

Friday, May 25

P01: 0930-1045

## Top Ten Preanalytical Threats to Accurate Results

*Dennis J. Ernst, MT(ASCP), NCPT(NCCT)*

### Session Description:

This presentation discusses errors that can alter test results during blood specimen collection, transportation and storage. Thirty preanalytical errors are covered including patient misidentification, specimen mislabeling, prolonged tourniquet application, an incorrect order of draw, contamination with IV fluids, improper specimen storage, inadequate centrifugation, delays in processing and many others (based on the latest CLSI standards and guidelines).

At the end of this session, you will be able to:

1. Identify errors in specimen collection, transportation and processing that can significantly alter results
2. Train other allied health care professionals assigned to phlebotomy duties to become aware of preanalytical errors and the effect they have on the specimens collected and transported to the laboratory
3. List the analytes affected by delayed processing and the affect that time, temperature and storage conditions can have on test results

### Speaker Bio:

Dennis J. Ernst MT(ASCP) is the Director of the Center for Phlebotomy Education, Inc. in Corydon, Indiana. Besides being a highly recruited international lecturer, he has authored over 50 articles on phlebotomy, two textbooks and three desk references. He chairs the CLSI working groups that write the standards for specimen collection, and writes the Phlebotomy Today newsletter, read monthly by over 14,000 healthcare professionals worldwide.

As a subject-matter expert, he has appeared on Dateline NBC, and quoted by the Wall Street Journal, the Washington Post, the Weekly Reader, and, yes, even the National Inquirer. He is regularly recruited by the CDC to participate on Evidence Review Panels that develop Best Practices for the industry, and serves as an expert witness in phlebotomy-related litigation.

Friday, May 25

M01: 1130-1245

## Practical Insights into Developing Confidence and Competence with Financial Management

*Vince D'Mello, BSc*

### Session Description:

By attending this highly informative, entertaining and insightful session based on over 35 years of real world experiences in a variety of organizations, the presenter will share and highlight relevant information and tips to succeed with managing as well as developing financial management skills and competencies. Mastering financial matters is not rocket science.

At the end of this session, you will be able to:

1. Understand the fundamentals of operational budget control, variance management and the many games involved
2. Adopting Business Intelligence (BI), Lean and Six sigma tools to drive and improve operational efficiencies, reduce costs and enhance patient-centered quality outcomes
3. Identify the key elements of a powerful business case and ROI, to compete successfully for limited capital resources

### Speaker Bio:

Vince is widely acknowledged as a leading subject matter expert, key opinion leader and cutting edge thinker in the medical laboratory industry, with a successful track record of transformational change delivery. He has more than 35 years of leadership experience with a variety of laboratory operations and meeting accreditation standards from organizations such as the College of American Pathologists (CAP), American Association of Tissue Banks (AATB) and Ontario Laboratory Accreditation ISO 15189 requirements. Vince has comprehensive operational experiences in a variety of settings, which include academic and community hospitals, regulatory environments and private industry. He is passionate about excellence, innovation and developing best practices, utilizing quality management systems targeted at exceeding industry benchmarks and providing an exceptional service experience.

Currently he is the President of D'Mello LabMed Consultants (DLMC), an independent company that specializes in laboratory systems, operations and strategies. He was most recently Director of Laboratory Medicine at Grand River Hospital and St. Mary's General Hospital in Kitchener, Ontario from 2010 to 2015, where he provided the leadership with several notable and unparalleled accomplishments.

Friday, May 25

M02: 1345-1500

## Performance Improvement Plan: Different perspectives

*Marie-France Jemus, MLT, RT*

*Melanie Fairfield, MLT*

### Session Description:

This is the story of Melanie, a MLT with great potential and leadership qualities that made her a Microbiology senior technologist in a smaller size hospital. When regional consolidation happened, she was transferred to a large Regional Microbiology Laboratory with many other "home brewed" seniors. New procedures, new technologies, new staff made it a very harsh environment where it was difficult for Melanie to keep up. Melanie met with her manager and they both agreed, she needed a plan and a direction to get to where she needed to be. We implemented the EORLA Performance Improvement Plan (PIP). Do you want to know more about Melanie and how she and her manager were able to succeed?

