**

Quest Diagnostics at

Shady Grove & White Oak Medical Centers

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| **Laboratory Meeting** **Minutes****Mar 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** | **INTEGRITY:** At Adventist Healthcare, we are conscientious and trustworthy in everything we do. We perform our work with integrity.Preventing biases from dictating our actions is practicing integrity in our speech and conduct. We cultivate a diverse and inclusive workplace through self-awareness of our identities and cultures.What factors can lead to biases and perceptions? How can you understand your own perspective and seek different perspectives or other points of view that may differ from your own? Consider how you might apply behaviors from the Bridging the Gap Mission Card. | Be able to recite the values | All Staff |
| **Metrics** | The new standard graph format was reviewed. Metrics were reviewed at each site. | All staff must be able to interpret the graphs. | All Staff |
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| **New T&S process for FWMC** | To help make us more efficient when sending specimens to WOMC for AbID or other workup, we will begin collecting 2 pink tubes with each T&S collection.* TS = T&S collection. This one gets the BB/TS armbanding system. This will be used for T&S testing and kept at FWMC for crossmatch.
* BBWO = extra pink tube. This one gets collected like a regular lab specimen (no BB/TS armbanding system). All of these are sent to WOMC with the next available courier and stored.

If a patient has an antibody or ABO discrepancy, FWMC staff will notify the patient care area that there will be a delay and complete the Workup Referral Form. The form is faxed to WOMC BB. If the patient requires blood transfusion, the BBWO tube should be sent via STAT courier. | Informational | All Staff |
|  |  |  |  |
| **Hand Hygiene** | We have been notified that some lab staff members have failed the hand hygiene observations.Reminder that you must use an alcohol run or wash your hands at the following intervals:* After touching blood and body fluids
* After touching contaminated items
* Immediately after removing gloves
* Between patient encounters

All staff must use an alcohol run when entering and exiting each patient room. If you enter a room and leave to get something, you must alcohol in and out each time. | Informational | All Staff |
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| **Patient Refusal** | Please listen closely to patients to build connection and communicate with them. Patients have the right to refuse blood collection. If this happens, the phlebotomist will notify the nurse. The nurse may want to speak to the patient. We can come back at a later time. If the patient continues to refuse, we must cancel the testing.We had an incident where a patient was refusing blood draws. The phlebotomist did not realize the patient was refusing and drew her anyway. The patient was quite upset. | Informational | All Staff |
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| **Cancelling Orders** | When cancelling a test, you must document the name of the person you spoke with and the reason for cancellation. At a minimum, the name must include first initial and full last name. We must also be specific with the reason we are cancelling tests. Please do not use “CANL” which is “Cancelled by Lab No Specimen Received.” Also, if we cancel a test because the specimen was improperly collected, please use “IMSP” for “Wrong tube or specimen type.” Do not use “Cancelled by MD.”Finally, we cannot cancel a test that has been resulted. We must add a comment. Legally, we have to leave the results there in case the provider treated the patient based on results. | Informational | All Staff |
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| **Employee Survey** | All staff are encouraged to participate in the employee engagement survey. This is important and results are reviewed. | Informational | All Staff |