

Quest Diagnostics at  
Shady Grove & White Oak Medical Centers

**LABORATORY MEETING**

**MINUTES**

**MAY 11 AND 25, 2021 AT 0715, 1100, AND 1400**

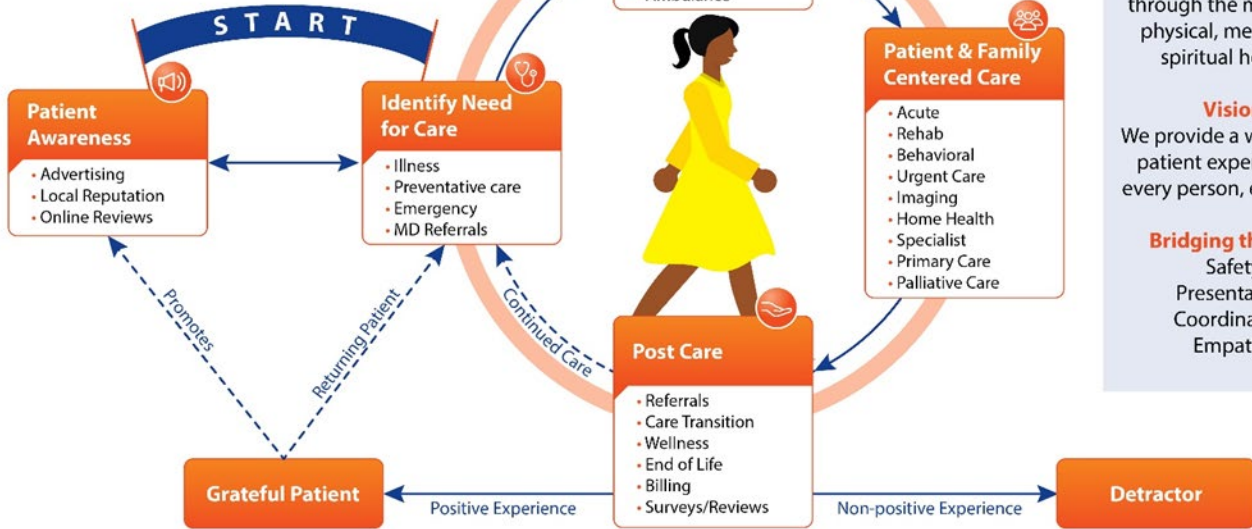
**DISTRIBUTION:** LABORATORY STAFF MEMBERS

**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 Adventist Healthcare, we understand that EXCELLENCE means that every day we do our best to exceed expectations.</p> <p>Though we strive to reach world-class standards in all our outcomes, excellence is more than just something we do. It is a value that flows from an internal core that defines and identifies who we truly are.</p> <p>Why is excellence important to our patients and their families?</p>	Be able to recite the values	All Staff
<b>Pillars</b>	<p>The four pillars are:</p> <ol style="list-style-type: none"> <li>1. People</li> <li>2. Quality and Safety</li> <li>3. Experience</li> <li>4. Finance</li> </ol> <p>The QUALITY AND SAFETY pillar focuses on consistently performing with excellence and making this the best place to receive care.</p> <p>VISION priorities:</p> <ul style="list-style-type: none"> <li>• Use high reliability practices to achieve excellent outcomes every time</li> <li>• Standardize clinical practice for the Healthcare System</li> <li>• Keep patients free from harm</li> </ul> <p>How can you make an impact?</p> <ul style="list-style-type: none"> <li>• Fall Prevention---NO PASS ZONE We do not walk past a room with a call light on without assisting the patient (or getting someone who can assist the patient) We do not walk past a patient asking for help without assisting.</li> <li>• Stop the Line--- We celebrate those with the courage to "stop the line" or "speak up" to prevent errors from reaching the patient</li> <li>• Event Reporting— Report good catches, near misses and other adverse events. Your data is used to identify trends and develop action plans for improvement.</li> </ul>		

Item	Discussion	Action	Follow-up
<b>Metrics</b>	<p>We reviewed the current metrics.</p> <p>Focus on troponin collections:</p> <ul style="list-style-type: none"> <li>• IT placed a rule in place that warns physicians when they are placing duplicate troponin orders. They are also running reports to identify when physicians are overriding the rule.</li> <li>• <b>At least 50% of our outliers occur from 0300-0800.</b> <ul style="list-style-type: none"> <li>○ <b>It is CRITICAL that night shift print and highlight timed labels due during this time per lab policy.</b></li> <li>○ <b>Night shift is responsible for collecting ALL timed troponins in all areas of the hospital that are due before 5am.</b></li> <li>○ <b>Timed specimens taken priority over am run specimens. Staff must collect timed specimens on time and ahead of am run orders.</b></li> </ul> </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>AHC Patient Journey Map</b>	<p>AHC is deploying a system-wide patient journey map. The map is designed to help us see our work through the eyes of our patients. Working in healthcare, our journey is different from what our patients experience when they come into our doors. The patient journey map reminds us of what we must do in order to help achieve a world class patient experience every person, every time. It also helps us identify new opportunities for improvement, eliminate waste, and exceed the expectations of our patients and their families.</p> <p>A patient's journey with AHC begins with <b>AWARENESS</b>. This is where the patients hear about AHC through advertising, reputation, and online reviews. The patient then moves into our system by <b>IDENTIFYING A NEED FOR CARE</b> such as an illness, preventative care, emergency, or referral. For some patients, such as an emergency patient, this step will be the first step of their journey because they may not have any prior information about AHC.</p> <p>Once the patient has identified the need for care, he or she must <b>SCHEDULE OR ACCESS CARE</b> through online resources, the call center, walking in, or arriving by ambulance. Patients experience the process of arriving and waiting at one of our facilities before receiving <b>PATIENT AND FAMILY CENTERED CARE</b> which represents the wide range of services AHC offers. Following his or her care the patient moves into <b>POST CARE</b> which includes referrals, care transition, billing, and surveys.</p> <p>By the time the patient finishes with post care he or she will walk away with an opinion of AHC as either a <b>GRATEFUL PATIENT</b> or a <b>DETRACTOR</b>. The Grateful Patient will continue to promote AHC increasing patient awareness or he or she may return for future care when a new need for care arises.</p> <p>The Patient Journey Map is influenced at each step by our RISES values and our principles of Equity, Diversity, and Inclusion. It is also motivated by our Mission, Vision, and Bridging the GAP framework. The map provides an overview of the patient's journey through the system but can also be applied to each specific team.</p>		

**Patient Journey Map**



**Motivated by:**

**Mission**

We extend God's care through the ministry of physical, mental and spiritual healing

**Vision**

We provide a world-class patient experience to every person, every time

**Bridging the GAP**

- Safety
- Presentation
- Coordination
- Empathy