

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

MARCH 9 AND 23, 2021 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 want our word to mean something to our patients and their families. We live by our value of INTEGRITY, to be conscientious and trustworthy in everything we do.</p> <p>As AHC employees, we accomplish our vision through a conscientious understanding of our Bridging the GAP framework and by consistently demonstrating the behaviors our patients expect and require of us. Both our patient experience framework and its corresponding behaviors are written on our mission card, which serves as a reminder that our words mean something. As we wear and use this card, we declare each day what we are going to do and our commitment to do it, to every person, every time.</p> <p>On the mission card, under Coordination Support, we say "Close the loop: We follow up and follow through." Describe a time when you did this recently.</p>	Be able to recite the mission	All Staff
Metrics	<p>We reviewed the current metrics.</p> <p>Focus on troponin collections:</p> <ol style="list-style-type: none"> 1. Troponins are now run at baseline, 1 hour, and 4 hours. The time that the baseline troponin is collected is used to generate orders for the other two collections. 2. Lab is responsible for collecting ALL troponins outside of the ED which includes EDI (ED Inpatients). 3. Lab is responsible for collecting ALL TIMED SAMPLES in the ED. 4. Troponin looks at change over time. We compare the 1-hour troponin to the baseline and then compare the 4-hour troponin to the baseline. We should never reschedule a troponin, because we are comparing to baseline. Example: Baseline drawn at 8am. One-hour troponin not collected until 10am. The 4-hour troponin is still due at noon. Processing must receive the troponin nearest the time of collection and not just the one at the top of the list when receiving. 5. There are indications when additional troponins will be ordered. DO NOT consider these duplicates. These orders are medically-indicated and intentional, and we are expected to collect them. 	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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Pillar of the Month	<p>PROMOTING COLLABORATIVE INNOVATION</p> <p>The Takoma Park site of Rehab is using a dog to assist with therapy. This is creating opportunities for collaboration and more effectively helping patients recover.</p> <p>Some of the things patients said:</p> <ul style="list-style-type: none"> • Positive distraction with the dog helped the patient better tolerate longer periods of standing • The dog helped the patient and physician build their relationship • The dog helped enhance motivation and engagement. 	Informational	All Staff
Dress Code	<p>Reminder that the following items are prohibited per the dress code. All staff must comply.</p> <ul style="list-style-type: none"> • Jeans • Colored denims • T-shirts • Leggings • Sweat suits (shirts or pants) • Hooded jackets and tops <p>Perfumes, colognes, and scented lotions are also prohibited. Some of our patients have severe, anaphylactic reactions to perfumes. At a minimum, strong scents make you feel worse when you are already not feeling well.</p>	Adhere to the dress code	All Staff