

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

SEPT 14 AND 28, 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>INTEGRITY: At Adventist Healthcare, we define integrity as being conscientious and trustworthy in everything we do.</p> <p>When integrity is part of the fabric of an organization, it is clearly seen through the words and actions of each employee. A strong culture of integrity creates trust, enabling our patients and their families to truly know that God's care has been extended to them.</p> <p>How does the AHC value of integrity strengthen the behaviors outlined in the Bridging the Gap Mission card, under Safety, Presentation, Coordination, and Empathy?</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>EXPERIENCE PILLAR: Best Experience in Receiving Care</p> <p>G = Greet everyone by name A = Anticipate their needs P = Prepare them for what is next</p>	Know and understand this information	All Staff
AHC Sharing Days	<p>AHC had "Sharing Days" to celebrate success stories achieved by following our Standard Management Approach. Some of the winning projects are as follows:</p> <p>SGMC:</p> <ol style="list-style-type: none"> 1. Shelia Myers, Medical Staff Office, Improve Standardization of Cerner View Only Process 2. Kristy Hall, GEC, Decrease Door to ECG Time 3. Rafael Flores, Cardiology, Decrease EKGs without Orders 		

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	<p>WOMC:</p> <ol style="list-style-type: none"> 1. Jay Fuller, Respiratory Therapy, Increased Bedside, Report Compliance 2. Gretchen Westgren, Food & Nutrition, Improved hazard analysis and critical control points log completion rate 3. Ada Baklouti, Infection Prevention, C-Section SSI Bundle Compliance 4. Adella Lowe-Brooks, 6N, Improved team member documentation of pain assessment 		
Going Beyond	<p>Promoting Collaborative Innovation</p> <p>Example: Bill Richards Center for Healing at the Aquilino Cancer Center</p> <ul style="list-style-type: none"> • Opened in November 2020 • Created as a partnership between AHC, community providers, and donors • The first purpose-built center in the US to focus on emotional healing for cancer patients and their caregivers. The center serves as a model for innovation to provide services such as clinical research and support groups, expressive arts, body image (wigs, make-up), movement classes, and more. 		
Unconscious Bias Training	<p>Disrupting bias is the first step to building a diverse and inclusive environment at AHC. While our biases are automatic, we can learn to prevent them from dictating our actions. The PAUSE model presents a method for identifying your biases and limiting their impact on your behavior and decision-making.</p> <p>PAUSE to disrupt bias: Pay attention Acknowledge your assumptions Understand your perspective Seek different perspectives Examine your options and make a decision</p>		
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
Blueprint for Wellness	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
Due Dates	<p>Reminder that we have a number of due dates that must be met:</p> <ul style="list-style-type: none"> • 9/30 annual TB testing or questionnaire • 10/1 COVID vaccine series • 10/31 Compliance training in Empower • 11/12 Annual flu shot <p>Reminder: You must provide evidence of flu shot to your supervisor before 11/12.</p>		

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ED Critical Values	Reminder for blood culture critical values: Look to see where the patient is (don't go by the collecting department) <ul style="list-style-type: none"> • If drawn in ED and patient was admitted, call in patient unit • If drawn in ED, admitted, and discharged, call inpatient provider/team • If drawn and ED and discharged FROM ED, call ED Please DO NOT call ED because it is the ordering location	All Staff	Follow procedure for calling
Baldrige Inspection	AHC earned a Baldrige inspection. <ol style="list-style-type: none"> 1. Ensure you are familiar with the mission, vision, and values <ol style="list-style-type: none"> a. What makes them memorable to you? b. How do they influence you in the way you do your work? 2. Do leaders behave in a way that's consistent with the organization's values? 3. What motivates your leaders? 4. How do you hear key messages about the organization? 5. Does your department have a communication board? <ol style="list-style-type: none"> a. What is on there? b. How are these boards used? 6. Is the culture of AHC inclusive? Examples? 7. Have you participated in any performance improvement activities? <ol style="list-style-type: none"> a. Can you tell us about the tools that were used? b. Did you receive training to participate on this team? c. Did you achieve your goals? How do you know? d. How has this continued during the pandemic? 8. Are you familiar with the AHC mission card? <ol style="list-style-type: none"> a. Do you have one? b. How does it guide you in your daily work? 		