

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

OCTOBER 13 AND 27, 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 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>At Adventist Healthcare, Stewardship means we take ownership to efficiently and effectively extend God’s care.</p> <p>Sometimes we get caught up in the idea that stewardship is just about big things—budget decisions, cutbacks, or savings. In actuality stewardship is about small things and incremental actions that are part of our daily living, things we often overlook or view as insignificant, that make a big difference.</p> <p>Can you identify one thing to do together as a department to improve stewardship?</p>	Staff must know and be able to recite the RISES values	All staff
Excellence in Motion	<p>1. Three strategic themes</p> <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”) <p>This month’s focus is on the “Bigger” strategic theme. Adventist Healthcare is committed to sustainably expanding the mission by extending God’s care to more people throughout our growing metropolitan DC region.</p> <p>Recent initiatives include:</p> <ul style="list-style-type: none"> • Campus expansion projects at FWMC • Additional beds added at WOMC • New bed tower project at SGMC • Construction underway for all private rooms at Rehab-White Oak 	Staff must know and be able to recite the pillars.	All Staff

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	<ul style="list-style-type: none"> • Mgmt agreement with HUH <ol style="list-style-type: none"> 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 <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 		

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	<ul style="list-style-type: none"> 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> <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
Employee Survey	Quest employee survey is offered this month. The new survey is shorter than normal. Quest will offer the survey more frequently with fewer questions in order to help them make changes in a more agile fashion.	Take the employee survey	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 at any CVS pharmacy. You can obtain the voucher on the Quest intranet. Questflushot.com 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. Also, flu shot documentation will be e-mailed to you if you provided an e-mail address.</p>	Complete the requirement by the deadline	All Staff
Parking	Reminder that you must park in designated staff parking spots. At WOMC, this is the 4 th floor or higher (where you badge for the second time). At SGMC, this is the 2 nd floor or	Park in the designated spots	All Staff

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	higher. Also, at WOMC, you must use the outside lanes when going up and the inside lanes when going down.		
	<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. 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. 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. 	Comply with the dress code	All Staff
On call	Please ensure you are assessing workload when making the decision to call someone in or have the on-call person stay late. We do not keep the on-call person just to fill the schedule.	Adhere to policy	All staff
Clocking	All staff are required to punch out and back in from lunch. If you do not get a lunch due to workload, you must document in the log and have Tech In Charge sign verifying that workload was too heavy for lunch. The supervisor will remove a lunch and count it as ½ an attendance occurrence if you fail to clock.	Adhere to policy	All staff
Mobile Med	<p>Mobile Med is a free clinic located in Montgomery County. We perform fee lab tests to the clinic through AHC. MobileMed patients have been going to the Outpatient Labs to be drawn, but they recently obtained a grant to draw their own patients. They will be dropping specimens off at both sites throughout the day and evening shifts.</p> <p>To receive, you need to search by name and birthdate. Everything else will be the same. Notify admitting if you cannot find a patient.</p> <p>There is an authorized test list for Mobile Med. All approved tests will be ordered by them. Please check on any test that is not ordered by them.</p>	Awareness	All staff

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HIV/Hep C grant	AHC has applied for a grant that would allow them to offer free HIV and Hep C testing to all patients.	Awareness	None
HS Tropi	We are switching to high sensitivity troponin beginning November 12. The new test is reported in different units, so results will look different. Also, the ED is going to draw patients at q 1hour intervals (baseline, 1 hour, 2 hour). Be aware of these changes.	Awareness	All staff
Leslie	Leslie is retiring in May of 2021. We obtained approval to refill her position early to allow the new person to train prior to Leslie's departure.	Awareness	All staff