

EASTERN ONTARIO REGIONAL LABORATORY ASSOCIATION

Fall 2014 Issue



EORLA would like to take this opportunity to showcase employees in this newsletter, who have demonstrated outstanding achievements and accomplishments within their workplace. Thank you for your hard work and dedication!

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OSMT Student Award Winner!

Congratulations to Satoru Watanabe, our newest member Technologist in Microbiology. He won the MLT Student Award, given by the Ontario Society of Medical Technologists (OSMT).

The award is given to the graduating full-time clinical year student who has achieved distinguished academic status and who possesses the following attributes:

- Outstanding performance both in theoretical and practical work.
- Endeavours to reach a deeper level of knowledge and understanding than required.
- Demonstrates ability to work independently and as part of a team.
- Demonstrates reliability through attendance and punctuality.
- Has earned the respect of his/her peers through cooperation and assistance.
- Demonstrates maturity through a positive attitude.



Satoru Watanabe, right, with Robin McAvoy, Program Coordinator - Medical Laboratory Science Program, St. Lawrence College

The Donald W. Penner Scientific Poster Winner!

On behalf of the Department, Dr. Veinot would like to congratulate Dr. Aleksandra Paliga, PGY-5 resident in the Anatomical Pathology Residency Program, for being awarded the 2014

Poster Programme Winner at the CAP Annual General Meeting, for her poster entitled "The Prognostic Significance of C-met and EGFR Overexpression by Immunohistochemistry in Resected Gastric Carcinoma," at the recent Canadian Association of Pathologists (CAP-ACP) meeting in Toronto.



**Dr. Neil Davis,
Chief of Pathology
Cornwall Community Hospital**

Dr. Davis has held the title of Chief of Pathology for the past three years. His educational path has led him to study in various parts of the world. He graduated from McGill University in Montreal with a degree in psychology, earned a Masters in Science at Touro College in Long Island, NY and did his medical training in Haifa, Israel at the Technion-Israel Institute of Technology. He completed his residency training at St. Barnabas Medical Center in New Jersey and completed two fellowships at Mount Sinai Hospital and NYU in New York.

Within the past few years, a series of challenges have been presented to Dr. Davis and his team - challenges that he is pleased to say have been handled in a professional and proficient manner. Dr. Davis is extremely proud to be the leader of such a skilled and knowledgeable team. Dr. Davis has been very involved in the complete restructuring of the Cornwall Pathology Department within EORLA and the Cornwall Community Hospital and has been successful in making the transition relatively seamless. Through it all, his focus and the focus of his team has never wavered from patient care.

There have been only three individuals to become Chief of Pathology at Cornwall Community Hospital (CCH) in the past 70 years and Dr. Davis is very proud of the fact that he was chosen to occupy this significant position. "I take very seriously the torch that I have been passed. Cornwall Community Hospital is a wonderful place to work," says Dr. Davis. In spite of Dr. Davis' heavy workload, he still finds precious time to spend with his wife and two children, ages 3 years and 8 months.

He takes part in multiple committees of various natures within the community including the Cornwall Hospital Continuous Improvement Steering Team, the Medical Quality Assurance Committee, the EORLA Standards 2 Quality Steering Committee, and the CCH Spiritual Care Committee, as well as more than a handful of others. Along with his deep involvement in these committees, Dr. Davis is also currently enrolled in a year-long course titled "Improving Quality and Patient Safety - The Physician Leadership Program" at the Telfer School of Management in Ottawa. As well, he holds an elected position on Council of the Ontario Medical Association (OMA) - Laboratory Medicine section.

His future plans include continuing to grow the pathology department at CCH, and continuing to provide leadership to both EORLA and CCH. "Many great opportunities lie ahead", he says. Regarding being profiled in this column, "I am grateful to be considered for this recognition, given the calibre of the people with whom I work." says Dr. Davis.



**Monica Salt,
Senior Technologist
Chemistry, Pre & Post Point of Care
Queensway-Carleton Hospital**

Queensway-Carleton Hospital is where Monica Salt began her career in 1991 as a part-time core technologist, however healthcare cutbacks along the way compelled her to work at other hospitals in the region. She has come full circle and is once again working at Queensway-Carleton Hospital full time since 2006 – a place where she now calls home.

Monica was a member of the build team for the Meditech implementation in December 2012 at Queensway-Carleton, Arnprior & District, Carleton Place & District Memorial, Kemptville District and Elizabeth Bruyere Hospitals. She was key to building the Hematology and Chemistry portions of the Laboratory Information System (LIS) Module – training core technologists and technicians at four sites kept her extremely busy. After one year on the build team, Monica returned to the lab and was promoted to Senior Technologist in February 2013. This new position was challenging as the position had been vacant for almost 6 months and there was a lot to learn and catch up on.

