

Quest Diagnostics at  
Shady Grove & White Oak Medical Centers

**LABORATORY MEETING**

**MINUTES**

**OCTOBER 8 AND 22, 2019 AT 0715, 1330, AND 1515**

**DISTRIBUTION:** LABORATORY STAFF MEMBERS

**MEETING COMMENCED:** 862-294-2601, PASSCODE 245 758 261

Item	Discussion	Action	Follow-up
<b>Introductions</b>	New staff introduced themselves to the group	None	None
<b>Mission</b>	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
<b>RISES Values</b>	<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>People of integrity conduct themselves the same way all the time. You can count on them to consistently live their core values no matter what, even in challenging situations. At Adventist HealthCare, integrity means that we commit to gain the trust of those we serve by doing what we say we will do, and doing it every time.</p> <p>Do you find it easier to maintain integrity when things are going well or when things are going poorly? What are some specific challenges for maintaining a consistently high level of integrity?</p> <ul style="list-style-type: none"> <li>• People find it easier to maintain integrity when things are going well</li> <li>• Many of our lab errors occur because people try to cut corners when they are busy. Speed is never better than accuracy.</li> </ul>	Staff must know and be able to recite the RISES values	All staff
<b>Pillars</b>	<ol style="list-style-type: none"> <li>1. People</li> <li>2. Quality and Safety</li> <li>3. Patient Experience</li> <li>4. Finance</li> <li>5. Growth</li> <li>6. Population Health Management</li> </ol> <p>The FINANCE pillar focuses on long term viability.</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"> <li>1. Safety</li> <li>2. Presentation</li> <li>3. Coordination</li> <li>4. Empathy</li> </ol>		
<b>AHC Vision</b>	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
<b>Metrics</b>	We reviewed the current metrics with staff <ul style="list-style-type: none"> <li>• Phlebotomy staff must send AM run labs to the lab after every 4<sup>th</sup> patient. No excuses.</li> <li>• 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.</li> <li>• Technical staff need to better focus on prioritizing gram stains when a blood culture bottle flags as positive.</li> </ul>	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
<b>Annual Requirements</b>	FIT testing and TB testing/questionnaires were due before October 15. See your supervisor for FIT testing options.  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:  SGMC link: <a href="https://www.signupgenius.com/go/60B0F4CACAC29AAF85-fluclinics5">https://www.signupgenius.com/go/60B0F4CACAC29AAF85-fluclinics5</a>  WOMC link: <a href="https://www.signupgenius.com/go/60b0f4cacac29aaf85-fluclinics8">https://www.signupgenius.com/go/60b0f4cacac29aaf85-fluclinics8</a>	Sign up for flu shot	All Staff
<b>Competencies</b>	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

# 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