

The Trillium Gazette

CLINICAL LABORATORY MANAGEMENT ASSOCIATION TRILLIUM CHAPTER



Volume 9.2

August, 2002

TRILLIUM CHAPTER MISSION, VISION AND VALUES

MISSION: The CLMA Trillium Chapter is a clinical management organization which supports its members by leveraging its leadership position to be unlike any other association. As the premier health care management

association, we provide education, networking and professional credibility to our members.

VISION: We will create opportunities for personal and professional development through innovation, influence and integrity.

VALUES: Integrity, Influence, Innovation.

MESSAGE FROM THE PRESIDENT

As the readers may already be aware, this will be my last report as President of the Trillium Chapter. I offer my support and congratulations to my successor, Pat Everitt who will become your next president.

We achieved a great deal during my term. We did a lot of marketing, and are now beginning to achieve recognition from several groups within the MOHLTC and professional organizations. Marketing this group has not been difficult, because of the calibre of the very educated and experienced professionals.

We prepared position papers on human resources within Ontario laboratory medicine and laboratory services restructuring. We started the organization of the National Congress on Clinical Systems Management that will be held in April 2004. Most of the events that occurred in the past 2 to 4 years were in conjunction with other healthcare organizations.

The Trillium Chapter supported several groups in the past few years. NorOnt, Kenora Rainy River group, and even the international CLMA, received support from us.

The Trillium Chapter held an event at Queens Park during Medical Laboratory Week. It was attended by CLMA members, educators, government workers, politicians as well as



Clifford Hatcher

laboratorians from other organizations. The Chapter will be promoting laboratory medicine to the general public in the next few years, and will be attracting the secondary school students to the profession that is in demand.

Although I will no longer be the President, I will continue to serve the Trillium Chapter. I will be a member of the organizing committee for the 2004 Congress, and look forward to this job. I will be meeting with community groups to extol the virtues of laboratory medicine, and I challenge every laboratory professional in Ontario to do the same. I will continue to be on the Board for two more years, and will be on at least one committee.

I want to thank our sponsors that have supported us over the years. Without them we could not have achieved some of our many goals.

I have had the support of a lot of people during my period in office. All of the people on the Board and the committees do more work for this organization than one could ever imagine—unless you are one of them. It has been a great pleasure and privilege over the past two years to have held the position.

Clifford Hatcher
President

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New Logo

When the Trillium Chapter was first formed in 1993, the founding Board had a number of important issues to deal with. Creating a logo to represent the Trillium Chapter was one that was not at the top of their priority list. In fact, the logo did not get much attention or thought until just a few weeks before the inaugural meeting of the Chapter.

David Piper and *Lloyd Kennedy* put their thought to paper creating the logo we have all grown to associate with the Trillium Chapter. They included the CLMA logo with a stylized trillium, the provincial flower for Ontario plus a tag line (Trillium

(Continued on page 6)

9th ANNUAL GENERAL MEETING OF CLMA TRILLIUM CHAPTER



Eva Procter
Elect President

The CLMA Trillium Chapter held their 9th Annual General Meeting at MDS Laboratories on August 15, 2002 from 1400 to 1600. There were 21 members who attend the AGM at MDS Laboratories' 100 International Blvd site to conduct the business of the Chapter.



Barb Lemay
New Director

Members heard a President's Report from Clifford Hatcher who is completing his term as President of the Trillium Chapter and moving on to his role as Past President. Kevin Orr presented his Treasurer's Report showing the Chapter is doing very well financially--thanks to the support of our sponsors and our members. The Chapter is positioned to provide even more value to the membership in the future

Vince D'Mello, the outgoing Past President and the Chair of the Nominating Committee reported the results of the election of officers and the results of the mail in ballot for bylaw changes.

Pat Everitt, the incoming President for

the Trillium Chapter outlined the future directions to which she plans to take the Trillium Chapter during her appointment as President of the Chapter.

Dozens of sponsors and committee members were recognized for their contributions to the Chapter and CLMA. The AGM was followed by a wine and cheese reception and an opportunity to network.



REPORT FROM THE NOMINATING COMMITTEE

Committee Members:

Glen Dietz
Sandra Krakower
Vince D'Mello (Chair)

The Committee is happy to report that we set a new record by receiving 9 nominations for election to the Board by the deadline date of March 31, 2002. Each of the candidates was well qualified to serve on the Board of Directors.

