

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

NOVEMBER 10 AND 24, 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, Service means we care for our patients, their families, and each other with compassion.</p> <p>“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. His is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.” Mahatma Gandhi</p> <p>What does this quote mean and how does it apply to the lab?</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 “Better” strategic theme. Adventist Healthcare is committed to consistently performing with excellence and uses a Standard Management Approach to:</p> <ul style="list-style-type: none"> • Know what we do (our main thing) • Know how we do it (process management) • Know how we are doing (graphs/communication boards) • Know how we improve it (lean/six sigma) 	Staff must know and be able to recite the pillars.	All Staff

Item	Discussion	Action	Follow-up
	<p>The goals within the strategic theme include:</p> <ol style="list-style-type: none"> 1. People—be the best place to work and grow— measure of success = top decile employee engagement 2. Quality and safety—be the best place to receive care—measure of success = 5 star CMS rating 3. Experience—be the best experience in receiving care—measure of success = top decile patient experience scores 4. Finance—have long-term financial viability— measure of success = 3% operating margin <p>Vision: To provide a World-Class patient experience for every person every time—measure of success = Baldrige Award Achievement</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 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 		

Item	Discussion	Action	Follow-up
	<p>to them</p> <p>c. Learn about them</p> <p>i. Be curious about people</p> <p>ii. Ask questions</p> <p>iii. Listen without judgement</p>		
Metrics	We reviewed the current metrics.	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
Troponins	We changed to the high-sensitivity troponin. The units and critical values changed with the new test. They are working on changing the serial troponin draws from every 3 hours to every hour. Phlebotomy is drawing all timed specimens throughout the hospital , so we need to ensure we are looking at ways to improve this metric.	Informational	All Staff
1pm Draws	We are seeing a fairly large volume of 1pm draws. We are asking that DAYSHIFT complete the 1pm draws before leaving. We reduced the number of people working on evening shift. In addition, evening shift has to get other items ready before starting, and they are having trouble getting all of these draws.	Dayshift should draw all specimens ordered through 1pm. Evening shift should draw all specimens through 9:15pm.	Phlebotomy
Phlebotomy Supplies	We recently looked at the inventory of phlebotomy supplies on the nursing units at WOMC and pulled reports of what nursing is actually drawing. This resulted in setting up new par levels of phlebotomy supplies. WOMC phlebotomists — please ensure you are checking on the supplies for your assigned units weekly. You should be replenishing inventories to match the target levels and removing tubes that will expire in the next 3 months.	Monitor supplies	Field Ops staff
Respirators	We are transitioning all staff from the N95 masks to the respirators. COVID cases are going up and no one has a reliable supply of N95 masks. Please work with your supervisor to get FIT tested for the respirator as soon as possible if you use the masks.	Complete FIT testing	Field Ops and POC staff
Phone	<p>We are receiving complaints that staff are not answering the phones at both locations. Processing will answer the phones first, but all staff must listen for the phones and pickup as needed. It is not uncommon for all processors to be on the phone with the phone still ringing.</p> <p>Also, concerns have been brought up about staff turning the ringers down to a volume that is not loud enough to hear. Please do not adjust the volume of the phone ringer. It is recommended that you check the volume of the phone when you take over a bench.</p>	Informational	All staff