Report - November 2012
&
Strategy 2012 - 2018

Committee for Clinical Laboratory Management
CCLM
Format of this Workshop

- I will introduce the committee, activities etc
- I will go through what was presented at the last GC
- At the end of my presentation, YOU the audience will provide the C-CLM with ideas and suggestions on where we should concentrate our efforts over the next 3-6 years
Committee of the Education and Management Division (EMD) of the IFCC
EMD Committees

- Clinical Molecular Biology Curriculum (C-CMBC)
- Analytical Quality (C-AQ)
- Evidence-Based Laboratory Medicine (C-EBLM)
- Clinical Laboratory Management (C-CLM)
- Distance Learning (C-DL)
# C-CLM Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Country</th>
<th>Term</th>
<th>Time in Office</th>
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<tbody>
<tr>
<td>J. Krahn</td>
<td>Chair</td>
<td>CA</td>
<td>1st</td>
<td>2012 05 - 2014 12</td>
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<tr>
<td>R. Erasmus</td>
<td>Member</td>
<td>ZA</td>
<td>1st</td>
<td>2011 01 - 2013 12</td>
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<tr>
<td>B. Goldsmith</td>
<td>Member</td>
<td>US</td>
<td>1st</td>
<td>2011 01 - 2013 12</td>
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<tr>
<td>M. Srour</td>
<td>Member</td>
<td>Palestine</td>
<td>1st</td>
<td>2012 06 - 2014 12</td>
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# C-CLM Corresponding Members

<table>
<thead>
<tr>
<th>Country</th>
<th>Name</th>
<th>Full Member Society</th>
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<tbody>
<tr>
<td>Canada</td>
<td>Kent Dooley</td>
<td>Canadian Society of Clinical Chemists</td>
</tr>
<tr>
<td>India</td>
<td>Shyamali Pal</td>
<td>Association of Clinical Biochemists of India</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Endang Hoyaranda</td>
<td>Indonesian Association for Clinical Chemistry</td>
</tr>
<tr>
<td>Israel</td>
<td>Michael Mayer</td>
<td>Israel Society for Clinical Laboratory Science</td>
</tr>
<tr>
<td>Macedonia</td>
<td>Violeta Filipche</td>
<td>Macedonian Society of Medical Biochemists</td>
</tr>
<tr>
<td>Mexico</td>
<td>Mario Garcia</td>
<td>Mexican Association of Clinical Biochemistry</td>
</tr>
<tr>
<td>Morocco</td>
<td>Mohammed Touimi-Benjelloun</td>
<td>Moroccan Society of Clinical Chemistry</td>
</tr>
<tr>
<td>Nepal</td>
<td>Binod Kumar Yadav</td>
<td>Nepal Association for Medical Laboratory Sciences</td>
</tr>
<tr>
<td>Pakistan</td>
<td>Rizwan Hashim Hashim</td>
<td>Pakistan Society of Chemical Pathologists</td>
</tr>
<tr>
<td>Portugal</td>
<td>Maria Cristina Marques</td>
<td>Portuguese Society of Clinical Chemistry</td>
</tr>
<tr>
<td>Slovak Rep.</td>
<td>Anna Stecová</td>
<td>Slovak Society of Clinical Biochemistry</td>
</tr>
<tr>
<td>Ukraine</td>
<td>Olena Beregova</td>
<td>Ukrainian Society of Clinical Laboratory Diagnostic</td>
</tr>
<tr>
<td>Uruguay</td>
<td>Carmen Musetti</td>
<td>Asociación Bioquímica Uruguaya</td>
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Terms of Reference

Direct Quote from IFCC Website

“This a new committee whose mandate is to produce monographs and/or handbooks on basic clinical laboratory management and to offer courses, seminars, workshops and expertise to IFCC members. The committee's initial focus will be on addressing the needs of developing countries.”

From EMD Strategy “respond to the needs of IFCC Members in education and management skills as well as those of the Corporate Members and external agencies”
**EMD will implement this strategy by:**

- facilitating the provision of critically evaluated information by means of projects, expert visits, courses, lectures and documents including electronic learning tools
- covering topics such as educational principles and methods, quality management, utilization and cost-effectiveness of laboratory measurements and observations
- reaching its target audience which includes IFCC Members (National societies, Corporate members and Associate members), other health-care workers, students, healthcare agencies and governments, the diagnostic industry and the general public
C-CLM Plan of Action

- Produce an IFCC monograph on Basic Clinical Laboratory Management
- Conduct a needs assessment of developing countries and draw up a prioritized list of future projects, together with timelines for completion and cost estimates
- Closely co-operate with the Visiting Lecture Program and other EMD committees to effectively and efficiently ensure that the correct management resources are applied to the right place at the right time for a reasonable cost
Monographs Produced

2008 - Essentials of Clinical Laboratory Management in Developing Regions

2012 - Quality of Management & Quality of Analysis - A Handbook for developing Countries Jointly Developed By C-CLM and C-AQ
Chapter 1: Why Essentials of Clinical Laboratory Management in Developing Regions?
Chapter 2: Managerial guidelines to set up a clinical laboratory under difficult circumstances
Chapter 3: Basic Level of Laboratory Information Systems (LIS)
Chapter 4: Essential guidelines for Total Quality Management & Accreditation based on ISO 15189
Chapter 5: Basic training in managerial skills
Chapter 6: Basic Quality Control at low cost
Chapter 7: Environmental Conditions
Quality of Management” and Quality of Analysis, - A Hand book for developing Countries