183 ballots were mailed to members in June with a submission deadline of July 17, 2002. 106 ballots were returned with one (1) spoiled ballot. This represents a **58%** return rate, which again breaks all previous records for a mail in ballot and demonstrates strong membership participation and interest in the election process.

The results of the election are as follows:

President Elect: Procter, Eva (Acclaimed)

Directors: (listed in alphabetical order)

Fox, Robert
Lemay, Barbara
Mercuri, Pat

Chapter by-laws

- 90% of respondents were in favour of the proposed by-law changes
- 1% of respondents were not in favour of the changes
- 9% of respondents did not answer the questions.

Congratulations and best wishes to those who were elected. We look forward to you representing the interests of the membership in the years ahead.

The Committee would also like to say a special thank you to the candidates who were not successful this time for their participation in making this an exciting election and encourage them to get involved in serving the Chapter in other ways in the future.

Vince D'Mello
Past-President
Chair - Nominations Committee

CLMA BOARD AND COMMITTEE MEMBERSHIP AS OF OCTOBER 2002

BOARD AS OF OCTOBER, 2002

Clifford Hatcher

Past President

Patricia Everitt

President

Eva Proctor

President elect

Norma Layno

Secretary

Kevin Orr

Treasurer

Libby Mc Hardy-Hall

Board member

Diane Burella

Board member

Bonnie Reib

Board member

Robert Fox

Board member

Barbara Lemay

Board member

Pat Mercuri

Board member

OUTGOING BOARD MEMBERS

Wendy Gilmour

Glen Dietz

Vince D'Mello

COMMUNICATIONS COMMITTEE

Glen Dietz* - *Chair*

Betty Anne Clark*

K. Wayne Coughlin

Bonnie Reib*

Linda Sharpen*

Maricon Sanelli

EDUCATION COMMITTEE

Barbara Lemay - *Chair*

Linda Crawford

James Crumb *

Brian Lowe

Terry McCartney*

Vince D'Mello *

Jim Tuckerman

Maureen MacDonald

Brenda Rafter-Tadgell

EXTERNAL RELATIONS

Diane Burella * - *Chair*

Rachel Baillargeon

Albert Lee

Bernadette Lee-Yaw

David More

Wendy Gilmour *

Clifford Hatcher *

INDUSTRY PARTNERS COMMITTEE

Libby Mc Hardy-Hall * - *Chair*

Aleksandra Beverly

David Carson

Helen MacDonald

Robert Harvey *

Kathy MacKay

MEMBERSHIP

Liz Fletcher - *Chair*

Pat Everitt *

Wendy Gilmour *

Emmanuel Mba*

Sheila Boss

Dee Mc Leavey

REACTOR PANEL

Vince D'Mello * - *Chair*

Conrad Begin

Susan Brassington

Mary Anne Cecutti

Betty Anne Clark *

Ahmed Coovadia

James Crumb*

Glen Dietz *

Patricia Everitt *

Louise Fuite

Brenda Grant

Robert Harvey *

Clifford Hatcher *

Iris Anne Japs

Norma Layno *

Barbara Lemay *

Denis Mac Donald

Cheryl Mac Innes

Emmanuel Mba *

Terry Mc Cartney *

Marion Mc Chesney

Chee-Yuen Meaney

Pat Mercuri *

David More *

Bryon Palmer

Anna Robinson

Linda Sharpen *

Sheila Woodcock

Note * shows those on multiple committees



CLINICAL LABORATORY MANAGEMENT ASSOCIATION

with support from



QMP-LS - THE QUALITY MANAGEMENT PROGRAM – LABORATORY SERVICES

Presents workshop:

IT'S NOT JUST SOPs ANYMORE

Friday, November 22nd in Burlington at

Burlington Convention Centre

1120 Burloak Drive, Burlington, Ontario

and repeated

Monday, November 25th in Ottawa

The Blue Room, 1st Floor, Civic Parkdale Clinic, 737 Parkdale Avenue,

Civic Cmpus, The Ottawa Hospital, Ottawa, Ontario

See the end of the Gazette
for the Brochure!

