

# THE TRILLIUM GAZETTE

CLINICAL LABORATORY MANAGEMENT ASSOCIATION TRILLIUM CHAPTER

Volume 14.1

February 2007

**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.

Trillium Chapter

CLMA

THE RESOURCE FOR LABORATORY PROFESSIONALS

## President's MESSAGE



**Kathryn Snell**

CLMA members are preparing to gather for Think Lab '07 in Houston, Texas. Last year, the Trillium Chapter won the award for Chapter Excellence in Leadership and Administration. The 2007 Chapter Excellence awards have a new process. The Trillium Chapter has been invited to "Show off our accomplishments". I thought it was a good time to share with members a brief synopsis of what we have accomplished so far and the projects on the immediate horizon. Check out our chapter mission statement that guides and directs our activities.

### MISSION STATEMENT:

The CLMA Trillium Chapter is an association of laboratory professionals and stakeholders, providing leadership, advocacy, education, networking and

mentoring opportunities within the laboratory industry and as part of the health-care continuum in Ontario.

**Leadership** - You find Trillium Chapter members in all sectors of laboratory medicine in Ontario working to make a difference and guide policy.

- GOS-Generic Output Specifications-Ministry of Infrastructure of Ontario project to provide design and building guidelines for clinical laboratories in new hospitals
- CIHI Redevelopment of MIS Standards for Laboratory Services
- Every regional laboratory planning group has CLMA members

**Advocacy** - CLMA members were part of numerous projects and reviews.

- P4- Provincial Pediatric Pandemic Plan
- Letter offering assistance to the new LHINS
- Communications to the OMA regarding the regulations of Medical Laboratory Assistants/Technicians under the RHPA

**Education** - Programs are offered for those new to management and for the more experienced leaders.

- CCHSE Healthcare Middle Management conference
- Sponsorship of the second annual Executive Edge conference
- Oct. 2006 "Seek and You Shall Find. The Power of Internal Audits" session offered twice on two consecutive days.

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## Canuck Night 2007

Those who are attending the ThinkLab 2007, mosey on over to the Canuck Night on Sunday, March 25, 2007, 6:00 pm, at the Hilton Americas-Houston. There will be food, fun, and frivolity.

So, c'mon over; we'd love to see ya!

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## CLMA Trillium Chapter spearheads Ontario campaign for MED LAB WEEK 2007

CLMA holds true to their corporate mission, "Empower laboratory professionals through forward-thinking education, networking, and advocacy opportunities in leadership and health-care management," by leading a province-wide campaign to promote Medical Laboratory Week (MLW) 2007 in Ontario.

A public service announcement (PSA) was realized by engaging CMLTO, OAML and OSMT. The 30-second PSA will air on Global television 12 times throughout the week of April 22-8. Produced by the CSMLS, this PSA, airing at varying times, targets the adult viewing audience.

The CLMA Trillium logo will appear in the PSA together with credits to CLMA for the voice-over work.

We thank our Board, Membership, and External Relations committees for collaborating with other organizations to raise the profile of CLMA Trillium chapter and the laboratory profession!

Visit the CSMLS Web site at [www.csmls.org](http://www.csmls.org) for additional promotional materials for MLW—free of charge!

## CLMA – Trillium Chapter External Relations Committee

### Request for Position Descriptions

by Heather McMullen, Chair

Have trouble articulating leadership roles in a position description or job posting? Struggling to define the scope of supervisor vs. manager, leader, or educator in your facility?

The External Relations committee is developing a position description matrix that encompasses the roles of laboratory administration, management, supervisors, educators, coordinators, etc.

These nebulous roles can be difficult to define from institution to institution, and can have widely varied responsibility and accountability within the same title role. The External Relations Committee is developing this tool for laboratory leadership to consult in creating position descriptions for new and existing positions. The roles matrix will afford you the benefit to choose different roles and levels of responsibility

throughout the laboratory that are comparable with other similar positions in the field and help you to recruit and attract the best candidates for the positions you post.

