

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

JUNE 9 AND 23, 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>STEWARDSHIP means we take ownership to efficiently and effectively extend God's care.</p> <p>Stewardship is more than just being able to manage our budgets and resources. It inherently includes a sense of personal caring, the act of protecting and being responsible for something worth caring for and protecting.</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 POPULATION HEALTH MANAGEMENT pillar focuses on having the best coordination across the network.</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 	Staff must know and be able to recite the pillars.	All Staff

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	<ul style="list-style-type: none"> ii. Look out for our team members 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
Parking	Reminder that staff must park in staff parking. <ul style="list-style-type: none"> • At WOMC, this is on the 4th floor of the garage or higher. You must badge on the 4th floor before parking. • At SGMC, this is on the 2nd floor of the garage or higher. You must pass the elevators on the 2nd floor before parking. 	Staff members who park in patient/visitor slots will be disciplined.	All Staff
Clocking In Early	Reminder that you are allowed to clock in 2 minutes prior to your designated shift start time. We have a number of employees clocking in earlier than this. If workload requires that you clock in early to help, you MUST get the signature of the charge tech to verify that.	Review	All Staff
Goals	All staff should be identifying a personal goal for 2020.	Identify a goal	All Staff

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Budget	<p>ED work has decreased greatly due to COVID. COVID testing is up, but it has a very narrow profit margin.</p> <ol style="list-style-type: none"> 1. Watch training—be sure trainees are moving through training quickly 2. Use the regular couriers that go back and forth each day instead of calling a special courier 3. Move to the work 4. Do not clock in early; ensure you are taking lunch breaks 	Reminder	All Staff