

# The Trillium Gazette

CLINICAL LABORATORY MANAGEMENT ASSOCIATION TRILLIUM CHAPTER



Volume 10.1

February, 2003

## 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.

## PRESIDENT'S MESSAGE FOR SPRING 2003 ISSUE

*This year we are celebrating our 10th Anniversary as a Chapter! - watch for the upcoming issues of this newsletter for more information of our special 10-year task force.*

*As I write this, I am in Florida - Orlando to be exact. Why should you care? Because I am here representing your Chapter at the Clinical Laboratory Management Council of Chapter Presidents. Now that's a mouthful!*



Pat Everitt

*This is one of my favorite meetings and one of the many benefits of being Chapter President. The group at the meeting includes the CLMA Board, the head office staff and Chapter Presidents from across North America. I always learn something new. We have fun. And, most importantly I get to connect with a really dynamic group of people to share ideas about how to make the CLMA of more value to you.*

*At the Florida meeting, we had a series of presentations and discussions including:*

- The group discussed ways we could enhance the profile of medical technology with the government.
- The Utah chapter gave a great presentation about the upcoming CLMA convention in Salt Lake in June 2003.
- HQ gave us updates about website changes, some related to increasing

*privacy requirements - which means that it is important that you update your information on the site ([www.clma.org](http://www.clma.org)) Have your membership number handy and check out your profile.*

### *Here in Ontario:*

• The Director of Health Planning at the Ministry, Diane McArthur, responded to our letter saying that she looked forward to working with the Trillium Chapter along with other organizations to address the human resources needs

of medical laboratory technologists.

• Nominations for the Board positions are due March 15th. We welcome nominations for the Board and we also always welcome committee and task force volunteers.

• During National Medical Laboratory Week (8th of April in Canada this year) we plan to hold the CLMA-MDS reception for government and the media at Queens Park again, as long as an election doesn't interfere.

• Plans for the CLMA-CCHSE 2004 National Conference are coming along well.

*Hope the year 2003 is a happy, healthy and rewarding one for all of you.*

Sincerely  
Pat Everitt

President,  
CLMA Trillium Chapter

### Inside of this issue:

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## CALL FOR NOMINATIONS

The Trillium Chapter of the CLMA is seeking nominations for Officer and Director positions on its Board to be elected by mail-in ballot later in the year. We need top notch candidates and many of them.

Please do not put the enclosed nomination form on top of the pile on your desk because soon it will in the middle of the pile. Please immediately phone 2 or 3 potential candidates and tell them you would like to nominate them. Do it now before you finish reading the Gazette.

The Chapter is very strong and getting stronger. We can only maintain this momentum with your support.

(see pages 6 -7)

## Letter from the President



Clinical Laboratory Management Association  
Trillium Chapter

Dear CLMA Trillium Chapter Members:

We are very pleased to send you the enclosed CD ROM, which contains two excellent presentations celebrating medical laboratory technology.

One of the major CLMA Chapter goals is to increase the public awareness of the value we bring to health-care and the presentations on this CD are intended to help achieve that goal.

As you are aware, medical laboratory professionals are Canada's third largest group of healthcare providers. And the testing information we provide influences more than 70% of healthcare decisions yet represents less than 10% of the overall health care spending. But, because we operate behind the scenes, our vital contribution to people's health often goes unrecognized.

Please share these presentations with your friends, family, coworkers and your community to show them the valuable contribution we make to health care and the pride we all share in our profession.

And, feel free to contact me at 416-213-4258 or at [pateveritt@rogers.com](mailto:pateveritt@rogers.com)  
Sincerely

Patricia Everitt  
President  
CLMA Trillium Chapter

[www.clmatr.com](http://www.clmatr.com)

## PROMOTING MEDICAL LABORATORY TECHNOLOGY

Over the next few weeks, Trillium Chapter members will receive a CD in the mail which will help them to promote Medical Laboratory Technology. There are two presentations on the CD.

The first is a self-running Power Point presentation which was created for the April, 2002 Medical Laboratory Technology celebrations held in the Provincial Legislature. This presentation is an explanation of the role of Medical Technology and includes photos depicting the activities of laboratory professionals.

