

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

SEPTEMBER 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	Our mission is to extend God’s care and do so in a manner that exceeds all expectations, our patient’s and our own. We have worked hard to deploy a performance improvement system using the Standard Management Approach and by applying the Baldrige Excellence Framework. The world class excellence our patients deserve cannot be achieved without every single member of the AHC workforce working together toward this shared goal. Working together, we can achieve the highest level of excellence. Working together, we can exceed all expectations. Working together, because it is who we are.	Be able to recite the mission	All Staff
RISES Values	Respect Integrity Service Excellence Stewardship At Adventist Healthcare, we strive for Excellence because it is who we are.	Staff must know and be able to recite the RISES values	All staff
Excellence in Motion	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.). 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. 1. Three strategic themes 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”)	Staff must know and be able to recite the pillars.	All Staff

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	<p>2. FOUR Pillars</p> <ol style="list-style-type: none"> a. People b. Quality and safety c. Experience (previously called patient experience) d. Finance <p>3. Know What & How steps</p> <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 <ol style="list-style-type: none"> i. Follow up and follow through ii. Do what we said we are going to do 4. Empathy <ol style="list-style-type: none"> a. Stop and sit <ol style="list-style-type: none"> i. Show we are present and engaged by sitting with others b. Look using eye contact <ol style="list-style-type: none"> i. We look others in the eye when we talk to them 		

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	<ul style="list-style-type: none"> 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> <ol style="list-style-type: none"> 1. Phlebotomy staff <ol 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: <ol 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. 3. Positive Blood Cultures: <p>We edited this metric to only look at gram stain of the first positive blood culture on a patient. Staff really need to consider how important the results of the gram stain is to the treatment of the patient and prioritize positive blood cultures in the workload.</p> 	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
Annual TB Testing	<p>Annual TB testing is due September 15. All staff must get tested or fill out a questionnaire (those who historically test positive for TB).</p> <p>AHC is not requiring annual TB testing this year. However, Quest has not waived this requirement. All staff must complete by the deadline.</p>	Complete the requirement by the deadline	All Staff
Flu Shots	<p>We are in the window for mandatory annual flu shots. All staff must get their flu shot and provide documentation to their supervisor before Friday, November 13.</p> <p>This year, we have three options for getting this done:</p> <ol style="list-style-type: none"> 1. AHC has flu shot clinics. Please sign up for a timeslot on the AHC intranet. 2. Quest is offering a voucher to have this done a CVS MinuteClinic. You can obtain the voucher on the Quest intranet. 3. If you have Quest insurance, you can get this done by your PCP free of charge. <p>Note: AHC is not giving papers this year. They are logging the flu shots into Workday. Staff must print a copy from Workday and provide to their supervisor. Supervisors cannot access the Workday information.</p>	Complete the requirement by the deadline	All Staff
On Call	Reminder that the person scheduled on call should not leave until all members of the incoming shift have arrived AND the incoming in charge person has determined that workload is manageable. The on call person must check with the in charge person for the incoming shift prior to leaving.	Comply with the on call process	All Staff

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	<p>On call is to help with workload. Having the on call person stay is based on workload. We do not have people stay unless needed or unless we are below our minimum staffing levels.</p>		
<p>Dress Code</p>	<p>Please review the dress code and ensure you are complying with the policy:</p> <ol style="list-style-type: none"> 1. Name badges must be worn on the upper portion of the body. You must wear your name badge at all times when at work for safety and security purposes. You must notify your supervisor immediately if you lose or damage your name badge. 2. Do not wear perfumes, lotions, or any other product with a scent. We have a number of patients who have severe anaphylactic reactions to these items. 3. Fingernails must be neat, and trimmed. Technical staff must keep fingernails shorter than ½ inch. Phlebotomy staff must keep fingernails shorter than ¼ inch. <p>Artificial fingernails are prohibited. These are defined as any material applied to the nail for the purpose of strengthening or lengthening nails, including but not limited to, silk wrap, acrylic overlays, tips, extenders, gels, or tapes. Nail piercing jewelry and appliques other than nail polish are prohibited.</p> <ol style="list-style-type: none"> 4. Hair must be neat, cleaned, and styled. “Unnatural” hair colors are prohibited. Hair must be pinned back so it doesn’t fall forward over your face when performing routine tasks. In addition, phlebotomists must pin hair back if it falls below the neckline. You must pin the hair so it won’t fall forward on a patient during phlebotomy procedures. 5. Visible tattoos are not allowed. 	<p>Comply with the dress code</p>	<p>All Staff</p>
<p>Blueprint for Wellness</p>	<p>Quest is currently offering the Blueprint for Wellness health assessment to all employees and their spouses. You can sign up for this benefit on the Quest intranet. Staff who participate can decrease health insurance costs.</p>	<p>Participate if interested</p>	<p>All staff</p>
<p>Help Desk</p>	<p>Please ensure you are calling the appropriate computer help desk when you have an issue. We have received a number of tickets lately from people calling the wrong help desk.</p> <p>A general rule of thumb is that if you sign into the computer using your AHC username and password, you should call the AHC help desk. If you sign into the computer using your Quest username and password, you should call the Quest help desk.</p> <p>Sunquest—Dennis or Marie MTS—supervisor FES—Quest help desk Empower—Quest help desk Employee Self Service—Quest help desk Workday—AHC help desk DI/SSR—AHC help desk</p>		