

Friday, May 26: Manager's Intensive Program



P01: 0930-1045

Laboratory Medicine: What keeps me awake at night

Speaker: *Fergall Magee, MD, FRCPC, MHSc*

Dr. Magee will provide an overview of current threats to the sustainability of laboratory medicine, with an attempt to present some solutions.

Speaker Bio:

Dr. Fergall Magee completed his Residency in Anatomic Pathology at the University of British Columbia (UBC), followed by Pediatric Pathology at the British Columbia Children's Hospital (BCCH) and a staff position for 10 years. Prior to leaving Vancouver he completed a masters in Clinical Epidemiology at the UBC School of Population and Public Health.

In 2005, he relocated to IWK Health Centre/Dalhousie with a full-time Pathology appointment with cross appointment to Pediatrics and Bioethics. While in Halifax he served as a RPCSC Council Member.

In 2015, Dr. Magee was appointed as Department Head for Pathology and Laboratory Medicine at the University of Saskatchewan.

M01: 1130-1245

Optimizing Laboratory Operations

Panelists: *Mario J. Hemens, MLT*
Shawna Gawreluck, BSc, MLT
Megan Parrish, BSc(MLS)
Rhonda Shea, MA(CT), BSc(MLS), MLT
Leanne To, BSc, MLT
Amanda VanSpronsen, BSc(MLS), MSc, MLT

This session will help you take advantage of your time and resources. First, explore using Lean Six Sigma to improve quality, patient safety and employee engagement. Next, learn how you can use simulation techniques in a working laboratory to mimic laboratory processes, such as the massive hemorrhage protocol or the handling of adverse transfusion reactions.

Speaker Bios:

Mario Hemens is currently the core laboratory manager at Dynacare Medical Laboratories in Ottawa, Ontario. He has been in the field for 35 years and has worked in laboratories across Canada, the United States and Saudi Arabia. He has his Green Belt Certification in Lean Six Sigma based on a project he and his team did on improving turnaround times in the laboratory.

Rhonda, Megan and Amanda are members of the Laboratory Simulation Research Group, or LabSiRG and have been supporting simulation projects in the clinical laboratory since 2013. Shawna is an MLT at the Royal Alexandra Hospital in Edmonton and participated in massive hemorrhage protocol simulations. Leanne is a supervising MLT at Canadian Blood Services and participated in adverse transfusion reaction simulations.

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M02: 1400-1515

Strategic Imperative: Your most valuable asset is engaged people

Speaker: *Kris Bailey, MLT, BA, MBA, PMP*

This session is focused on talent management as your number one strategic and competitive advantage. Company's products, services and pricing strategies can be easily replicated and beat. Replicating a high-quality, highly engaged workforce is nearly impossible. Over the years, this practice has been allocated to the Personnel or HR departments. Since wages and benefits comprise 50-70% of your budgets, this is the most important strategy you can employ to be a critical resource to achieve the best possible results today and into the future for your clients and stakeholders.

Speaker Bio:

Kris Bailey, a professional with a distinguished 45 year career, has led, inspired, made an impact and achieved results in many organizations. Kris' career portfolio includes leading roles with private laboratories, acute care hospitals, Ontario homecare, government health agencies and commercial organizations in Canada, the USA and abroad. Kris has a unique insight and a thorough understanding of the healthcare sector particularly as it relates to laboratory medicine and medical diagnostics with the business acumen to match. A forward-thinker and an innovator, Kris has made it her life's work to explore possibilities and inspire staff and multi-jurisdictional stakeholders to achieve more than they thought possible.

M03: 1530-1645

Lean Six Sigma: Not the only performance improvement tool in the box

Speaker: *Karen MacCollum, MLT, BSc(MLS)*

Lean Six Sigma has been used in laboratories for many years. It is a good method for improving process flow and quality. However, there is more to improving the lab than just Lean. Find out how using tools from the Change Management and Human Performance Technology fields can enhance your Lean projects.

Speaker Bios:

Karen MacCollum graduated from the Medical Laboratory Science (MLS) program at the University of Alberta (U of A) in 1996. She has worked at various labs in the USA and Canada. As an Educator for the laboratory she has created numerous interactive learning modules for training and has a Certificate in Change Management from Prosci International.