For this project, the External Relations Committee is soliciting CLMA members to provide copies of position descriptions for the purpose of scanning the environment, and being inclusive in the role descriptions. If you are interested in providing your facility's position description(s) or your own ideas, please contact:

Heather McMullen  
The Hospital for Sick Children  
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[heather.mcmullen@sickkids.ca](mailto:heather.mcmullen@sickkids.ca)  
416-813-5806

LEAD ONE OF THE LARGEST LABORATORIES IN ATLANTIC CANADA.

## Administrative Director

**Atlantic Health Sciences Corporation** (AHSC) is New Brunswick's largest multi-facility, accredited Regional Health Authority. Comprised of 14 hospitals and health centres extending across 200 km, AHSC serves a population of 176,000 in the Southwestern part of the province. AHSC is home to the largest and most prominent Department of Laboratory Medicine in New Brunswick, offering a comprehensive service to the NB Region 2 community along with various areas across the Province. AHSC is currently recruiting an Administrative Director to lead the Department of Laboratory Medicine based in Saint John.

Reporting to the Vice President of Clinical and Facility Support Services, the Administrative Director is responsible for the planning and coordination of all activities for all divisions

within Laboratory Medicine, including Anatomical Pathology (Histology, Cytology and Autopsy), Clinical Pathology (Clinical Biochemistry, Haematology and Transfusion Medicine) and Microbiology. The Director will provide central leadership to six acute care sites, ensuring that departmental activities are consistent with corporate objectives and will work in partnership with the Clinical Department Chief to achieve established departmental goals and priorities within the scope and limitations of resources approved and allocated for this service.

The ideal candidate for this position likely has a Master's Degree in Business, Management or Health Care Administration and is registered in good standing with the Canadian Society of Medical Laboratory Technologists. You have a detailed working knowledge of the technical aspects of Lab Medicine and a



Atlantic Health Sciences Corporation  
Corporation des sciences de la santé de l'Atlantique

minimum of five years experience in a senior department manager position. Diplomatic and tactful, you possess superior communication skills and demonstrated initiative.

Your exceptional judgement and leadership skills coupled with your ability to recognize and embrace the need for effective change management will contribute to your success in this role.

To explore this opportunity, please contact Stephen Pamerter in our Halifax office at (902) 422-1589 or forward your resume in confidence to [ahsc@rayberndtson.ca](mailto:ahsc@rayberndtson.ca)



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# BE INSPIRED! The 2007 CSMLS Leadership Conference

May 10-13, Hamilton, Ontario

CSMLS is breaking new ground! For 2007, we are proud to present the first **CSMLS Leadership Forum** for medical laboratory leaders across Canada.

From the opening keynote address of Stephen Lewis, former Canadian Ambassador to the UN, to the closing address of management guru Dr. Nick Bontis, our program is designed to expose attendees to the very best of strategy and management experts. Change management will be a hot topic at the Forum. Other topics include quality of work-life, ethics, patient safety, laboratory standards, giving feedback, quality management and conflict resolution. Many

of our workshops will be led by outstanding professors from the Health Leadership Institute in the DeGroot School of Business at McMaster University.

Our theme for the 2007 Leadership Forum is Be Inspired! We hope that you will take advantage of this terrific opportunity for personal development and join us in Hamilton in May 2007. For more information, see the 'Day at a Glance', visit [www.csmls.org](http://www.csmls.org) and go to Events.

Look for 'Day at a Glance' on pages 4-5

## President's Message *(continued from page 1)*

- Leadership sessions through the Schulich School of Business of York University
- Upcoming spring session on worklife balance- this topic suggested by the membership

**Networking** – Perhaps one of the activities most valuable to the members

- A most excellent Canuck Night at Think Lab '06
- Executive Edge partnering
- The Gazette
- Job posting circulation by the Communications Committee
- Participating as a member on one of the Board Committees

### Mentoring

- Development of the Trillium Chapter mentoring program

All in all it has been a very productive few months. Looking ahead there continues to be many irons in the fire. Some of the exciting projects the CLMA Trillium Chapter

Directors and members are busy with include:

- Education session "Successfully Coaching and Mentoring Individuals and Teams" Feb. 22, 23 2007.
- Canuck Night at Think Lab'07 on March 25, 2007 in Houston, Texas.
- Education session "From Overload to Balanced Living" April 16, 2007
- Nation Medical Laboratory Week Celebrations-stay tuned as this will be awesome!
- Supporting the CSMLS Leadership conference in May 2007
- Support for the Executive Edge 2007
- Investigating working with the Association of Regulated Health Professionals for the National Continuing Competence Conference in November 2007
- Partnering and planning with CCHSE for another Healthcare Middle Management Conference in 2008

Wish us luck with our application for Chapter Excellence Awards at Think Lab '07.