Queensway-Carleton Hospital went through multiple changes within one year – a new LIS, a complete renovation and the addition of four new analyzers and new glucometers. Monica was instrumental in assisting staff cope with all the changes and challenges. Her professionalism was evident when she was responsible for coordinating with the construction crew, contractors and hospital services and was able to create a smooth transition into their new space with minimal interruption to patient care.

Monica is also involved in two Continuous Improvement projects this year. The first project is called "Routine Daily Bloodwork." Its goal is to have daily in-patient blood work completed and reported by 10 a.m. This results in timely treatment planning, therapeutic interventions and discharges. This project also is aimed at increasing physician, lab technician, nurse and ACC satisfaction and engagement. The second project is called "Lab Specimen Collection Errors in the Emergency Department." It is ongoing and its goal is to reduce the errors of laboratory specimens collected by nursing staff in the Emergency Department.

She is the mother of two boys, one of whom just started his first year of university. When she does have some down time, Monica enjoys gardening, cycling, yoga, cooking and watching curling with her husband.

"Each day offers new opportunities for learning and growing as a technologist. I am continually learning and striving to become a better senior tech," says Monica.



**Rachel Ettinger,
Acting Charge Technologist,
Microbiology
The Ottawa Hospital — General
Campus**

Rachel Ettinger's goal-oriented personality is the drive behind her success as a much-valued contributor to EORLA's Microbiology laboratory team. Rachel graduated from St-Lawrence College with distinction in Medical Laboratory Science in 2004 and within just one week after her studies ended, she began working as a medical lab technologist at TOH on a part-time basis. A full-time lab technologist position became available in 2008 and Rachel jumped at the opportunity – and was successful in landing the job! In 2011, she was promoted to senior lab technologist. Recently, her outstanding skills within the Division of Microbiology were recognized, resulting in her current position - Acting Charge Lab Technologist. Rachel has been working very hard on her new acting responsibilities as a Charge Tech and has taken this opportunity to reflect about her professional relationships and responsibilities with EORLA. She is an avid learner and really cares about the well-being of her co-workers. She loves to talk about team building strategies, personality value systems (what makes people tick) and is learning how to better manage the lab environment every day.

Rachel has expanded her portfolio by attending various workshops, courses and conferences including Management Foundations, Strength Deployment Inventory, Emotional Intelligence, LabCon 2014 and others. Rachel would like to continue expanding her skills by attending more courses and workshops.

EORLA's Tuberculosis (TB) Lab at TOH – General Campus, is a lab which requires that staff technologists and technicians receive very specialized training in extra safety precautions and proper handling of Mycobacteria, the causative bacterial agent of tuberculosis. Rachel is an integral part of this lab in which she is currently 2nd in command of this amazing team!

When Rachel finds some down time, she enjoys spending it with her 7 year old daughter, Emilie. Rachel is also an avid runner and has completed a number of half marathons. When asked about future plans - "I would definitely not be opposed to the idea of someday occupying the seat of Lab Manager," says Rachel.

Marie-France Jemus, Manager of Microbiology says, "I am very lucky to be working with Rachel and all of the supervisory team members in Microbiology. They all have great strengths and a contagious high level of positive energy! They are constantly learning from each other. Together with the Microbiologists, we form a unified team who strives to make this lab the best that it can be. We want to make this lab a safe and great place to work but, more so, we want to ensure that patient care is always the priority."



Melanie Tokessy
Charge Technologist, Transfusion
The Ottawa Hospital — General Campus

The Transfusion Medicine Laboratory at the Ottawa Hospital's General Campus is fortunate to have Charge Technologist, Melanie Tokessy, working as part of their team. Through her hard work, dedication and keen eye for constantly looking out for ways to enhance patient transfusion support, she has acquired substantial amounts of knowledge, experience and expertise in this field.

In 2006, a plan was developed to decrease the outdateding of platelets which involves review and monitoring of all platelets requests from nursing units and patients' platelet status. Currently, platelet outdateding runs approximately 20 % nationally. Through Melanie's diligent daily review and monitoring of the patients' platelet count, platelet outdateding has decreased to 0-3 % for apheresis platelets over the past few years! Melanie also attends the QA (Quality Assurance) Stem Cell meetings, at which time the preparation for undergoing transplants are discussed.

