

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

SEPTEMBER 10 AND 24, 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 "RESPECT." Respect means we recognize the infinite worth of each individual.</p> <p>Respect can be a small gesture, a nod, a notice, or a pause. These acts may take little effort on your part, but have an enormous impact on someone else. We believe that all people have intrinsic worth and dignity. Our belief is based on our understanding that God created humankind in His own image.</p> <p>Why is respect important in our world today?</p> <ul style="list-style-type: none"> • It shows balance between individuals • It creates a peaceful workplace • It increases productivity • The patients will come back if we show them respect • We honor God when we respect others • It shows we are focused on the person and not the differences 	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 being the best place to receive care.</p> <p>Bridging the Gap: G = greet everyone by name A = anticipate needs and expectations P = prepare them for what's next</p>	Staff must know and be able to recite the pillars.	All Staff

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	There are 4 areas of bridging the GAP: <ol style="list-style-type: none"> 1. Safety 2. Presentation 3. Coordination 4. Empathy 		
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 <ul style="list-style-type: none"> • Phlebotomy staff must send AM run labs to the lab after every 4th patient. No excuses. • Phlebotomy should be pulling the ED pending each time the pending is pulled. We need to communicate with ED when they have timed samples coming due. • Technical staff need to better focus on prioritizing gram stains when a blood culture bottle flags as positive. 	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
Blueprint for Wellness	Quest offers the BFW each year as a way to help you manage and improve your health. Participation in the program allows staff to get discounts on their Quest health insurance premiums. All Quest employees and their spouses are eligible to participate.	Sign up for BFW on the Quest intranet if you are interested.	All Staff
Annual Requirements	<p>FIT testing is due for non-technical staff before October 15. See your supervisor for FIT testing options.</p> <p>TB testing is required before October 15. Your supervisor should have given you a requisition to have this drawn if you are historically negative and a questionnaire if you are historically positive.</p> <p>Flu shots are due November 15. Staff are required to make appointments for flu shots this year. Access the appointment system via the AHC intranet:</p> <p>SGMC link: https://www.signupgenius.com/go/60B0F4CACAC29AAF85-fluclinics5</p> <p>WOMC link: https://www.signupgenius.com/go/60b0f4cacac29aaf85-fluclinics8</p>	Sign up for flu shot	All Staff
Competencies	Competency due dates are approaching quickly. Please ensure you are on target to complete your competencies by the deadlines.	Complete competencies by deadlines.	All Staff
Employee Survey	The Quest Employee Survey opens on September 30. This is an opportunity for every employee to provide honest feedback about the issues that concern you. We are expecting all employees to participate in the survey.	Take the survey	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

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