**

Quest Diagnostics at

Shady Grove & White Oak Medical Centers

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| **Laboratory Meeting** **Minutes**  **Jan 11, 18, and 25 at 0715 and 1400** |

**Distribution:** Laboratory Staff Members

**Meeting commenced:** 862-294-2601, Passcode 503 010 544

| **Item** | **Discussion** | **Action** | **Follow-up** |
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| **Introductions** | New staff introduced themselves to the group | None | None |
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| **Focus of the Month** | **SERVICE:** Every time we serve, we receive in abundance. Our thinking shifts from *me* to *we* and we begin to look at others with an eye for what *we* can do for them and not vice versa.  Der. Martin Luther King Jr. Said, “Everybody can be great because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and verb agree to serve. You only need a heart full of grace. A soul generated by love.” Our mission to extend God’s care to people is driven by this desire to serve with hearts full of compassion.  What are some small acts of service you can do to make a difference to a patient, their family members or a team member? | Be able to recite the values | All Staff |
| **AHC’s Leadership System** | We reviewed the leadership system.  **Mission:** We extend God’s care through the ministry of physical, mental, and spiritual healing.  **Values:** Respect, Integrity, Service, Excellence, Stewardship  **Vision:** We will provide a world-class patient experience to every person, every time.  **Strategic Themes:**   * Bigger—Sustainably expand our mission * Better—Consistently perform with excellence * Beyond—Promote collaborative innovation   **Pillars:**   * People * Quality & Safety * Experience * Finance   **How do we know what we do?**  Our Main Thing—The laboratory provides accurate and timely lab results  **How do we know how we do it?**  Process management and procedures  **How do we know how we are performing?**  Standard graphs and communication boards  **How do we improve?**  Lean Six Sigma | 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 |
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| **Due Dates** | Reminder, as we reach the end of the year, everyone should be working to complete mandatory competency and MTS assignments. | Informational | All Staff |
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| **Pictures of specimens** | Reminder to all staff that you cannot take pictures of patient information using your phones. This is a HIPAA violation. Please photocopy or scan the information if needed. | Informational | All Staff |
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| **Tech Code/Employee ID in ED** | WOMC and FWMC ED staff will begin putting their employee ID’s on specimens instead of their initials. Lab staff must enter the employee ID in the “Phleb Code” field when receiving specimens.  If you try to enter and employee ID and sunquest will not accept the code, please enter 885 and notify Marie or Dennis of the code.  At WOMC only: If you receive a tube from the ED with initials instead of tech code, you must contact the charge RN and have the employee come to the lab and add their ID. | informational | All Staff |
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| **Blood Cultures** | All staff are required to enter the Steripath barcode in the SREQ field when receiving a blood culture. Type a semi-colon “;” then scan the barcode of the steripath.  If you do not receive a steripath, enter code NSPR (no steripath received). **DO NOT LEAVE THE FIELD BLANK.**  At WOMC only: If you receive a blood culture from the ED without a Steripath, notify the charge RN in the ED immediately, so they can speak with the person that collected the cultures. | Informational | All Staff |
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| **Gold Bags** | All Quantiferon TB tests must get sent to Chantilly in gold biohazard bags. Each TB test should be in its own bag.  Chantilly processing is backed up, and the TB tests are not making it to the testing department within the specimen stability. They will give gold bags priority to ensure these get tested. | Informational | All Staff |
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