The second presentation is a seven-minute video clip which was created from the video CLMA showed during their opening ceremonies in June, 2002. This video shows patients and other health care providers expressing their thanks to laboratory professionals for their contributions to the health care system.

When you receive your copy of the CD, take a few minutes to review both of these presentations. If you are planning events that highlight or promote Medical Laboratory Technology feel free to make use of either of these presentations to enhance the event.

**DID YOU SAY "PARTY"?**

**Be There or Be Square !!**

**Canuck-Away-From-Home-Nite,  
Salt Lake City version**

**Tuesday, June 24, 6-8 pm  
Location TBA**

# Education Committee Update

By Barb Lemay ( Education Committee Chair )



Barb Lemay

## 2002 FALL EDUCATION DAY

The CLMA Education Committee wants to thank all the participants, speakers and facilitators for an outstanding Fall Education Day! Due to high demand for the topic, the session was expanded to an extra day in Ottawa and Burlington!

*"It's Not Just SOP's Anymore"* was held on November 21 and 22, 2002 in Burlington AND November 25, 2002 in Ottawa. The main presenter was Lucia M. Berte, MA, MT (ASCP) SBB,DLM; CQA(ASQ) CQMgr, Quality Systems Consultant. Luci's broad experience in Quality Systems was shared with over 250 people. The day covered many aspects of designing, implementing and evaluating policies, processes and procedures. Maureen MacDonald and Paul Derksen gave excellent examples of the policies in development and document control at the Hospital for Sick Children in Toronto.



Albert Lee, Ruth Jaeger, Barbare Kenaud & Michael Anderson



Lori Blande & Norma Layno



David Withehead, Brenda Rafter-Tadgell & Deborah Parent

### Comments from the day included:

- " Today's workshop was very helpful in understanding SOP's."
- " Useful information to bring back to the hospital. Furthermore, presenters did a wonderful job!! "
- " Lucia Berte is an excellent speaker - info was very pertinent! "
- " Excellent workshop. Very applicable information. Very timely given the task we all face!! "
- " Lucia Berte was excellent. Her presentations were extremely beneficial and helped put entire OLA into perspective. "

"Getting to yes" by Lewicki (1999) was suggested reading along with many websites on business negotiating.

It is too soon for the summary of the feedback from the day, but many positive comments were received. One participant stated that it was just what she needed and she had never realized that negotiations could be so successful that both "sides" can obtain more than what was hoped for!

## NEW EDUCATION CHAIR SOON!

The new Chair of the Education Committee will be **Maureen MacDonald!** She will be taking on her new responsibilities in the Spring. Maureen brings many qualities and skills to the position that will further enhance the Education Committee's commitment to provide successful Education Days for CLMA members. During the past two years, it has been a very rewarding experience filling the Chair position. I thank all the Education Committee and Trillium Chapter members for their support. I look forward to continuing on as a Committee member and working with a wonderful team of laboratory professionals.

## 2003 YORK UNIVERSITY

### Schulich School of Business Workshop

*"Negotiating for Success in Business"* was led by David Whitehead, a faculty member at Brock University. He received his MBA from York University and a Ph.D. from both Chicago and Western Universities. Utilizing case studies over two intensive days, 17 participants practiced distributive and integrative negotiating processes. Lessons learned included *"there is no one best way for all situations"* and *"the key is understanding the process"*. Always reflect, evaluate and learn.

David also provided excellent resources for further study.

# Heart of the City

[www.mtsinai.on.ca](http://www.mtsinai.on.ca)

**MOUNT SINAI HOSPITAL** is recognized nationally and internationally for its excellence in the provision of compassionate patient care, teaching, and research. Our key priority programs are Women's and Infants' Health, Surgical Subspecialties and Oncology, Internal Medicine and Subspecialties, and the Samuel Lunenfeld Research Institute. We are a University of Toronto affiliated patient care, teaching, and research centre. Consider joining our dynamic team!