FACULTY

Lucia M. Berte, MA, MT(ASCP)SBB,DLM;
CQA(ASQ)CQMgr, Quality Systems Consultant, P.O. Box
1218 Westminster, CO 80036-1218; phone/fax: (303) 487-
1135; e-mail:lberte@msn.com

Maureen MacDonald, MLT, ART, BAS, Quality Systems
Team Leader, Dept. of Paediatric Laboratory, Medicine,
Hospital For Sick Children, Toronto

Paul Derksen, BEng, CQIA (ASQ), Quality Systems
Analyst, Dept. of Paediatric Laboratory Medicine, Hospital
For Sick Children, Toronto

Workshop Program

0730– 0830 On-site Registration and coffee.

Please note the early 0830 start because of a full program.

0830 – 0845 Welcome and Introductions

0845 – 0945 Documents: Requirements and types

0945 – 1015 Policy documents and when to use them

1015 – 1030 *Break*

1030 – 1100 Group work: Drafting a policy document

1100 – 1130 Process: Concept and documents

1130 – 1200 Group Work: Constructing a process flowchart

1200 – 1300 *Lunch*

1300 – 1330 Identifying SOPs from a flowchart

1330 – 1400 Introduction to Procedure types

1400 – 1500

1500 – 1515

1515 – 1545

1545 – 1615

1615 – 1630

1630 – 1730

Group work: Draft an SOP

Break

Overview of Document Control

Software application to document management

Wrap-up and Q&A

Wine and Cheese Reception

Registrants will be seated 6 to a table, to facilitate the small group work that will occur during the day. This workshop presents a fresh approach to the different types of documents and their uses in the medical laboratory. The newest requirements for documents are reviewed and participants will practice drafting them. In addition, electronic solutions to document creation, review, and management will be presented.

Successful implementation of such a system, with reference to NCCLS Guideline GP2*, will enable the laboratory to more easily meet the requirements of the Ontario Laboratory Accreditation Program, and the proposed ISO 15189 requirements for quality and competence of medical laboratories.

Examples of documents developed by the Hospital for Sick Children in Toronto will be used. Participants may find it advantageous to acquire a copy of the NCCLS guideline, but it is not required for participation in this seminar.

Our presenters have broad experience in quality systems, and include Luci Berte, who chaired the NCCLS committee for the newly published version of GP2.

* the new NCCLS Guideline on Clinical Laboratory Technical Procedure Manuals: GP2-A4, April 2002.

Education Committee

By Barb Lemay (Education Committee Chair)

2003

2002 Fall Education Day

The CLMA Education Committee is excited to announce an expansion to their Fall 2003 Education Day seminar! In an effort to reach more CLMA members within Ontario, the CLMA Board has approved on a trial basis, the opportunity to repeat an Education Day topic in the Ottawa area this coming fall. QMP-LS has offered to sponsor and collaborate with CLMA to help promote and facilitate these days.

“It’s Not Just SOP’s Anymore” will be held on November 22, 2002 in Burlington AND November 25, 2002 in Ottawa. We are fortunate to have as the main presenter - Lucia M. Berte, MA, MT (ASCP) SBB,DLM; CQA(ASQ) CQMgr, Quality Systems Consultant. Luci has broad experience in Quality Systems and has chaired the NCCLS Guideline of Clinical laboratory Technical Procedure Manuals: GP2-A4, April 2002. Maureen MacDonald and Paul Derksen will be sharing their experiences and document examples from the Hospital for Sick Children. Our presenters will provide valuable tools for participants. The day will include review of document requirements and types; when to use policy, process and procedure documents; identifying SOPs from flowcharts; document control and software application for document management. The day will provide an excellent opportunity to network, ending with a wine and cheese reception. Please see details in the CLMA Education Day Registration Flyer.

Register early – space is limited!

Barb Lemay (Education Committee Chair)
 Brant Community Healthcare System
 Brantford General Hospital
 200 Terrace Hill Street
 Brantford, ON
 N3R 1G9
 Email: blemay@bchsys.org

York University – Schulich School of Business Workshop

The CLMA Education Committee is also planning a fourth York University, Schulich School of Business Workshop. The topic this year will be **“Negotiation for Success”**. New research on negotiating has changed the way managers in many organizations negotiate. This seminar has been designed to provide managers and other employees with an opportunity to analyze their own negotiating styles, to develop a practical understanding of effective negotiating behaviours, and to improve their ability to plan and conduct successful day-to-day negotiations on each of the issues they face both at work and at home. This 2-day workshop will tentatively be held in January or February 2003 (dates and location to be confirmed). Registration information will follow later this fall. Keep your eyes posted and send in your registration early – this successful education session has filled up quickly each year!

