, we ought to be diligent in our daily tasks, stretching beyond what is asked of us. It is when we advance beyond what is expected that we distinguish ourselves above all others.</p> <p>"Find the line of expectation and then blow past it! Let exceeding expectations become part of your reputation." Unknown Author</p> <p>What reputation does the lab want to be noted for?</p>	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 GROWTH pillar focuses on generating revenue.</p> <p>Staff can make an impact by:</p> <ol style="list-style-type: none"> 1. Promoting AHC services to family and friends. 2. Provide an excellent experience for all 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

Item	Discussion	Action	Follow-up
Sunquest Upgrade	<p>Sunquest will be upgraded soon (current date is in the process of being moved back).</p> <p>Computers will go down around 10am. They will return at 4pm for testing and will not be available to staff until later in the day.</p> <p>Read and familiarize yourself with downtime procedures. Ensure your department is ready for the downtime. We will be asking for extra staffing on those days—please volunteer if available.</p>	<p>Be prepared for downtime. Read the procedure and familiarize yourself with the process.</p>	<p>All Staff</p>
Resume	<p>Please upload your resume into your job profile on Empower (under Tasks) if you do not see one there. The resumes from newly hired staff were uploaded, but they are absent for seasoned staff. Quest is asking all staff members to complete this task before the mid-cycle evaluation.</p>	<p>Check to see if your resume is in Empower. Upload one if it is not there.</p>	<p>All Staff</p>
Overtime	<p>Just a reminder that all staff should be transitioning work to the next shift and leaving work on time. If you need to stay late due to workload or if you miss a lunchbreak due to workload, the person in charge of the shift must sign the WFC adjustment log to verify.</p>	<p>Keep up with work and transition work to the next shift efficiently, so you can leave on time.</p>	<p>All Staff</p>
WOMC	<p>All WAH staff should have a White Oak Medical Center orientation module in Workday. Please complete the module. It is also recommended that SGMC staff take these modules as many of you rotate to WAH currently.</p> <p>We will be scheduling all staff for tours and orientation at the new facility at a later time.</p>	<p>Complete Workday modules for WOMC orientation.</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 Graphics

Core Process Mapping

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

People

Best Place to Work

Capability & capacity planning
Recruit, Retain, & Develop Staff

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

Improve Performance by using DMAIC Methodology – Dept PI Projects

Align & Cascade Entity Initiatives to Drive Performance

Our Values: Respect • Integrity • Service • Excellence • Stewardship