## Pathology & Laboratory Medicine Leadership Positions

*The Department of Pathology and Laboratory Medicine (PLM) provides Mount Sinai Hospital, as well as institutional and corporate clients, with leading-edge laboratory services including ambulatory patient services, point of care testing, anatomical and molecular pathology, laboratory genetics, cytopathology, biochemistry, haematopathology, blood transfusion, and bone banking. We provide medical and scientific education for University of Toronto graduate students, undergraduate medical and dental students, and fellows. We also provide continuing medical and scientific education for specialty practitioners and technical education for community college medical laboratory technology students.*

### Manager, Pathology

You will manage the histology and cytology section of the PLM department ensuring that an efficient and effective laboratory service is provided on a continuous basis and departmental and sectional service standards are met. You are currently registered with the CMLTO and have at least five years' related supervisory experience in a clinical laboratory operation related to histology and/or cytology.

### Manager, Laboratory Informatics

You will manage the laboratory informatics functions of the PLM and microbiology departments including staff, resources, IT infrastructures, and user services that provide stable, predictable, and responsive services to our internal and external end-users. You have a degree in computer science or health administration or related experience in laboratory informatics or a related discipline. With your comprehensive informatics and project management experience in a medical laboratory or health care environment and sound knowledge of telecommunications and computer hardware and software, you will ensure that service is provided for a variety of end-users.

### Supervisor, Genetics & Molecular Diagnostics

Registered with the CMLTO as an MEI, you are a university graduate with demonstrated leadership qualities and the ability to establish effective working relationships. Your experience encompasses clinical genetics, molecular genetics, and/or cytogenetics with at least three years' technical expertise in a clinical laboratory environment.

If you are a results-oriented individual looking for a challenging and rewarding opportunity, please apply to: **Human Resources, MOUNT SINAI HOSPITAL**  
600 University Avenue, Toronto, ON M5G 1X5 Tel: (416) 586-5040  
Fax: (416) 586-5045 e-mail: [humanresources@mtsinaion.ca](mailto:humanresources@mtsinaion.ca)

We thank all candidates for applying. Only those selected for an interview will be contacted.  
We are a fully accredited hospital and an equal opportunity employer.



## Letter from the Ministry of Health and Long-Term Care

## CHAPTER SPONSORS

**BILLING FOR NON-OHIP LISTED TESTING**

It has come to our attention that some hospitals in the SW Region are charging out-patients for tests which are not in the Ministry's Schedule of Benefits for Laboratory Services. Please note that the Schedule of Benefits for Laboratory Services applies to community laboratories and physicians, but does not apply to hospitals. Services provided by hospitals are insured hospital services as opposed to insured laboratory services.

For example, some of the tests in question are: anticardiolipin, lupus anticoagulant, Factor V Leiden, homocysteine, Protein C and Protein S for

which community laboratories are not licensed (with the exception of homocysteine) and all are not listed in the Ministry's Schedule of Benefits for Laboratory Services.

On occasion, tests not listed in the Schedule are collected in the hospital setting in order to avoid additional costs to the patient. In this instance, the cost of laboratory testing is considered to be covered in the hospital's global budget. The ministry is aware of the increase in laboratory services being provided by many of your facilities. However, hospitals cannot bill patients from the community when these tests are only available

through hospital laboratories. Please forward this information to the appropriate department(s) in your hospitals. If there are any questions regarding this e-mail, please contact your Hospital Consultant.

Thank you,

**Jennifer Van Sickle**  
Program Manager  
Ministry of Health and Long-Term Care  
Health Care Programs,  
Southwest Region  
201-231 Dundas Street  
London ON N6A 1H1  
519-675-7751  
1-800-663-3775

Abbott Laboratories  
Bayer Inc. Diagnostics Division  
Becton Dickinson - Canada  
Beckman - Coulter  
Biomerieux  
Bio-Rad Laboratories  
Gamma-Dynacare Laboratories  
Inter Medico Inc  
Ortho-Clinical Diagnostics  
London Scientific Ltd.  
MDS Inc.  
NOVA Biomedical - Canada Inc.  
QSE/The Harrington Group  
Roche Diagnostics, Canada  
TISMO Corporation  
Toronto Medical Laboratories  
Triple G

## National Medical Laboratory Week - So, you would like to promote your laboratory in the local media!

Many communities have a newspaper or local TV station. These are great places to promote your laboratory to the public. Everybody knows where their local hospital is but many people do not know that an entire team of professionals will be involved in their care. This, of course, includes the Medical Laboratory Technologist.

