

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

FEBRUARY 9 AND 23, 2020 AT 0715, 1100, AND 1400

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
Value of the Month	<p>At AHC, we RESPECT others by recognizing the infinite worth of each individual. We believe that God created humankind in His own image.</p> <p>All people, no matter what part of the world they are from, are essentially the same human beings, sharing the same hopes and dreams, needs and wants, values and passions. This idea of sameness underscores the principle outlined in "The Golden Rule," treat others in the same way you want to be treated. This means each person has the capacity to fully understand how to treat someone else. Everyone wants to be valued and respected, treated with kindness, and accepted without judgement.</p>	Be able to recite the mission	All Staff
Metrics	<p>We reviewed the current metrics.</p> <p>NEW metric is add on tests added on within 10 minutes.</p>	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
Pillar of the Month	<p>PEOPLE pillar: Best place to work and grow</p> <p>This pillar is measured based on employee engagement scores for AHC. Quest also conducts employee engagement surveys. Quest used to do a big survey once a year or even once every 2 years. This was a large, multiple-choice survey that took months to evaluate.</p> <p>Quest is now issuing a shorter (5 question survey) every quarter. The survey allows staff to type in comments about "why" they answered a question the way they did. The purpose of this is to make us more agile, so changes can be made more quickly.</p> <p>It is very important that all staff take these surveys when they are issued. Quest won't issue data unless a certain number of people respond. We are currently not generating valuable data from this survey.</p>	Take surveys when offered	All Staff
Troponin Collections	<p>Timed troponin collections changed on February 4.</p> <p>When a patient comes into the ED, the provider will place an order for an ASAP troponin. When the troponin is received in the lab, we type in the date and time of collection. The</p>	Informational	All Staff

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	<p>computer will generate two additional orders based on the time of collection.</p> <ul style="list-style-type: none"> • ASAP troponin collection for 1 hour after the original draw • Timed troponin collection for 4 hours after the original draw <p>Nursing staff will collect the ASAP draw in ED. Phlebotomy staff will collect ALL timed draws in the ED, all draws for EDI (ED inpatients), and all draws outside of the ED.</p> <p>We do have a phlebotomist assigned to ED. That person needs to ensure they are tracking and drawing timed orders.</p>		
Everyday Excellence	<p>We listened to the Everyday Excellence module, “Inspiring Trust.”</p> <p>What challenges do we have when it comes to inspiring trust of our internal and external customers?</p> <p>Answers:</p> <ol style="list-style-type: none"> 1. Corrected reports—we lose trust when we report erroneous results and have to correct them 2. Answering the phone—we lose trust when we fail to answer the phone when a customer calls or when we cold transfer someone to a number that no one answers 3. Vocera—we lose trust when we don’t answer our vocera or don’t log into the vocera, so customers can’t reach us 	Informational	All Staff
Neonatal Bilirubins	<p>The room in which neonatal bilirubins at WOMC has changed. The new room is the lactation room on the 2nd floor of the pavilion.</p>	Informational	All Staff
Urine Reflex	<p>AHC is working on reflex criteria for urine cultures. When a urinalysis is ordered, we will automatically order a culture if the urinalysis results meet certain criteria. We are currently working to train nursing to draw a marble and grey tube each time a urinalysis is ordered to prepare them for this change.</p> <p>The marble and grey tubes will remain together when there is no culture order. Both tubes will be given to urinalysis.</p>	Informational	All Staff
Voceras	<p>We will be working on retraining staff on how to use the vocera. We are seeing some issues. You can reference the vocera procedure for assistance.</p> <ul style="list-style-type: none"> • Staff must log into the units and not just the vocera. For example, “Add me to “ICU lab” or “specimen processing.” • When on break or lunch, staff should log out of their units and have someone else log in. • You can locate someone by saying, “locate Jane Doe.” Vocera will track them and tell you where they are in the hospital. • You can train your vocera to your voice by saying, “Train my vocera” in a quiet area and following the prompts. 	Informational	All Staff
Goal Sharing	<p>Staff should find out the amount of goal sharing and raises on February 24. Goal sharing is paid out on March 12.</p>	Informational	All Staff