Chapter Sponsors

Abbott Laboratories	MDS Inc.
Bayer Inc. Diagnostics Division	NOVA Biomedical - Canada Inc.
Becton Dickinson - Canada	Ortho-Clinical Diagnostics
Beckman - Coulter Bio-Rad Laboratories	Quality is Key Ltd.
Gamma-Dynacare Laboratories	Roche Diagnostics, Canada
Inter Medico Inc	Somagen Diagnostics Inc.
Lifescan Canada Ltd.	Sure Screen Corporation
London Scientific Ltd.	TISMO Corporation
	Toronto Medical Laboratories
	Triple G

CLMA Board Members

Cliff Hatcher	President	(613) 394-0258
Pat Everitt	President Elect	(416) 213-4258
Vince D’Mello	Past President	(416) 861-9605 ext. 27
Norma Layno	Secretary	(416) 495-2474
Kevin Orr	Treasurer	(905) 812-3434
Diane Burella	Director	(905) 470-2520
Glen Dietz	Director	(519) 685-8300 ext. 75351
Wendy Gilmour	Director	(416) 480-4044
Libby McCarty-Hall	Director	(905) 405-2922
Bonnie Reib	Director	(416) 813-8068

Canuck Night 2002

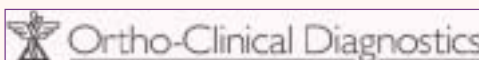
Canuck Night is an annual event at the CLMA Annual Meeting. It is jointly organized by the Trillium Chapter and the British Columbia Chapter of the CLMA. Canuck Night provides Canadian delegates to the CLMA Annual Meeting with an opportunity to network and to renew friendships with fellow Canadian delegates (and sometimes with Canadian Wannabees).

This cocktail reception has earned the reputation of THE social event of the entire Annual Meeting, thanks to the good times, good company and good planning that goes into organizing the event. In fact, many of our American colleagues attempt

to crash the party by claiming to have Canadian roots, or who simply tagged along.

This year's Canuck Nite gathering was held at the New Orleans Marriott Hotel in New Orleans on Saturday, June 29, 2002-17:30 to 20:00. There were more than 80 Canucks who attended this year's event.

A Special Thanks To Our Sponsor



Without your generosity, Canuck Night would not be possible.

New Logo

(Continued from page 1)

Chapter) to help those who could not recognize a trillium.

We are not sure if Dave and Lloyd have ever been thanked for their efforts, so the Board would like to take the opportunity to express our gratitude for their effort 9 years ago. Thanks Dave and Lloyd!

With improvements to printing equipment and the Internet, we needed to give our logo a face lift to ensure that we can present the best image for our Chapter.

Therefore, the Board took on the challenge of redesigning the logo and the guiding principles for using the logo.

With the assistance of a graphic artist we selected simplified version of the logo which simply includes the CLMA logo and the Trillium Chapter tag line. We have tested different methods of reproducing the new logo and are impressed with the way the logo is presented.

For web sites and printed material, we propose adding graphical images of trilliums.

Employment Opportunities

Do you have employment opportunities for laboratory personnel? Are you looking for employment in a laboratory related field? Advertise in the Trillium Gazette and reach the leaders in the laboratory profession.

Advertise job opportunities from \$25.00. Members searching for employment can advertise without charge.

To place your ads, contact Glen Dietz at:
glen.dietz@lhsc.on.ca



The Trillium Gazette

Trillium Chapter

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Circulation:

The Trillium Gazette is distributed to all CLMA Trillium Chapter members and sponsors.

Deadlines for Submissions to the Gazette:

The Communications Committee publishes four editions of the Trillium Gazette per year.

SUMMER EDITION:

P last date for submissions is August 1st
R to be mailed August 15 th.

FALL EDITION

P last date for submissions is November 1st
R to be mailed November 15 th.

WINTER EDITION

P last date for submissions is February 1st
R to be mailed February 15 th.

SPRING EDITION

P last date for submissions is May 1st
R to be mailed May 15 th.

