Nebojsa Denic

From: Lynn Wade
Sent: August 4, 2008 4:35 PM
To: Ed Randell; Lucinda Whitman; Xie Yagang; Jim Hutchinson; Nebojsa Denic; clarkin@mura; Barry Dyer; Catherine Whalen; Dorothy Turpin; Ernest Stapleton; Gail Norris; Gerald McLean; Ji Humby; Lorraine Brown; Marg Noffle; Patsy Francis; Rod Loveys; Terry Gulliver

Subject: Education opportunity

TO Lab Managers
Division Chiefs
Pathologists

FR Lynn Wade, Program Manager, Safety & Quality Management
(on behalf of Dr. N. Denic, Director of Laboratory Medicine)

RE Continuing Education Opportunity

Eastern Health Laboratory Medicine is developing its Continuing Education and Competency Assessment policies which will provide information about mandatory requirements for continuing education and competency assessment for all laboratory employees. Various opportunities will be utilized in an effort to provide continuing education to lab staff and leadership.

The following lecture is offered by Clinical Laboratory Management Association (CLMA) and I will be registering our sites for this session. Please reserve the date and time Oct 7, 2008 1530-1700hr
Lab managers, please post this for all staff.

Restructuring Laboratory Quality Assurance (QA) at Maryland General Hospital
(Converted from ThinkLab 08 Session 742)
Tuesday, October 7, 2008 | 2:00 - 3:30 PM, ET

Maryland General Hospital (MGH) has overhauled its laboratory QA program to focus on early detection, problem identification, and follow-up using information technology. Over the past few years, we have implemented system and people-focused processes using information technology to ensure continuous quality
improvement. System improvement and accountability were the key areas of focus. Because of the implemented changes, we now have the ability to identify training needs and to continuously review and revise the department's QA priorities and focus.

This session presents three QA case studies based on the experience and work of MGH. The first case study follows our point-of-care (POC) glucometer program and its "3 Strikes You're Out" policy that resulted in a sustained reduction in both patient identification errors and quality control failures. The second case study involves using an automated email "nag" notice to alert the nursing manager about an increased occurrence of mislabeled specimens. This procedure helped decrease the likelihood of misidentification. Finally, the third case study demonstrates how the laboratory director distributed an occurrence summary report to all individuals involved with each phase and process deviation.

Session Fees:
Member: $290  Non-Member: $400

Presenters:
John T. Braun, MD, FCAP, ASCP Laboratory Director, Maryland General Hospital
Inci A. Hepner, MT(ASCP) BS, QA & POCT Supervisor, Maryland General Hospital

Intermediate
1.5 Credit Hours

Click Here to view complete details for this timely and important audioLab session.