

Quest Diagnostics at  
Shady Grove & White Oak Medical Centers

**LABORATORY MEETING**

**MINUTES**

**APRIL 13 AND 27, 2021 AT 0715, 1100, AND 1400**

**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>Value of the Month</b>	<p>At AHC, our RISES value of SERVICE is defined as caring for our patients, their families, and each other with compassion.</p> <p>We believe that empathy is essential to extending care and compassion. Empathy is one of the foundations of our Bridging the GAP framework. Empathy means being present and engaged with our patients, their families, and each person we work with. It means stopping to notice, listen, understand, and say, 'I am here for you.'</p> <p>How does anticipating the needs of our patients show them we empathize with them?</p>	Be able to recite the values	All Staff
<b>Strategic Themes</b>	<p>The BIGGER theme looks at sustainably expanding our mission.</p> <p>AHC is launching strategic service lines at Howard University Hospital. The service lines include:</p> <ul style="list-style-type: none"> <li>• Orthopedics</li> <li>• Neurology</li> <li>• Cardiac Care</li> <li>• Mother Baby</li> </ul> <p>The focus areas are:</p> <ul style="list-style-type: none"> <li>• Growth</li> <li>• Continuum of care</li> <li>• Quality</li> <li>• Physician engagement</li> </ul>		
<b>Metrics</b>	<p>We reviewed the current metrics.</p> <p>Focus on troponin collections:</p> <ul style="list-style-type: none"> <li>• We should NEVER reschedule a troponin collection.</li> <li>• If the nurse/doctor wants it drawn at a different time, we should cancel the current order with the appropriate reason and person notified and order a new timed specimen for the correct time.</li> <li>• We are working on a plan to deal with missed troponins when the patient is in cath lab</li> </ul>	All staff must be able to interpret metrics. Please work on improving metrics and identifying barriers in your own areas.	All Staff
<b>Duty to Report</b>	<p>If you see a piece of equipment malfunctioning or not operating as expected, you must:</p> <ul style="list-style-type: none"> <li>• Remove the equipment from service</li> </ul>	Report malfunctioning equipment	All Staff

Item	Discussion	Action	Follow-up
	<ul style="list-style-type: none"> <li>• Document the date/time and reason it was removed from service on the QC sheet</li> <li>• Notify a supervisor</li> </ul> <p>We recently had an incident where an employee was severely injured using a piece of equipment. After the employee was injured, several staff members stated the equipment had been broken for a while, but none of them report it. This injury could have been prevented.</p>		