**

Quest Diagnostics at

Shady Grove & White Oak Medical Centers

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| **Laboratory Meeting** **Minutes****Feb 8, 15, and 22 at 0715 and 1400** |

**Distribution:** Laboratory Staff Members

**Meeting commenced:** +1 862-294-2601,,953909663#

| **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** | **RESPECT:** At Adventist Healthcare, we understand Respect to mean that we recognize the infinite worth of each individual.We believe that respect is not just a way of thinking about people, it is also about how we act toward them. It is a way of recognizing and appreciating the beliefs, practices and expressions unique to each individual.On the Bridging the GAP Mission Card, review the behaviors under Empathy. Which behavior best demonstrates respect for others? Why? | Be able to recite the values | All Staff |
| **AHC’s Standard Management Approach** | Visit the new Excellence in Motion internet page for:* Monthly meeting templates
* Standard graph templates
* Links to Six Sigma and Minitab classes
* Baldrige application and site visit feedback
* Sharing Days PI projects
* Standard management approach guides and videos
 | Know and understand this information | All Staff |
| **Metrics** | We reviewed the current metrics and the new metric format.1. Black bar at the top = the pillar associated with the graph.
2. Title = what is being measured
3. Green horizontal line = target
4. Purple horizontal line = world class target
5. Arrow points in the direction we want the data to move.
	1. If a higher score is better, the arrow will point up. Example = 100% compliance
	2. If a lower score is better, the arrow will point down. Example = zero errors
6. Color of the arrow shows how we are doing.
	1. Purple = world class
	2. Green = target
	3. Yellow = within 5% of target
	4. Red = not meeting target
7. Initiatives = what we are doing to improve the metric
8. Status Updates and Risks = things that could affect the metric
 | 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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| **Perfume/Cologne** | Reminder that all staff should refrain from wearing scents such as perfumes, cologne, or lotions. We have a number of patients that have severe (anaphylactic reactions) to perfume. In addition, when you don’t feel well, strong scents make you feel worse. | Informational | All Staff |
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| **Exposures** | Reminder: When placing exposure orders, we NEVER order on the patient MRN. We always create an exposure MRN by typing “EXP-“ and creating a new MRN. | Informational | All Staff |