

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

MARCH 10 AND 24, 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>INTEGRITY means we are conscientious and trustworthy in everything we do.</p> <p>Acting with integrity means we are compelled by an inner moral code to do what is right, whether it is visible or not, whether seen by others or not.</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 PATIENT EXPERIENCE pillar focuses on giving patients the best experience when receiving 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
Secondary Labeling	<p>Reminder:</p> <p>Anyone who places a lab label on top of a specimen with a Cerner or handwritten label must:</p> <ol style="list-style-type: none"> 1. Compare the full name and MRN on the primary and secondary labels. They must match exactly. ALWAYS review the full name and MRN. We have seen issues when patients have similar names: <ol style="list-style-type: none"> a. Jack Jones and Jackie Jones b. Jack Jones Sr and Jack Jones Jr 2. You must document your tech code on the secondary label. <p>If the patient name will be covered with the new label or removed (as in the case where the label runs off the tube and the name is at the bottom),</p> <ol style="list-style-type: none"> 1. Two staff members must verify the patient's full 	Follow the procedure.	All Staff

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	<p>name and MRN prior to placing the label.</p> <ol style="list-style-type: none"> 2. Both must write their tech codes on the new label. <p>A recent audit showed not all staff members are doing this. We will continue to audit and follow up with those not following the procedure.</p>		
Miscellaneous Test Approvals	<p>Reminder that only technical supervisors can approve miscellaneous test requests. Currently, in our lab, this is the following people:</p> <ol style="list-style-type: none"> 1. Dr. Cacciabeve 2. Rob SanLuis 3. Stephanie Codina 4. Hollie Genser 5. Zanetta Morrow 	Awareness	All Staff
On Call	<p>Reminder that we have always have a member of the management team on call after hours. The on call list is posted throughout the laboratory each week. Please use the on call list when calling a member of the management team for general lab concerns or approval of miscellaneous test requests.</p> <p>Please use good judgement when contacting your supervisor after hours. Things like future schedule changes or shift trades, questions about pay, and other non-urgent concerns should wait until the next business day.</p>	Awareness	All Staff
New Tests	<p>We are in the process of bringing some new tests in house:</p> <ol style="list-style-type: none"> 1. Cepheid RSV/Flu PCR 2. Biofire respiratory panel which diagnoses 21 different respiratory viruses and bacterial pathogens 3. COVID—we are bringing in 3 different COVID panels for testing 	Awareness	All Staff