The Transfusion Medicine Laboratory at the General Campus also serves as a referral lab for antibody investigation for all EORLA labs. Melanie reviews antibody identification on a daily basis and also verifies the accuracy of interpretation. Correct antibody ID is used for the compatible blood selection for patients' transfusions. Melanie's vast knowledge of antibody reactivity and significance is a valuable asset. In early 2014, it became evident that O negative blood supply is not sufficient for all patients requiring that blood group. Melanie's closely monitors O negative utilization on a regular basis which eliminates the use of this blood type for other blood group patients. Negative blood utilization for 2013 had been summarized and presented by Melanie as a poster at The Canadian Society for Transfusion Medicine (CSTM) conference in Quebec in May 2014.

In addition to Melanie's many roles within EORLA's Medical Transfusion Laboratory, she has also, since 2010 taken up the role of Clinical Coordinator for the Medical Laboratory Technologist Training Program at EORLA TOH sites. This role involves overlooking student placements, monitoring and scheduling students' activities and attending regular meetings with various colleges.

When Melanie manages to find spare time, she keeps very busy with her 13-year old son's and 10-year-old daughter's competitive sports. She also volunteers for the Ottawa Food Bank.

Melanie says "It is an exciting time to be part of EORLA; the opportunities and growth in EORLA are endless. My hope is to help EORLA become the leading authority of transfusion medicine in Canada. We have so much expertise and knowledge to share not only from the large tertiary care transfusion medicine lab but from our smaller sites as well."

Medical/Scientific News

Ontario Tumour Bank (OTB) 10th Anniversary!

The Ontario Tumour Bank celebrated its 10th anniversary on September 16th at TOH— General Campus. This is an important milestone for the OTB, a province-wide biorepository and data bank that is focused on the collection of tumour-related blood and tissue samples for cancer research.

The OTB provides cancer researchers with high-quality biospecimens and data that are essential to developing better diagnostic tools and new therapies for cancer.

The OTB is a collaboration between the Ontario Institute for Cancer Research (OICR) and four academic teaching hospitals across Ontario including Kingston General Hospital, London Health Sciences Centre, St. Joseph’s Healthcare Hamilton and The Ottawa Hospital (TOH).

Ten years ago, on September 4th, the first sample vial was placed in the biorepository.

The TOH-Ontario Tumour Bank team (some are pictured below) would like to thank everyone for their participation and ongoing support which has allowed them to reach this milestone and make this initiative such a success!



Carol-Ann Jodouin - EORLA, Clinical Research Manager & OTB Program Administrator, **Dr. Harman Sekhon** - Pathologist, Director of Cytopathology; Associate Professor, University of Ottawa & PI, Ontario Tumour Bank, **Marta Sienkiewicz** - OTB Clinical Research Assistant, **Matthew Beckstead** - OTB Research Technician, **Nikita Rayne** - OTB Clinical Research Assistant

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Alain Tremblay’s Compassion

In a stellar example of compassion, one of our core values, was the outstanding efforts made by Alain Tremblay to deal with the anguish that a family suffered due to events that occurred in the hospital. Sadly a patient baby was delivered still-born.

Afterwards, the parents arrived in the Health Records Department and became very distraught. Alain was

called by Health Records to help. He gently and incredibly compassionately led the family to a conference room and explained the situation. They are immensely appreciative of his kindness. Alain really “saved the day” by clarifying the information. They were satisfied and reassured by Alain’s commitment to assisting the parents with the arrangements.

Thank you Alain, once again, you shine as an advocate for the patients we care for.

Congratulations to Dr. Ruth Padmore, who was recently invited to chair a Document Development Committee for Clinical Laboratory Standards Institute (CLSI) for the development of a CLSI report on peripheral blood red cell morphology - grading and characterization.

More Medical/Scientific News

Farewell and Good Luck to Dr. Scott Bradshaw

Dr. Scott Bradshaw, one of our PGY5 residents in the Anatomical Pathology residency program, will be not be coming back to the program. Dr. Bradshaw was our Chief Resident and interrupted his training to pursue a Fellowship in Dermatopathology at Harvard University, which he completed successfully. He was scheduled to return to Ottawa to finish his PGY-5 year in October 2014. Arrangements were made to satisfy the remainder of his training.

Dr. Bradshaw was offered a position at

Harvard University which he has accepted.

Dr. Bradshaw has successfully passed the Anatomic Pathology Certification Examination by the American Board of Pathology. He is now eligible to and will write the Royal College Certification Examination (FRSCPC) in Anatomical Pathology in 2015. We thank Dr. Bradshaw for his valuable work and wish him the very best of luck in his future endeavours!



