

Quest Diagnostics at  
Shady Grove & White Oak Medical Centers

**LABORATORY MEETING**

**MINUTES**

**JULY 13 AND 28, 2020 AT 0715,1000, AND 1330**

**DISTRIBUTION:** LABORATORY STAFF MEMBERS

**MEETING COMMENCED:** 862-294-2601, PASSCODE 447 49 1266

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>Every single person in our organization plays a role enabling our mission of extending God’s care. These past few months, we have seen the power of working together to overcome the extraordinary challenges brought by the COVID-19 pandemic. Together, we can accomplish many things. Together, with a shared mission, we can accomplish anything.</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>Excellence in Motion</b>	<p>Changes to Excellence in Motion:</p> <ol style="list-style-type: none"> <li>1. NEW Vision—we accomplished our old vision “We will provide a world-class patient experience to every person, every time”</li> <li>2. Three strategic themes               <ol style="list-style-type: none"> <li>a. Bigger (includes growth which is now called “sustainably expand our mission”)</li> <li>b. Better (includes the <b>four</b> pillars—people, quality and safety, experience, finance)</li> <li>c. Beyond (now includes population health management which is now called “promote collaborative innovation”)</li> </ol> </li> <li>3. FOUR Pillars               <ol style="list-style-type: none"> <li>a. People</li> <li>b. Quality and safety</li> <li>c. Experience (previously called patient experience)</li> <li>d. Finance</li> </ol> </li> <li>4. Know What &amp; How steps               <ol style="list-style-type: none"> <li>a. Know what we do (our main thing)</li> <li>b. Know how we do it (process management)</li> <li>c. Know how we are doing (graphs/communication)</li> </ol> </li> </ol>	Staff must know and be able to recite the pillars.	All Staff

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	<p>boards)</p> <p>d. Know how we improve it (lean/six sigma)</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 <ol style="list-style-type: none"> <li>i. Pay attention to our wellbeing</li> <li>ii. Look out for our team members</li> </ol> </li> </ol> </li> <li>2. Presentation <ol style="list-style-type: none"> <li>a. Personalize the presentation <ol style="list-style-type: none"> <li>i. Actively listen</li> </ol> </li> <li>b. Always use the 10-5 rule <ol style="list-style-type: none"> <li>i. Make eye contact at 10 feet</li> <li>ii. Give a greeting at 5 feet</li> </ol> </li> <li>c. AIDET <ol 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> </ol> </li> <li>d. Show pride in yourself and your environment <ol style="list-style-type: none"> <li>i. Dress and act professionally</li> </ol> </li> </ol> </li> <li>3. Coordination <ol style="list-style-type: none"> <li>a. Build the bridge <ol style="list-style-type: none"> <li>i. Guide them to the next step</li> <li>ii. Provide warm hand-offs</li> </ol> </li> <li>b. Communicate and connect <ol 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> </ol> </li> <li>c. Close the loop <ol 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> </ol> </li> </ol> </li> <li>4. Empathy <ol style="list-style-type: none"> <li>a. Stop and sit <ol style="list-style-type: none"> <li>i. Show we are present and engaged by sitting with others</li> </ol> </li> <li>b. Look using eye contact <ol style="list-style-type: none"> <li>i. We look others in the eye when we talk to them</li> </ol> </li> <li>c. Learn about them <ol style="list-style-type: none"> <li>i. Be curious about people</li> <li>ii. Ask questions</li> <li>iii. Listen without judgement</li> </ol> </li> </ol> </li> </ol>		

Item	Discussion	Action	Follow-up
<b>Metrics</b>	<p>We reviewed the current metrics with staff.</p> <ol style="list-style-type: none"> <li>1. Phlebotomy staff <ol style="list-style-type: none"> <li>a. Stock trays each day before leaving, so trays are ready when you arrive each day (this is required and is the reason each person has their own tray)</li> <li>b. Arrive to work on time and get to the floors within 10 minutes</li> <li>c. Send am run samples to processing after every 4<sup>th</sup> patient—more frequently as we get closer to 7am</li> </ol> </li> <li>2. Blood cultures: <ol style="list-style-type: none"> <li>a. Blood cultures must be sent to the lab immediately after collection.</li> <li>b. Staff must receive and place in the blood culture machine as soon as possible.</li> <li>c. If a phlebotomist walks blood cultures to the lab, he/she should receive and load the blood culture bottles immediately.</li> <li>d. Technical staff must remove blood culture bottles that flag positive as soon as possible.</li> </ol> </li> </ol>	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
<b>Parking</b>	<p>Reminder that staff must park in staff parking.</p> <ul style="list-style-type: none"> <li>• At WOMC, this is on the 4<sup>th</sup> floor of the garage or higher. You must badge on the 4<sup>th</sup> floor before parking.</li> <li>• At SGM, this is on the 2<sup>nd</sup> floor of the garage or higher. You must pass the elevators on the 2<sup>nd</sup> floor before parking.</li> </ul> <p>You will receive disciplinary action if you are caught parking in a non-approved area.</p>	Staff members who park in patient/visitor slots will be disciplined.	All Staff
<b>Phlebotomy collection</b>	<ol style="list-style-type: none"> <li>1. Effective immediately, phlebotomy staff will collect ALL timed specimens in the ED at both sites. Please ensure you are pulling the collection logs for the ED.</li> <li>2. At WOMC, phlebotomy staff will collect am run on all "EDI" (ED Inpatients) after the floors are done. Each phlebotomist should complete his/her floors and help others before going to ED to collect.</li> </ol>		