If you want to submit an article in The Trillium Gazette, send your article to:

Glen Dietz,
41 Cheviot Place
London, Ontario
N6C 4Z1,
or by e-mail at: glen.dietz@lhsc.on.ca

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Designed by Eliza Andronesi



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Maureen MacDonald, MLT, ART, BAS, Quality Systems Team Leader, Dept. of Paediatric Laboratory, Medicine, Hospital For Sick Children, Toronto

Paul Derksen, BEng, CQIA (ASQ), Quality Systems Analyst, Dept. of Paediatric Laboratory Medicine, Hospital For Sick Children, Toronto

Registration Form - November 22nd and 25th 2002 Workshops
IT'S NOT JUST SOPs ANYMORE

This form is being used as the registration form for both workshops, which are identical in content: **you must indicate which workshop you will be attending, otherwise this registration will be returned:**

Ottawa

Burlington

Please register early – there will be a limit of 96 registrants in Burlington and 48 in Ottawa. Registrations on-site will not be accepted for these workshops.

Name (to appear on registration badge): _____

Work Location (to appear on badge): _____

Mailing address: _____

Phone: _____ Home: Work:

Email: _____

Registrants must provide an email address to allow confirmation of registration and communication of any information about cancellations.

Payment (see below) \$ _____ Date: _____ Member: Non-member:

Registration includes nutrition breaks, lunch, and wine and cheese reception.

Please check off one of the following boxes:

Pre-registration including payment postmarked on or before November 8th, 2002:

CLMA Member: \$ 80.00 Non-member \$120.00

Registration postmarked after November 8th, 2002:

CLMA Member: \$120.00 Non-member \$160.00

Payment must accompany registration.

We regret that we do not have the capability of handling payment by credit or debit card. No refunds after November 8th, 2002. The CLMA Trillium Chapter reserves the right to cancel one or both workshops if registration is low, and the payment will be returned. If your choice is cancelled, please check here if you wish your registration to be applied to the other location:

Make cheques payable to: CLMA Trillium Chapter, and mail to:
Brian Lowe, 12 Shoreview Ct., Bowmanville, ON L1C 3V2.

For information please contact Brian at: brianjlowe@rogers.com

IT'S NOT JUST SOPs ANYMORE

Friday November 22nd, 2002 in Burlington in the Burlington *Convention* Centre, 1120 Burloak Drive, Burlington, and repeated

Monday November 25th, 2002, in Ottawa in the Blue Room, 1st Floor, Civic Parkdale Clinic, 737 Parkdale Ave., Civic Campus, The Ottawa Hospital, Ottawa

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1500 – 1515	Break
1515 – 1545	Overview of Document Control
1545 – 1615	Software application to document management
1615 – 1630	Wrap-up and Q&A
1630 – 1730	Wine and Cheese Reception (Burlington)
1630 – 1730	Refreshments (Ottawa)

Registrants will be seated 6 to a table, to facilitate the small group work that will occur during the day. This workshop presents a fresh approach to the different types of documents and their uses in the medical laboratory. The newest requirements for documents are reviewed and participants will practice drafting them. In addition, electronic solutions to document creation, review, and management will be presented.

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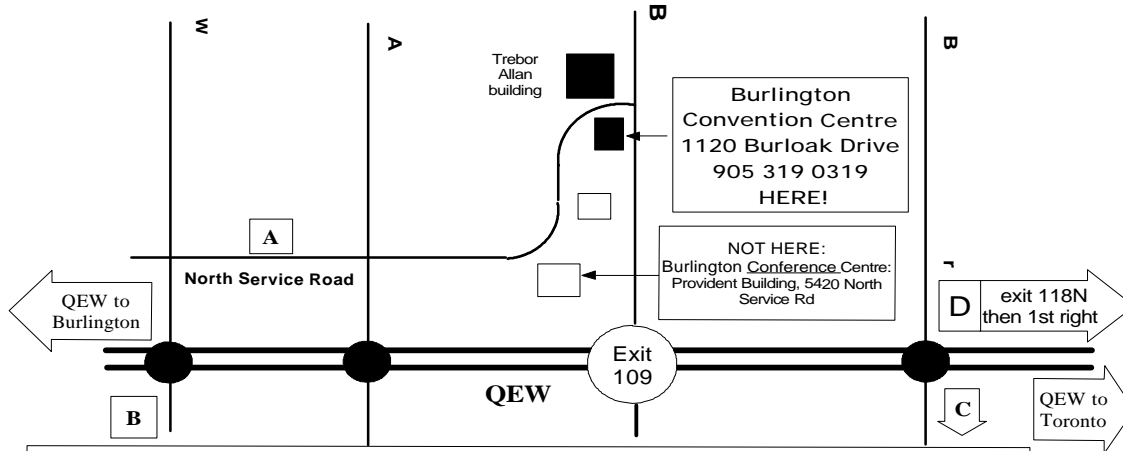
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*the new NCCLS Guideline on Clinical Laboratory Technical Procedure Manuals: GP2-A4, April 2002.

