

Quest Diagnostics at  
Shady Grove & White Oak Medical Centers

**LABORATORY MEETING**

**MINUTES**

**JANUARY 14 AND 28, 2020 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>	<p>The AHC mission is to extend God’s care through the ministry of physical, mental, and spiritual healing.</p> <p>Our mission expresses who we are, communicates why we exist and reinforces why we do what we do. It serves as an ever present “north star” to guide our decision making, shape our organization, and help us realize our future.</p> <p>How does the “Main Thing” of the lab align with the AHC Mission?</p>	Be able to recite the mission	All Staff
<b>RISES Values</b>	Respect Integrity Service Excellence Stewardship	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 PEOPLE pillar focuses on becoming the best place to work and grow.</p> <p>Bridging the Gap:            G = greet everyone by name            A = anticipate needs and expectations            P = prepare them for what’s next</p> <p>There are 4 areas of bridging the GAP:</p> <ol style="list-style-type: none"> <li>1. Safety               <ol style="list-style-type: none"> <li>a. Use plain language                   <ol style="list-style-type: none"> <li>i. Use familiar words</li> <li>ii. Ask questions</li> <li>iii. Share useful information</li> </ol> </li> <li>b. Put others at ease                   <ol style="list-style-type: none"> <li>i. Comfort others by building trust with them</li> </ol> </li> <li>c. Self care</li> </ol> </li> </ol>	Staff must know and be able to recite the pillars.	All Staff

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	<ul style="list-style-type: none"> <li>i. Pay attention to our wellbeing</li> <li>ii. Look out for our team members</li> </ul> <p>2. Presentation</p> <ul style="list-style-type: none"> <li>a. Personalize the presentation <ul style="list-style-type: none"> <li>i. Actively listen</li> </ul> </li> <li>b. Always use the 10-5 rule <ul style="list-style-type: none"> <li>i. Make eye contact at 10 feet</li> <li>ii. Give a greeting at 5 feet</li> </ul> </li> <li>c. AIDET <ul style="list-style-type: none"> <li>i. Acknowledge others</li> <li>ii. Introduce ourselves</li> <li>iii. Duration of the encounter</li> <li>iv. Explain what's next</li> <li>v. Thank every time</li> </ul> </li> <li>d. Show pride in yourself and your environment <ul style="list-style-type: none"> <li>i. Dress and act professionally</li> </ul> </li> </ul> <p>3. Coordination</p> <ul style="list-style-type: none"> <li>a. Build the bridge <ul style="list-style-type: none"> <li>i. Guide them to the next step</li> <li>ii. Provide warm hand-offs</li> </ul> </li> <li>b. Communicate and connect <ul style="list-style-type: none"> <li>i. Listen to understand</li> <li>ii. Be courteous</li> <li>iii. Communicate often and welcome constructive feedback</li> </ul> </li> <li>c. Close the loop <ul style="list-style-type: none"> <li>i. Follow up and follow through</li> <li>ii. Do what we said we are going to do</li> </ul> </li> </ul> <p>4. Empathy</p> <ul style="list-style-type: none"> <li>a. Stop and sit <ul style="list-style-type: none"> <li>i. Show we are present and engaged by sitting with others</li> </ul> </li> <li>b. Look using eye contact <ul style="list-style-type: none"> <li>i. We look others in the eye when we talk to them</li> </ul> </li> <li>c. Learn about them <ul style="list-style-type: none"> <li>i. Be curious about people</li> <li>ii. Ask questions</li> <li>iii. Listen without judgement</li> </ul> </li> </ul>		
<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.	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
<b>Specimen Processing Duties Log</b>	We reviewed the revised specimen processing daily duties log. The new log is a weekly log that starts on Sunday dayshift and ends on Saturday nightshift. Each shift should complete the assigned tasks before leaving for the day. The weekly tasks are assigned to the group leads. The group lead will delegate these tasks when on vacation.	Processing staff must be familiar with the new log. There is an MTS assignment available for this change.	All staff

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<b>SMART goals</b>	<p>We will be asked to create goals in the next couple of weeks. We reviewed the things that make a goal valid using the SMART goal acronym.</p> <p><b>S</b> = Specific</p> <ul style="list-style-type: none"> <li>• Define the goal as much as possible with no unclear language</li> <li>• Who is involved, what do I want to accomplish, where will it be done, why am I doing this— reasons, purpose, which constraints and/or requirements do I have?</li> </ul> <p><b>M</b> = Measureable</p> <ul style="list-style-type: none"> <li>• Can you track the progress and measure the outcome?</li> <li>• How much, how many, how will I know when my goal is accomplished?</li> </ul> <p><b>A</b> = Attainable/Achievable</p> <ul style="list-style-type: none"> <li>• Is the goal reasonable enough to be accomplished? How so?</li> <li>• Make sure the goal is not out of reach or below standard performance.</li> </ul> <p><b>R</b> = Relevant</p> <ul style="list-style-type: none"> <li>• Is the goal worthwhile and will it meet your needs?</li> <li>• Is each goal consistent with the other goals you have established and fits with your immediate and long term plans?</li> </ul> <p><b>T</b> = Timely</p> <ul style="list-style-type: none"> <li>• Your objective should include a time limit.</li> <li>• It will establish a sense of urgency and prompt you to have better time management.</li> </ul>	All staff should use this format when creating personal goals for 2020	All Staff
<b>SAM Mobile App</b>	<p>Quest is offering a mobile app that you can load to your cell phone that will allow you to reset your Quest passwords.</p> <ol style="list-style-type: none"> <li>1. Download the "Quest SAM" app.</li> <li>2. Create a 6-digit PIN to log in. If you use fingerprint authentication, you will have this option also, and the PIN will be a backup.</li> <li>3. You will have to authenticate your PIN.</li> <li>4. To activate the app, you will be asked to enter your Quest employee ID and the last 4 digits of your SSN. Hit "send" to obtain an activation code.</li> <li>5. You will receive a popup that tells you an activation code was sent to your work e-mail address. Obtain the code and click "activate." If you do not have a Quest e-mail, you can obtain the code by logging in to <a href="https://SAMApps.qdx.com/SAMMobile">https://SAMApps.qdx.com/SAMMobile</a></li> <li>6. Enter the activation code and hit SEND. The code is only good for 24 hours, so you will need to obtain a new code if you don't enter in that timeframe.</li> </ol>	Download the application if you want the ability to reset your password or unlock your Quest account via your cell phone (versus calling the HELP desk).	All Staff