



Quest Diagnostics at  
Shady Grove & White Oak Medical Centers

**LABORATORY MEETING**

**MINUTES**

**DECEMBER 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
<b>Introductions</b>	New staff introduced themselves to the group	None	None
<b>Mission</b>	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
<b>RISES Values</b>	<p>Respect Integrity Service Excellence Stewardship</p> <p>At Adventist Healthcare, we choose to <b>RESPECT</b> and value the views, experience, and gifts of others.</p> <p>In fact, we define respect as recognizing the infinite worth of each individual. Respecting others has very little to do with agreement, and much to do with deciding ahead of time to honor the unique gifts each person brings to the team. Being respectful towards others and genuinely caring for them are acts of humility that cause us to become less self-focused and more team-focused.</p>	Staff must know and be able to recite the RISES values	All staff
<b>Excellence in Motion</b>	<p>1. Three strategic themes</p> <p>a. Bigger (includes growth which is now called "sustainably expand our mission")</p> <p>b. Better (includes the <b>four</b> pillars—people, quality and safety, experience, finance)</p> <p>c. Beyond (now includes population health management which is now called "promote collaborative innovation")</p> <p>This month's focus is on the <b>BIGGER</b> strategic theme. AHC goes beyond through our Population Health Division which includes:</p> <ul style="list-style-type: none"> <li>• Community Benefit and Community Health</li> <li>• Care Navigation</li> <li>• Physician Services: Adventist Medical Group and Clinically Integrated Network</li> <li>• Post-Acute Care Services: Rehab &amp; Home Care</li> <li>• Outpatient Wellness Clinic</li> </ul>	Staff must know and be able to recite the pillars.	All Staff

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	<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"> <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>		
<b>Metrics</b>	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

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<b>Troponin Collections</b>	We changed the troponin collection orders at the end of October, so they are all timed and lab can see the orders more clearly. However, this created some unintended consequences for ED, and our numbers are actually dropping. The Cerner team is meeting with the physicians, ED, and lab to determine the best course of action for the future.	Informational	All Staff
<b>End of Year</b>	As we reach the end of the year, it is time for all staff to ensure they are up to date with mandatory assignments. Please log in and complete all MTS and Empower assignments as well as completing and turning in any residual competencies.	Informational	Phlebotomy
<b>Evaluations</b>	Quest is requiring self-evaluations for all staff this year. Self-evaluations are available in Empower and must be completed before January 4. In addition, 360 evals are recommended. If you received a 360 eval on a peer, please complete to the best of your ability.	Informational	Field Ops staff
<b>Respirators</b>	If you are using the 3M respirator, you must wear a surgical mask over the exhalation valve. You do not need to change the surgical mask between patients if you are wearing the full-face shield.	Informational	Field Ops and POC staff
<b>On Call</b>	<p>When an employee is scheduled for on call, the employee is on call 4 hours before their shift starts and 4 hours after a shift ends. It is possible that they will be called in for both shifts (unlikely, but possible).</p> <p>The on call policy exists to allow us to get people in to work quickly if needed. The most common reason someone will be called in is if another employee calls out. However, the on call policy may be implemented anytime it is needed to maintain patient care. This includes situations where there are holes on the schedule; when workload is too high to be manageable; and when unexpected events happen (such as computer downtime).</p>	Informational	All staff
<b>Phlebotomy Labels</b>	<p>When phlebotomists are walking in the halls, patient labels must be secured in the drawer. They should not be on top of the cart or in the bottom tray.</p> <p>We have had 2 incidents recently where lab labels were dropped and found by someone else. This is a HIPAA violation that is taken very seriously.</p>	Informational	Phlebotomy staff
<b>Neonatal Bilirubin Collections</b>	<p>We have kept the Outpatient Lab at WAH open since the hospital moved last August. Recently, a lot of the departments that were still in that building have moved to the Medical Office Building. In addition, Mobile Med began drawing their own specimens. We are only supporting the Women's Center at this point. For that reason, we will only be opening that lab on Wednesdays (one day per week).</p> <p>Neonatal bilirubin collections will now be done at WOMC 7 days per week as long as they are pre-scheduled. The remainder of the procedure has not changed. Please review the process, so you are up to date on requirements should you get a request for a neonatal bilirubin collection.</p>	Informational	All Staff

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<b>PTO Payout</b>	<p>For 2020, Quest will carryover 15% of PTO and payout the remaining PTO balance. The company recognizes that people did not get the opportunity to use PTO due to COVID.</p> <p>If you are in your first year of employment (hired in 2020), your entire balance of PTO will carryover to next year per regular policy.</p>	Informational	All Staff
<b>Safety Glasses</b>	<p>Eye protection is now required in all clinical areas and in any area of the hospital or lab where you will be within 6 feet of another person.</p>	Informational	All Staff
<b>COVID Vaccine</b>	<p>AHC is now offering the COVID vaccine.</p> <p>All staff were asked to fill out a survey indicating whether or not they want the vaccine. This is not mandatory; there will be no repercussions if you choose not to get the vaccine.</p> <p>Many of our staff had difficulty filling out the survey, so we provided a roster and email addresses to AHC and asked that you be given the opportunity to get the vaccine.</p> <p>They are using a computer algorithm to randomly select employees each day. If you are selected, you will receive an e-mail asking you to register for a timeslot. If you register, you MUST be there to get the vaccine.</p> <p>Right now, employees who directly care for COVID patients are being prioritized (ie phlebotomy staff). However, all staff who want the vaccine will have the opportunity to get one.</p>	Informational	All Staff