Burlington Location: Burlington CONVENTION Centre

Hotel Key:
 A = Motel 6: 4345 North Service Road. Central: 1 800 466 8356. Direct: 905 331 1955
 B = Travelodge: 950 Walker's Line. Central: 1 800 578 7878. Direct: 905 639 9290
 C = Quality Hotel & Suites: 111 Bronte Rd (Hwy 25). Central: 1 800 228 5151. Direct: 905 847 6667.
 D = Ramada Inn: 360 Oakville Place Drive. Central: 1800 272 6232. Direct: 1 905 845 7561

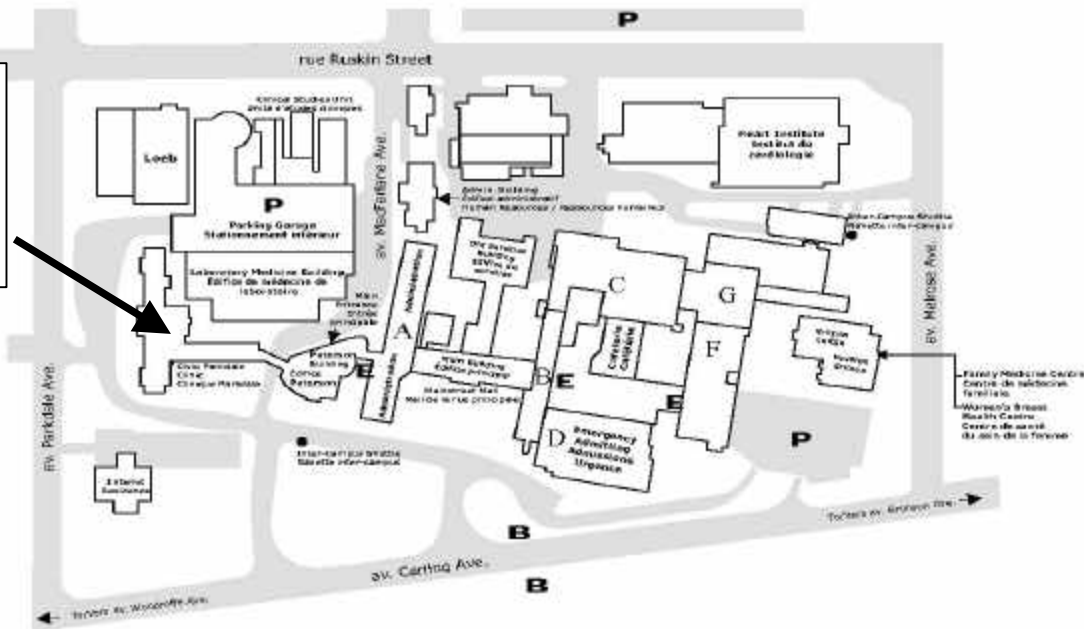


Take QEW to exit 109, Burloak. If driving west on the 407, exit south on Hwy 25, Bronte Road, to the QEW then west to exit 109. From QEW go North on Burloak - you will see the Burlington Convention Centre on the left, after the traffic lights. Note that we are in the The Burlington CONVENTION Centre, not the nearby Burlington Conference Centre. **Parking:** Ample parking around the building.

Civic Campus – Campus Civic

1053 av. Carling Ave., Ottawa, Ontario K1Y 4E9 – Tel./Tél.: (613) 761-4000

Workshop in Blue Room, 1st Floor, Parkdale Clinic. Park in Garage.



Maps also available at:
<http://www.ottawahospital.on.ca>

Nearby Hotels:

Embassy West Hotel, 1400 Carling Ave. 613 729 4331, 800 267 8696.
<http://www.embassywesthotel.com>
 Best Western Macies Hotel, 1274 Carling Ave. 613 728 1951, 800-268-5531.
http://www.bestwestern.com/prop_66023

Downtown Hotels:

Delta Ottawa Hotel & Suites, 361 Queen. 613 238 6000, 800 268 1133.
 Crowne Plaza, 101 Lyon St. 613 237 3600, 1 800 2-CROWNE
 Chateau Laurier, 1 Rideau. 613 241 1414, 800 441 1414.
 Lord Elgin Hotel, 100 Elgin. 613 235 3333, 1 800 267 4298.