

Quest Diagnostics at  
Shady Grove & White Oak Medical Centers

**LABORATORY MEETING**

**MINUTES**

**AUG 10 AND 24, 2021 AT 0715, 1100, AND 1400**

**DISTRIBUTION:** LABORATORY STAFF MEMBERS

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

Item	Discussion	Action	Follow-up
<b>Introductions</b>	New staff introduced themselves to the group	None	None
<b>Focus of the Month</b>	<p><b>RESPECT:</b> At Adventist Healthcare, we recognize the infinite worth of each individual.</p> <p>Our value of respect begins with learning each individual's name. This is so important to us as an organization that our Bridging the GAP framework begins with "Greet everyone by name." When we call each other by name, we communicate that we truly see, value, and care for one another. So, what's in a name? There is dignity, identity, culture, history, and respect.</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 three strategic priorities:</p> <ol style="list-style-type: none"> <li>1. Bigger</li> <li>2. Better</li> <li>3. Beyond</li> </ol> <p><b>EXPERIENCE PILLAR:</b> Best Experience in Receiving Care</p> <p><b>G</b> = Greet everyone by name  <b>A</b> = Anticipate their needs  <b>P</b> = Prepare them for what is next</p> <p>From one of our patients:            Mayra, 2D SGMC, was outstanding in my care. She checked frequently to see if I needed anything. When the doctor did not come to see me on the day I could be discharged, Mayra made several calls to get a fax for my discharge. She also called my husband 2-3 times to let him know the details as to when he could come get me. Mayra deserves the highest commendation I could give a nurse! She cares about her work from the heart!</p> <p>What Bridging the GAP behaviors did Mayra exhibit to show respect for her patient?</p> <p>How can you show respect for our patients?</p>	Know and understand this information	All Staff

Item	Discussion	Action	Follow-up
<b>Metrics</b>	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
<b>COVID Vaccines</b>	<p>The State of Maryland is requiring COVID vaccines for all healthcare workers. Deadline for the first shot is September 1. Deadline for completion is October 1.</p> <p>Due to this Executive Order, Quest is now required to track vaccines. Please log into the Quest system and upload a copy of your vaccine card before September 1. Instructions are in MTS.</p>	Obtain the COVID vaccine and provide documentation to your supervisor.	All Staff
<b>Blueprint for Wellness</b>	Quest is offering the Blueprint for Wellness currently. This is an opportunity for each employee and spouse to get a battery of lab tests done. Participating in the program will allow you to see changes in your labwork early and hopefully prevent major medical issues from occurring. This will also give you up to \$1040 in discounts on Quest health insurance.	Sign up for BFW if interested	All staff
<b>Annual TB Testing</b>	Annual TB testing is due in September. Supervisors have the requisition. Please have your TB test drawn or complete your questionnaire before September 30.	Complete annual TB requirement	All staff