### Taking Action

- Contact your local health reporter, newspaper or TV or both.
- Explain that you would like to promote Medical Laboratory Technology.
  - using Medical Laboratory Week gives the reporter an automatic "angle" or reason for doing a story now
- Review the aspects of the Laboratory of which the public is not generally aware.
  - technology used, special techniques
- Suggest a focus for the story.
  - follow a specimen, from start to finish, through the testing process
- Involve the Laboratory staff.
  - people like to see real people doing real work, not just a spokesperson talking about the work

On an ongoing basis, get to know the staff of your own organization's communication or public relations department, or the equivalent. Remember, if you are always open to them visiting your Laboratory, you will increase the number of opportunities beyond just Medical Laboratory Week to promote your Laboratory!

Submitted by:  
Cheryl Harrison  
Manager, Laboratory Medicine  
Peterborough Regional Health Centre



# Call for Nominations

## WE NEED YOUR HELP AND SUPPORT

The Trillium Chapter of the CLMA is seeking nominations for Officer and Director positions on its Board. This will be a mail-in ballot only. The election results will be announced at the next AGM scheduled for **August 2003**. Further details will follow about the AGM. Position descriptions are included on the next page.

**Please complete this form, attach a brief biography and email or mail to**

**Clifford Hatcher**  
*chatcher@kos.net*  
 163 Byron Street  
 Trenton, Ontario  
 K8V 2Y7

**DEADLINE DATE FOR NOMINATIONS** - postmarked no later than March 31, 2003

Members will receive a ballot listing all eligible nominees and their profiles by June 15, 2003.

There are 4 positions vacant:

- Treasurer - 1 position (2 Year term in office)**
- Secretary - 1 position (2 Year term in office)**
- Director - 2 positions (2 Year term of office)**

Name of candidate: \_\_\_\_\_

CLMA Membership #: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Board Position: \_\_\_\_\_

Nominated by: \_\_\_\_\_

Signature: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Seconded by: \_\_\_\_\_

Signature: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

I accept the above nomination:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Candidate Signature: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

## **POSITION DESCRIPTIONS**

### **TREASURER**

The Treasurer is responsible for accurate maintenance of Chapter finances and financial records, and for their collection, receipt, and disbursement. The outgoing Treasurer is also responsible for transfer of financial records and books of the Chapter to the incoming Treasurer, in a timely fashion.

***Duties:***

1. Submit an updated financial report at each Chapter Board meeting.
2. File tax forms, if required.
3. Collect membership dues and all fees, and maintain associated financial records (Executive Office will collect dues on request.)
4. Write cheques and make payments for Chapter financial obligations.
5. Work with the Board to set financial goals for the Chapter.
6. Submit annual reports to the Executive Office at the close of the Chapter financial year.

### **SECRETARY**

The Secretary shall be responsible for the maintenance of the official records of the Chapter. The outgoing Secretary is also responsible for transfer of documents (see item 3 below) to the incoming Secretary, in a timely fashion.

***Duties:***

1. Record all official suggestions of the Board of Directors, and business meetings of the Chapter.
2. Circulate copies of all unapproved minutes to the Board of Directors, or other persons at the request of the President, who should inform the Chapter Secretary of additional deletions, corrections and/or approval. Submit the final copy to the President.
3. Maintain records that include:
  - a. copies of the official minutes of all Board meetings and annual business meetings.
  - b. copies of all official correspondence.
4. Notify CLMA Executive Office of Board membership, after the 1st meeting following the AGM, and any changes between AGMs.

### **DIRECTOR**


A director is expected to take an active leadership role in Chapter development as well as assigned committee work in at least one statutory board committee such as Communications, External Relations, Membership, Industry Partners or Education.


***Duties***


1. Serve as chair or board liaison to a statutory committee
2. Act as a communication link between the committee and Board of Directors




## CLINICAL LAB DIRECTOR, CHEMISTRY


 TMP Worldwide is an executive search firm, offering professional recruitment services on a global basis. We are working on behalf of one of Canada's largest, most prominent medical diagnostic laboratories. It's recently expanded, state-of-the-art, main testing facility in Toronto's west end is now the largest of its kind in Canada and one of the largest in the world.


 This facility requires a **CLINICAL LAB DIRECTOR, CHEMISTRY**, who will be accountable for the efficient and effective administrative and technical operations of the Chemistry department. The primary functions include; overall technical excellence; utilization of resources; budget implementation and controls; and development of laboratory staff.