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LEAN Workshops

EORLA's lab staff at Pembroke Regional Hospital have been participating in a LEAN Workshop. Lab staff at Montfort will also be taking part in the workshop. Lean thinking is being successfully applied to the healthcare industry. The philosophy is not intended to eliminate or reduce the number of employees working in the industry. It is seeking to eliminate waste in all tasks and processes so that time, materials, resources, and procedures can be utilized as efficiently as possible. This enables healthcare organizations to dedicate more time and effort to providing high quality patient care without extra cost to the patient or organization. The goals of the workshops are:

- Quality improvement to help make substantial, lasting change in performance.
- Focus on maximizing value to the customer and minimizing waste.
- Approach the front-line staff to identify the problems in the process and subsequently generate the best solutions.
- Use the LEAN tools provided, e.g., root cause analysis, value stream mapping.



Emily MacPhee (above) Site Operations Manager, Cornwall has just graduated from University of Windsor with a Bachelor of Science with Distinction. This is a very significant accomplishment because it required years of commitment while also working full time!

Congratulations Emily!

EORLA Golf Tournament/Retirements

EORLA Golf Tournament

On September 27, 2014, several EORLA staff members participated in EORLA's 3rd Annual Golf Day at the Canadian Golf and Country Club. We were fortunate to have a beautiful day – both sunny and warm – for this event. After 18 holes of golf and a great dinner, prizes were presented to the winning team, most honest golfers and the 'Pink Ball' Losers.



Winning Team—Pawn Bounsouk (TOHG Microbiology), Paul Crete (TOHG Specimen Receiving), Jose Nunez (TOHG Specimen Receiving), John MacNeil

Winning Team – Total Score 63: Pawn Bounsouk (TOHG Microbiology), Paul Crete (TOHG Specimen Receiving), Jose Nunez (TOHG Specimen Receiving), John MacNeil

Most Honest Golfers – Total Score 81: Anna Schlieper (Zone 2 Regional Manager), Vince Elder (QCH), Garland Wong (Pembroke), Lynn Hodgins

Pink Ball Loser (male) – Greg Doiron, EORLA Operations

Pink Ball Loser (female) – Carole Hamilton, TOH Biochemistry



Most Honest Golfers—Anna Schlieper (Zone 2 Regional Manager), Vince Elder (QCH), Garland Wong (Pembroke), Lynn Hodgins

Thank you to all who participated in this fun-filled day!



Pink Ball Loser—Greg Doiron, EORLA Operations



Pink Ball Loser—Carole Hamilton, TOH Biochemistry

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EORLA Celebrates Diwali

Diwali, the "festival of lights", is an ancient Hindu festival celebrated in autumn every year. The festival signifies the victory of light over darkness, knowledge over ignorance, good over evil, and hope over despair.



The Team has celebrated Diwali for the last 20 years with colleagues.



Alain Thibault and Rachael Armstrong took part in the Diwali Celebration.



Dr. Lamba, Rachael Armstrong and Joanne Hodgins (Charbonneau), took part in the Diwali Celebration.

Retirement Wishes



Happy Retirement Wishes to Joanne Hodgins (Charbonneau)!

Executive Assistant, Joanne Hodgins (Charbonneau), who has been a mainstay and integral team member of the EORLA Pathology department for the last 26 years, retires after a 39 year career in health care. Congratulations Joanne!



Happy Retirement Wishes to Beatrice Riggins!

We would like to extend our best wishes to Beatrice Riggins who retired from working in the TOH Tissue Typing DNA Lab on August 31st!

Beatrice began working as a student in Transfusion Medicine in September 1975, after graduating, she became a full-time employee in that department where she worked until her recent retirement.



She was a hard working technologist who was always eager to learn and help out in any way.

She has been married for 38 years and has 3 sons. Her 6 grand-children will be keeping her busy in retirement. Her other retirement hobbies will be cooking, baking, photography, nature walks, travelling, knitting and reading!

She will be missed by all her colleagues!



Spooky Halloween Celebration

CHEO Winners—Judged by Karen Larmour



Best Costume:
Allanna Dagley
(bag of Jelly Beans)



Scariest Dessert:
Christiane Riopel
(chocolate graveyard)

TOH—General Campus Winners—Judged by Craig Ivany



Best Costume:
Sarah Strickland
(Dandelion)



Best Dessert:
Cupcakes
(Syphilis, Herpes, etc)

TOH—Civic Campus Winners—Judged by Bernie Rojas



Best Costume:
Tanya Boyer
(Thor—center front)

Best Dessert:
Sarah Cascanette
(scary cookies – photo not available)