

Quest Diagnostics at
Shady Grove & White Oak Medical Centers

LABORATORY MEETING

MINUTES

NOV 9 AND 23, 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>EXCELLENCE: At Adventist Healthcare we do our best every day to exceed expectations. This includes exceeding our own expectations as well as those of our customers, patient's families, and each other.</p> <p>If you want to be outstanding, stop meeting expectations, start exceeding them. Saji Ijiyemi, author</p> <p>What would exceed your expectations if you were a patient or customer of the lab?</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>FINANCE PILLAR: Long-term financial viability</p> <p>Recently, AHC completed two bond issues to refinance existing debt and borrow additional funds. This provides interest expense savings of about \$1.4M/year. The money will be used to build the new tower at SGMC.</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
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
Due Dates	Reminder, as we reach the end of the year, everyone should be working to complete mandatory competency and MTS assignments.		
Steve's High Five	1. Quest will be offering a one-time pandemic response payment at the beginning of December. This money is intended to offset the costs associated with COVID. Fulltime staff hired before October 1, 2021 will receive \$500. Parttime staff will receive \$250.	Informational	All Staff

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	<ol style="list-style-type: none"> <li data-bbox="415 128 1062 239">2. PTO payout. Quest will rollover the first 15% of unused PTO and payout the remaining 85%. This is to recognize that many people did not get the opportunity to take vacation due to COVID and staffing issues. <li data-bbox="415 275 1045 386">3. AIP bonuses are currently tracking at 1.2-1.3X. This means staff will receive about 3.9% of annual salary for bonus. This is much higher than it has been in the past few years. <li data-bbox="415 422 1070 533">4. Free gift. All staff have the opportunity to receive a cooler or backpack from Quest. Please scan the QR code that is posted throughout the lab and register for your gift that will be mailed in January. <li data-bbox="415 569 1019 617">5. Quest minimum wage is increasing to \$15/hour. This does not apply to any of our staff. 		