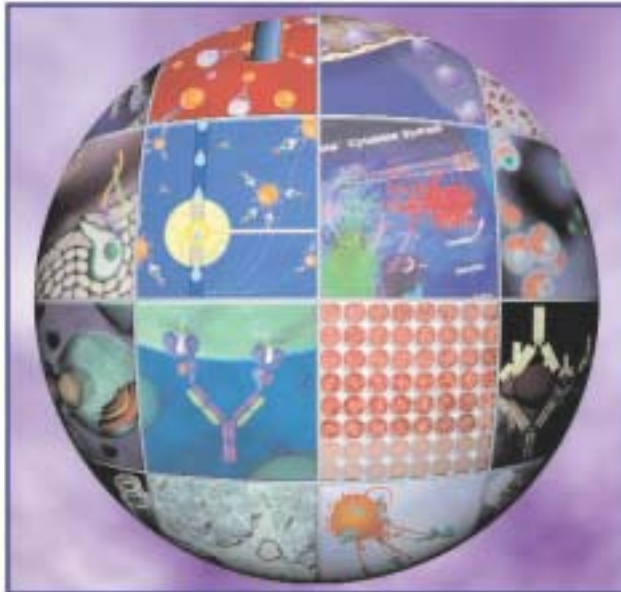
 The **CLINICAL LAB DIRECTOR, CHEMISTRY** reports to the Vice President and General Manager, and participates as a member of the senior management team by providing input into strategic business planning, and

overseeing all aspects of clinical service.

 The incumbent will be the key contact with the Ministry of Health regarding inspection and licensing requirements, and will review and analyze programs and systems to ensure continuous improvement targets are achieved.

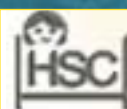
 The ideal candidate will be a C.M.L.T.O. Registered Medical Laboratory Technology and should possess an A.R.T. designation. The incumbent should have a minimum of 10 years' hands on experience in a clinical chemistry laboratory environment, including a minimum of 5 years' senior management experience.

 To apply to this or other postings, please visit our website at <http://lca.eresourcing.tmp.com/job/> or email us your resume at [eresourcing-botrie@tmp.com](mailto:eresourcing-botrie@tmp.com), quoting reference #2238 in the subject field of your message.



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DEPARTMENT OF PAEDIATRIC  
LABORATORY MEDICINE

## QUALITY SYSTEMS ANALYST

The Department of Paediatric Laboratory Medicine is seeking a successful candidate who will provide assistance to staff, particularly in the Accessioning, Chemistry, Genetic Metabolic, TDM/Toxicology, Haematology and Coagulation sections of the Core Laboratory in the development, implementation and evaluation of the quality management system. The candidate will have comprehensive expertise in the area of Quality Management.

To be considered for this opportunity the candidates should possess an Advanced Registered Technologist certificate or a Bachelor of Science degree or equivalent. Professional registration as an MLT with the CMLTO is also required. Comprehensive technical skills and knowledge, minimum of five years bench experience in a Core Laboratory, with specific background and experience in Quality Management processes and Clinical Chemistry and/or Haematology are essential.

For more information about the position, go to the Human Resources, Recent Job Postings at [www.sickkids.ca](http://www.sickkids.ca). Fax (416) 813-5671, E-mail: [hr.recruiter@sickkids.on.ca](mailto:hr.recruiter@sickkids.on.ca)



## 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](mailto:glen.dietz@lhsc.on.ca)**



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[labnetwork@rochediagnostics.ca](mailto:labnetwork@rochediagnostics.ca)

[www.rochediagnostics.ca](http://www.rochediagnostics.ca)

### CLMA Board Members

Pat Everitt	President	(416) 213-4258
Eva Proctor	President Elect	(416) 480 6100 ext.1593
Cliff Hatcher	Past President	(613) 394-0258
Norma Layno	Secretary	(416) 495-2474
Kevin Orr	Treasurer	(905) 812-3434
Diane Burella	Director	(905) 470-2520
Robert Fox	Director	(416) 864-5849
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Pat Mercuri	Director	(905) 813-2696
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The Trillium Gazette

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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 or advertisement in The Trillium Gazette, send them to:

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

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