At the end of this session, you will be able to:

1. Appreciate there are proactive ways to promote and support better performance
2. Understand how to best support an employee during a PIP
3. Learn about the importance of setting expectations and SMART goals
4. Learn more about possible outcomes of such a plan

### Speaker Bio:

Marie-France Jemus is the manager for the Regional Microbiology Reference Laboratory at EORLA (Eastern Ontario Regional Laboratory Association) since September 2012. She manages the Regional Microbiology programs for EORLA (Champlain LHIN hospital laboratories) including the Regional Microbiology Reference Laboratory (RMRL) located at The Ottawa Hospital (TOH) General Campus and the Virology Reference Laboratory located at the Children's Hospital of Eastern Ontario (CHEO).

From 2013 to 2017, Marie-France lead the operational change management during the final stages of the Regional Microbiology laboratory consolidated of all 16 EORLA sites which included the total laboratory automation of the Regional Microbiology Reference Laboratory (RMRL). In 2015, she was also part of the C4 coordinating group for pandemic and epidemic planning for the Ottawa region and Champlain LHIN representing and chairing the Laboratory Working Group during the Ebola epidemic.

From 2009 to 2012, Marie-France was employed as Chef de service des laboratoires CSSS Papineau and from 2004 to 2009 she was the Senior Microbiology Technologist at Montfort Hospital.

Melanie Fairfield is currently one of seven Senior Technologists for the Regional Microbiology Reference Laboratories at EORLA. She has been at RML since November 2016 where she actively participated in consolidation meetings and helped to support the Queensway Carleton Hospital staff with the transfer to the regional laboratory.

Prior to consolidation, Melanie was the Senior Microbiology Technologist at the Queensway Carleton Hospital from 2013 to 2016 and the Senior Microbiology Technologist at the Pembroke Regional Hospital. She also worked as a technologist in three other EORLA sites including Renfrew, the original Pembroke Civic and Pembroke General. Melanie was part of the original consolidations in the mid 1990's and is now familiar with and no longer afraid of change.

Friday, May 25

M03: 1530-1645

## Human-Resource Framework for Top Talent Management

*Kris Bailey, MLT, BA, Executive MBA, PMP, ICD.D*

*Shams Akhundova, CHRP, CHRL*

### Session Description:

Laboratory services and pricing strategies are easily copied. Replicating a motivated workforce is nearly impossible! Human resources and top talent are strategically linked. A framework will show what is required and how the tools and techniques work together. Wages / benefits comprise 50-70% of your budget. Organizational H-R can assist but should not be responsible for building this most important resource. This presentation will focus on what is required, how it fits together, who is responsible and how it benefits the organization, the lab as a service provider, lab staff and lab clients.

At the end of this session, you will be able to:

1. Understand the concept of human resource management and top talent recruitment, development and retention
2. Create a belief that this is the most important strategic imperative
3. Understand and be able to use the H-R / Top Talent framework
4. Understand what your role in “owning” strategic H-R is for your organization
5. Understand why this topic matters

### Speaker Bio:

Kris Bailey's impact extends to public and private laboratories, homecare, government agencies and commercial organizations in Canada, United States and abroad. Kris has a unique insight and a thorough understanding of the healthcare sector. Education, experience and a flexible skill set has enabled Kris to achieve “Value”. A forward-thinker and innovator, Kris explores possibilities beyond the obvious and inspires staff and multi-jurisdictional stakeholders to achieve more than they thought possible.

Shams Akhundova is a talented, creative, thoughtful and compassionate H-R professional seeking to provide inclusiveness and totality to the world of H-R for the organization, management, staff and direct stakeholders.