

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

AUGUST 8 AND 22, 2020 AT 0715, 1000, AND 1330

DISTRIBUTION: LABORATORY STAFF MEMBERS

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

Item	Discussion	Action	Follow-up
Introductions	New staff introduced themselves to the group	None	None
Mission	<p>The AHC vision: We will provide a world-class patient experience to every person, every time.</p> <p>The vision is aligned with our mission, we want to extend God's care to our patients and their families. When we consistently deliver exceptional patient care and sustain high levels of patient satisfaction over time, Adventist HealthCare will become a destination health system.</p> <p>Sustained top-decile patient experience will help improve financial results, which will allow us to re-invest in Adventist HealthCare and our employees.</p>	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>Trust is important to our patients and their families. We believe trust is earned when our actions consistently match our words. The smallest and quietest actions can make a difference of whether we are trusted or not. Trust is a foundation of integrity.</p>	Staff must know and be able to recite the RISES values	All staff
Excellence in Motion	<p>Shady Grove Medical Center earned an onsite Baldrige inspection. The inspection will take place beginning September 28. All staff must be prepared to explain our communication board, main thing, and answer questions about Excellence in Motion (mission, vision, values, strategic themes, pillars, etc.).</p> <p>This is a great honor for our hospital and it speaks to the commitment each employee has to quality. Baldrige is a national quality award. Only 9 sites earned visits this year.</p>	Staff must know and be able to recite the pillars.	All Staff

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	<ol style="list-style-type: none"> 1. Three strategic themes <ol style="list-style-type: none"> a. Bigger (includes growth which is now called “sustainably expand our mission”) b. Better (includes the four pillars—people, quality and safety, experience, finance) c. Beyond (now includes population health management which is now called “promote collaborative innovation”) 2. FOUR Pillars <ol style="list-style-type: none"> a. People b. Quality and safety c. Experience (previously called patient experience) d. Finance 3. Know What & How steps <ol style="list-style-type: none"> a. Know what we do (our main thing) b. Know how we do it (process management) c. Know how we are doing (graphs/communication boards) d. Know how we improve it (lean/six sigma) <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 2. Presentation <ol style="list-style-type: none"> a. Personalize the presentation <ol style="list-style-type: none"> i. Actively listen b. Always use the 10-5 rule <ol style="list-style-type: none"> i. Make eye contact at 10 feet ii. Give a greeting at 5 feet c. AIDET <ol 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 <ol style="list-style-type: none"> i. Dress and act professionally 3. Coordination <ol style="list-style-type: none"> a. Build the bridge <ol style="list-style-type: none"> i. Guide them to the next step ii. Provide warm hand-offs b. Communicate and connect <ol style="list-style-type: none"> i. Listen to understand ii. Be courteous iii. Communicate often and welcome constructive feedback c. Close the loop 		

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	<ul style="list-style-type: none"> i. Follow up and follow through ii. Do what we said we are going to do <p>4. Empathy</p> <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 		
Metrics	<p>We reviewed the current metrics with staff.</p> <ul style="list-style-type: none"> 1. Phlebotomy staff <ul style="list-style-type: none"> 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) b. Arrive to work on time and get to the floors within 10 minutes c. Send am run samples to processing after every 4th patient—more frequently as we get closer to 7am 2. Blood cultures: <ul style="list-style-type: none"> a. Blood cultures must be sent to the lab immediately after collection. b. Staff must receive and place in the blood culture machine as soon as possible. c. If a phlebotomist walks blood cultures to the lab, he/she should receive and load the blood culture bottles immediately. d. Technical staff must remove blood culture bottles that flag positive as soon as possible. 	<p>All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.</p>	<p>All Staff</p>
PTO Payout	<p>Quest has increased the PTO payout for 2020. Normally, staff gets to carry 15% of their PTO balance over and get paid out for 15%. This year, Quest will be paying 30%, because Quest acknowledges that not everyone got the opportunity to take vacation this year.</p>	<p>Informational</p>	<p>All Staff</p>