## CLMA TRILLIUM Chapter: Officers and Directors 2006-2007

Kathryn Snell	President	(905) 845-2571 ext.4060
Bonnie Reib	President-Elect	(416) 813-8068
Eva Proctor	Past-President	(416) 480-6100 ext.1593
Brian Lowe	Treasurer	(905) 623-4574
Elizabeth King	Secretary	(416) 425-3474
Judy Ash	Director	(416) 250-8555
Linda Crawford	Director	(416) 323-9540 ext.246
Ruth Jaeger	Director	(613) 729-0200 ext.6108
Suba Krishnan	Director	(905) 813-4246
Pat Vigeant	Director	(416) 675-6777 ext.2823
Mary Anne Cecutti	Ad hoc Director	(416) 488-0834

# Day at a Glance / Aperçu de la journée

**Thursday, May 10, 2007 / Le jeudi 10 mai 2007**

\* Program is subject to change without notice; to keep up to date on sessions please check the CSMLS website for updates.

<b>0800 - 1900</b>	<b>Registration, Copps Coliseum</b>			
<b>0800 - 0900</b>	0900 - 1200 CAMLE Meeting Please contact Shelley Tiffin at shelley-tiffin@bcit.ca for information <i>(by invitation only)</i>	Review of Hemostasis 101 - Back to Basics <i>Presented by Dade Behring W01</i>	The Abbott Architect i1000SR™ Immunoassay Experience <i>Presented by Abbott Laboratories W02</i>	
<b>0900 - 0915</b>	<b>BREAK</b>			
<b>0915 - 1015</b>	1345 - 1445 Simulations in Medical Laboratory Education: Voices of Experience W03	Dimension Vista™ Intelligent Lab System - A New Class of Analyzer <i>Presented by Dade Behring W04</i>	Aspirin Resistance Update <i>Presented by Abbott Laboratories W05</i>	Realizing the Benefits of Implementing Lab Automation <i>Presented by Roche Diagnostics W06</i>
<b>0900 - 1600</b>	1500 - 1600 Mentors at the Bench: Supporting Clinical Instructors W07	<b>Trade Show / Poster Sessions, Copps Coliseum</b>		
<b>1700 - 1900</b>	<b>Exhibitors' Reception, Copps Coliseum</b>			

**Friday, May 11, 2007 / Le vendredi 11 mai 2007**

<b>0800 - 1600</b>	<b>Registration, Hamilton Convention Centre, 3<sup>rd</sup> Floor</b>			
<b>0900 - 1030</b>	<b>Opening Ceremonies, Keynote Address: Stephen Lewis / Cérémonies d'ouverture, discours-programme : Stephen Lewis • Hamilton Convention Centre</b>			
<b>1030 - 1045</b>	<b>BREAK</b>			
<b>1045 - 1140</b>	<b>Who would want to be led by you / Qui voudrait que vous le dirigiez? Paul K. Bates, Dean, DeGroote School of Business, McMaster University</b>			
<b>1150 - 1245</b>	Leadership From the Front Lines/ Le leadership à partir des pre- mières lignes W08	Health Care Renewal: Experiences with Interprofessional Education W09	Emotional Intelligence W10	Meeting the Needs for Now & The Future: CSMLS ART Program W11
<b>1245 - 1345</b>	<b>LUNCH</b>			
<b>1345 - 1440</b>	<b>Mind Your Business: Creating a Productive and Healthy Workplace / Occupez-vous de vos affaires : créer un environnement de travail productif et sain Joseph Ricciuti</b>			
<b>1450 - 1545</b>	Leaders in the Midst: Toxic Workplaces & Toxin Handlers / Les leaders au coeur de l'action: les milieux de travail toxiques et les manipulateurs de toxines W12	Awakening to our Teaching BIASes W13	Effective Health Human Resources Planning in Canada - Where Are We? W14	Conflict Resolution W15
<b>1545 - 1600</b>	<b>BREAK</b>			
<b>1600 - 1700</b>	Ethical Dilemmas in the Laboratory / Les impasses d'ordre éthique au laboratoire W16	The Clinical Laboratory: How to present to your Chief Financial Officer W17	Get it Right! Giving Feedback: What to Say and How to Say it W18	Measuring Human and Financial Resources in the Laboratory - Two Projects Undertaken by the Canadian Institute for Health Information W19
<b>1900 - 2100</b>	<b>President's Reception, Art Gallery of Hamilton</b>			



