

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

FEBRUARY 11 AND 25, 2020 AT 0715, 1330, AND 1515

DISTRIBUTION: LABORATORY STAFF MEMBERS

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

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>RESPECT means we recognize the infinite worth of each individual.</p> <p>We understand that respect for others begins with recognizing our own infinite worth, valuing, appreciating, and accepting who we are. Respecting others begins with respecting ourselves.</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 QUALITY AND PATIENT SAFETY pillar focuses on becoming 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> <p>There are 4 areas of bridging the GAP:</p> <ol style="list-style-type: none"> 1. Safety <ol style="list-style-type: none"> a. Use plain language <ol style="list-style-type: none"> i. Use familiar words ii. Ask questions iii. Share useful information b. Put others at ease <ol style="list-style-type: none"> i. Comfort others by building trust with them c. Self care <ol style="list-style-type: none"> i. Pay attention to our wellbeing ii. Look out for our team members 	Staff must know and be able to recite the pillars.	All Staff

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	<ul style="list-style-type: none"> 2. Presentation <ul style="list-style-type: none"> a. Personalize the presentation <ul style="list-style-type: none"> i. Actively listen b. Always use the 10-5 rule <ul style="list-style-type: none"> i. Make eye contact at 10 feet ii. Give a greeting at 5 feet c. AIDET <ul style="list-style-type: none"> i. Acknowledge others ii. Introduce ourselves iii. Duration of the encounter iv. Explain what's next v. Thank every time d. Show pride in yourself and your environment <ul style="list-style-type: none"> i. Dress and act professionally 3. Coordination <ul style="list-style-type: none"> a. Build the bridge <ul style="list-style-type: none"> i. Guide them to the next step ii. Provide warm hand-offs b. Communicate and connect <ul style="list-style-type: none"> i. Listen to understand ii. Be courteous iii. Communicate often and welcome constructive feedback c. Close the loop <ul style="list-style-type: none"> i. Follow up and follow through ii. Do what we said we are going to do 4. Empathy <ul style="list-style-type: none"> a. Stop and sit <ul style="list-style-type: none"> i. Show we are present and engaged by sitting with others b. Look using eye contact <ul style="list-style-type: none"> i. We look others in the eye when we talk to them c. Learn about them <ul style="list-style-type: none"> i. Be curious about people ii. Ask questions iii. Listen without judgement 		
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
Abbott Recall	<p>Abbott modified the iStat cartridges for some tests a few years ago. Recently, they learned that this modification was never approved by the FDA, so the cartridges were immediately pulled from use.</p> <ol style="list-style-type: none"> 1. ED can no longer test iStat Chem 8 2. ED and WOMC Respiratory can no longer test iStat lactate 3. We can currently use our blood gas cartridges, but there were a number of cartridges recalled. Abbott suspects this will create a nationwide shortage and has recommended that we switch instruments. <p>The lactate will affect the laboratory, because this is a high volume test. Processing must receive lactates immediately and communicate with the testing bench when they are placed in the centrifuge. We need to ensure we are resulting these as quickly as possible.</p>	Be aware of this issue.	All Staff

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2020 Metrics	<p>We reviewed our metrics at the beginning of 2020. The new metrics that we will be posting on our communication boards are as follows:</p> <ul style="list-style-type: none"> • Troponins resulted within 30 minutes from receipt • Troponins collected within 30 minutes of the intended draw time • AM run collected and received by 7am • AM run resulted by 8am • Blood culture bottles placed in the instrument within 30 minutes of collection/receipt • Blood cultures removed from machine within 30 minutes of flagging positive 	All staff should be working towards achieving these target metrics	All Staff
CMS 5-Star	SGMC was recently named a 5-star hospital for quality by CMS. Only 9% of hospitals achieve this status. We are the only hospital in Montgomery County to be named a 5-star hospital.	Celebrate!	All Staff
Evaluations	Evaluations and compensation profiles will be released to supervisors on 2/25. Supervisors will schedule 1:1 meetings with each staff member to discuss. Evaluations will be released to staff members in Empower on March 2. Please log in and sign off on your evaluation.	Sign off on your evaluation in Empower	All Staff
Parking	<p>WOMC has changed the traffic patterns within the garage. Previously, you could come up the ramp and turn on either row to get to the next level.</p> <ul style="list-style-type: none"> • The middle row is now one-way (downhill) only. • When going up, you must travel in the outside lanes of the garage. • This change was made due to accidents/potential accidents in the garage. <p>Please drive at a reasonable speed in the garage (ie a SLOW speed) for safety.</p>	Drive slowly and safely when in the garage. You are still representing the hospital when you park!	All Staff