

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

Chicken & Floor Wax - The Secret to Employee Engagement

Christine Bruce, BHA, MLT, CLQM, LSSBB

Session Description:

This session will review a year of strategies taken by the integrated leadership team at both Grand River and St. Mary's General Hospitals. The strategies range from environmental changes to employee rewards, and how those tactics translated into improvements in the areas of absenteeism, productivity, workplace joy, and interdepartmental collaboration. It all started with the simple waxing of a floor.

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

1. Understand some lab specific and accessible engagement strategies
2. Appreciate how strategies can be applied to your workplace
3. Reflect on some positive outcomes and how those could translate to your workplaces

Speaker Bio:

As a multi-faceted senior leader in the Canadian medical laboratory and diagnostics services industry, Christine has spent her 20-year career primarily leading laboratory services delivery in both the private and public sector. Currently she serves as the Administrative Director for Pathology & Laboratory Medicine at the Grand River and St. Mary's General Hospitals in Kitchener ON. Christine has held varied positions in the key areas of new testing, business development, operations management, quality, and integration of mergers and acquisitions, where she has demonstrated a special talent for divining creative solutions to improve and expand laboratory testing applications, while also championing innovation, high employee performance and client service. A MLT since 1997, Christine also holds a Bachelor of Health Administration, Certified Human Resource Leader, Lean Six Sigma Black Belt, and Clinical Laboratory Quality Manager certification.

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

Sponsored by In-Common Laboratories

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

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 HR 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 HR/Top Talent framework
4. Understand what your role in “owning” strategic HR 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 HR professional seeking to provide inclusiveness and totality to the world of HR for the organization, management, staff and direct stakeholders.