

Quest Diagnostics at
Shady Grove & Washington Adventist Hospitals

LABORATORY MEETING

MINUTES

AUGUST 13 AND 27, 2019 AT 0715, 1330, AND 1515

DISTRIBUTION: LABORATORY STAFF MEMBERS

MEETING COMMENCED: NOTE: A CALL IN NUMBER WAS NOT AVAILABLE FOR THESE MEETINGS

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 "STEWARDSHIP." Stewardship means we take ownership to efficiently and effectively extend God's care.</p> <p>Jesse Lyn Stoner, author and organizational consultant, said, "Stewardship is to hold something in trust for another." What do you think this means? How does it apply to the lab department?</p> <ul style="list-style-type: none"> • Manage resources well • Maintain equipment properly • Keep inventory organized to minimize wastage/expiration • AHC/Quest give us money and trust we will do the right thing 	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 QUALITY AND PATIENT SAFETY pillar focuses on being the best place to receive care.</p> <p>Strategic priorities include:</p> <ol style="list-style-type: none"> 1. Keeping patients free from harm 2. Standardizing clinical practices for the AHC system 3. Using high reliability practices <p>Staff can make an impact by:</p> <ol style="list-style-type: none"> 1. Reporting variances and events 2. Using the "Lavender" code word 	Staff must know and be able to recite the pillars.	All Staff

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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
Metrics	We reviewed the current metrics with staff	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
Brainstorming Exercise	<p>AHC is brainstorming ideas to help them "Bridge the Gap." All departments were asked to watch a video and then brainstorm the four pillars to patient experience: Safety, Presentation, Coordination, Empathy. We looked at the first two questions:</p> <ol style="list-style-type: none"> a. How can we coordinate better with each other? <ol style="list-style-type: none"> i. Use visual queues to alert people when we are performing critical tasks (orange vest for FES, etc.) ii. Clearly define what our needs are iii. Help/assist others; move to the work iv. Explain the "why" behind a request v. Document when something doesn't happen like it should (PI/Variance form) vi. Communicate in real time vii. Pass pertinent information to the incoming shift viii. Notify when there are delays or problems b. How can we show others that we empathize with them? <ol style="list-style-type: none"> i. Practice active listening (pay attention, make eye contact, get at the patient's level) ii. Explain the procedure and why it is required iii. Share your story/experience iv. Ask questions v. Maintain patient privacy vi. Don't judge people or their decisions vii. Use appropriate facial expressions and tone of voice viii. Ask others what their needs are ix. Reassure x. Follow through; if you say you'll do something, do it xi. Build trust 		

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

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