# Day at a Glance / Aperçu de la journée

Saturday, May 12, 2007 / Le samedi 12 mai 2007

0730 - 1300	<i>Registration, Hamilton Convention Centre, 3<sup>rd</sup> Floor</i>			
0830 - 0925	<i>Philip Hassen CEO Canadian Patient Safety Institute / PDG de l'Institut canadien sur la sécurité des patients</i>			
0935 - 1030	Patient / Laboratory Safety: Managing Errors, Reducing Risk and Increasing Patient Safety / La sécurité des patients et la sécurité au laboratoire: gestion des erreurs, réduction du risque et amélioration de la sécurité du patient W20	Monitoring Quality Initiatives in BC Laboratories W21	Going Beyond Customer Service for Patient Care W22	Health and Safety Leadership in the Laboratory Environment W23
1030 - 1045	<b>BREAK</b>			
1045 - 1145	The Inherent Benefits of Disclosure / Les bienfaits reliés à la divulgation des renseignements W24	Monitoring Quality Initiatives in BC Laboratories W25	Patient / Laboratory Safety: Managing Errors, Reducing Risk and Increasing Patient Safety W26	National Initiatives in Quality Management for Laboratories W27
1200 - 1300	<b>LUNCH</b>			
1315 - 1415	<i>The State of Health Care Today / L'état des soins de santé à l'heure actuelle André Picard, Globe and Mail</i>			
1515 - 2200	<i>Social Event Winery Tour &amp; Niagara Falls Dinner (Buses leave between 1515 - 1530)</i>			

Sunday, May 13, 2007 / Le dimanche 13 mai 2007

0900 - 1100	<i>Registration, Hamilton Convention Centre, 3<sup>rd</sup> Floor</i>			
0930 - 1030	Change Management & Integration / La gestion et l'intégration du changement W28	Reducing Hospital Wait Times with the Simplex System W29	Culturing Professionalism: Laboratory Technology, Occupational Identity and the Making of Professional Identity W30	Why Leadership Matters: Sir Ernest Shackleton's Endurance Expedition W31
1030 - 1045	<b>BREAK</b>			
1045 - 1145	<i>Closing Keynote: Nick Bontis / Discours de clôture : Nick Bontis</i>			
1200 - 1330	<i>Closing Ceremonies Lunch &amp; Awards Presentation / Lunch des cérémonies de clôture et remise des prix</i>			
1345 - 1600	<i>CSMLS AGM, Hamilton Convention Centre / AGA de la SCSLM, Hamilton Convention Centre</i>			



# CHAPTER SPONSORS 2006-2007

Trillium Chapter



THE RESOURCE FOR LABORATORY PROFESSIONALS

Abbott Diagnostics	Chaptec	Ortho-Clinical Diagnostics
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	Nova	

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**Deadlines for Submissions to the Trillium Gazette**

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

**Summer Edition**

- last date for submissions is August 1st

**Fall Edition**

- last date for submissions is November 1st

**Winter Edition**

- last date for submissions is February 1st

**Spring Edition**

- last date for submissions is May 1st

If you want to submit an article or advertisement in The Trillium Gazette, send them to:

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