

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

JUL 13 AND 27, 2021 AT 0715, 1100, AND 1400

DISTRIBUTION: LABORATORY STAFF MEMBERS

MEETING COMMENCED: 862-294-2601, PASSCODE 503 010 544

Item	Discussion	Action	Follow-up
Introductions	New staff introduced themselves to the group	None	None
Focus of the Month	<p>Mission: We extend God’s care through the ministry of physical, mental, and spiritual healing.</p> <p>Whether we realize it or not, every day, every task, every effort, big or small, exposed or hidden, matters to someone!</p> <p>Our mission, the reason why we exist and the purpose behind what we do, is to extend God’s care because people matter. When people become the focus of all our work, what we do everyday matters.</p> <p>What is one thing you can do, every day, to make a difference to a patient, their family members or a teammate?</p>	Be able to recite the values	All Staff
Pillars	<p>The four pillars are:</p> <ol style="list-style-type: none"> 1. People 2. Quality and Safety 3. Experience 4. Finance <p>The three strategic priorities:</p> <ol style="list-style-type: none"> 1. Bigger 2. Better 3. Beyond <p>Bigger = Promoting Collaborative Innovation AHC is modernizing the inpatient facilities</p> <p>SGMC’s certificate of need was approved by the Maryland Health Care Commission.</p> <ul style="list-style-type: none"> • Plan for a new six-floor patient tower will include: <ul style="list-style-type: none"> ○ All private patient rooms ○ Larger, state of the art ICUs, ED ○ Repositioned critical care departments and psychiatric treatment units to improve workflow • Anticipated ground-breaking in late 2021 and expected completion in 2024 <p>FWMC prepare to file CON for new hospital</p> <ul style="list-style-type: none"> • Plan for new facility with new hospital, medical pavilion, parking structure, and central utility plant • Master plan anticipates building in multiple phases 	Know and understand this information	All Staff

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Metrics	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
COVID Vaccines	<p>The State of Maryland will require COVID vaccines for all staff members. Please provide documentation to your supervisor if you have already received the COVID vaccine. It is recommended that staff begin the series if they have not already done so. See your supervisor if you need help scheduling the vaccine series.</p> <p>New staff are required to have the COVID vaccine (both shots if they are getting the 2-shot series) prior to starting.</p> <p>Existing staff must have the shots within 2 weeks of FDA approval.</p>	Obtain the COVID vaccine and provide documentation to your supervisor.	All Staff
Employee Engagement	<p>Quest has changed its stance on employee engagement surveys. In the past, we took one large survey every year or every other year. It took months to collate the data, and there was so much data we didn't know what to focus on.</p> <p>Now, they use the "Glint" survey or a pulse survey. It is a short (~5 question) survey that is issued quarterly. The focus changes a bit each time. The purpose of the quick survey is to be able to get information quickly and react with agility to changes.</p> <p>Our survey results are actually very good. However, we had a low number of staff actually take the survey. We really need all staff to complete the survey each time to obtain meaningful data.</p> <p>What issues are we seeing in the following areas? What can the management team do to improve these areas?</p> <ol style="list-style-type: none"> 1. Empowerment – I feel empowered to make decisions regarding my work. 2. Physical Safety – I feel safe at my workplace. 3. Collaboration – We work together to effectively to get things done. 4. Initiative – I'm encouraged to find new and better ways to get things done. 5. Feedback – My supervisor provides me feedback that helps me improve. 	<p>Let your voice be heard and take the survey every time it is released.</p> <p>Provide feedback to a member of the management team regarding the engagement focus areas.</p>	All staff