Page of Contents

- Chapter 1 Impact of Management on Analysis - Dr. Elizabeth Frank
- Chapter 2 Managing the lab- Basic requirements - Dr. Tony Badrick
- Chapter 3 Managing the Work process of Laboratory work flow - Dr. Herbert Stekel
- Chapter 4 Measuring and Monitoring - Dr. Ken Sikaris
- Chapter 5 Continual Improvement a basic need - Dr. John Krahn
- Chapter 6 Quality Control tools - Dr. Anne Vassault
EMD Working Groups and Special Projects

- Laboratory Errors and Patient Safety (WG-LEPS)
- Flow Cytometry (WG-FC)
- Developing Quality Competence in Medical Laboratories (DQCML)
Developing Quality Competence in Medical Laboratories (DQCML)

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<tr>
<td>M. Thomas</td>
<td>Chair</td>
<td>UK</td>
<td>2nd</td>
<td>2012 - 2014</td>
</tr>
<tr>
<td>J. Smith</td>
<td>Member</td>
<td>UK</td>
<td>1st</td>
<td>2012 - 2014</td>
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(DQCML) Continued

Terms of reference
This major initiative for the EMD is aimed at informing emerging laboratory services on all aspects of quality, but concentrating particularly on internal quality control, external quality assessment and working towards laboratory accreditation with the adoption of a quality system in line with the international standard ISO 15189.

Projects
Educational modules, transferable to countries and regions requesting assistance in these areas have been developed and pilot projects in Vietnam (in collaboration with the Australian Association for Clinical Biochemistry), Indonesia and Sri Lanka have already been supported. The project has been successful because of close working between the committees of EMD and the generous sponsorship of Abbott Diagnostics, via the VLP initiative and Siemens Healthcare, with whom we are working to develop distance learning packages.
Activities

Workshops and Other Presentations by C-CLM
Committee Meeting

❖ Fortaleza October 2008
❖ Innsbruck - June 2009
❖ Meeting of the CCLM - Berlin May 2011
With the corresponding Members
2008 – 2010 with C-CLM Participation

- APCCB Conference Beijing – October 2007
- VIII SCLA Conference – Damascus May 3rd to 5th 2008 Symposium on Laboratory Accreditation
- ISO 15189 symposium at the IFCC – World lab Congress, Fortaleza, Brazil September 28th to October 2nd 2008
- Workshop on laboratory quality control April 4-5th, 2009, Colombo, Sri Lanka
- 17th BCLF Meeting, 16-19th September, Ohrid, R. Macedonia “IFCC Symposium On Quality Control and Accreditation
- Indonesia – A two days Symposium on Quality and Accreditation
- Feb 5th and 6th 2010 _ ABBOTT – IFCC VLP
Work Shops /Presentations

🌍 Tunisia – December 2010
🌐 Manila - April 2011
🌍 South Africa – September 2012

 предлагает: Beyond accreditation, Innovation to improve Laboratory performance - Dr Elizabeth Frank
 предлагает: QI Tool Box and its relevance (Lean DMAIC, Root cause analysis, value stream analysis, pareto six sigma) - Dr John Krahn
 предлагает: Minimising errors in the laboratory - Prof Rajiv Erasmus
 предлагает: Quality Management Systems – Implementation and Improvement - Dr Barbara Goldsmith
Held in Corfu Greece

Many of the delegates had their travel disrupted by the Icelandic volcano eruption

I got from Canada to London, England where I was grounded

Next 7 slides are from the Greece presentation
Discussion Starts Here

I will present slides from this point forward and ask for audience feedback
Strategies – from 2010 Corfu Greece

- Workshops - 2-3 per year (two day formats for developing countries)
- Advanced lab management workshop – 3 days Once a year. (Lab directors in collaboration with service providers – focus would be on making the Laboratory cost effective and productive help in adding strength to Management skills)
- Develop Standardized Workshops formats materials both for basic workshop and advanced Workshops
- Develop not only management but also leadership training
- Vision/Mission/Strategic planning
Quality Indicators
Enabling Quality of results (case studies included)
Role of Proficiency testing (case studies included)
Measurement Uncertainty
Traceability
Method Comparison
Reference Intervals
Validation of Procedure
Cost Accounting in the Lab
(This would contain practical exercises May be converted eventually into a e learning kind of Program)
Corfu Greece cont’d - Learning to Lead Laboratories (L³)

- An online learning program for laboratory professionals who want to improve their management skills
  - Leadership Skills for Effective Clinical Laboratory Management
  - Time Management Skills to Benefit Your Laboratory
  - Laboratory Personnel Management Techniques: Recruiting, Hiring, and Evaluating
  - The Importance of Motivation in Managing Laboratory Personnel
  - Strategic Thinking and Planning
  - Develop a curriculum to work towards initiating a certificate course in laboratory Management similar to the AACC course
Corfu Greece cont’d
Online training Modules

- Develop online training modules – Tool Box
  - Quality Indicators
  - Ensuring Quality of results (case studies included)
  - Role of Proficiency testing (case studies included)
  - Measurement Uncertainty
  - Traceability
  - Method Comparison
  - Reference Intervals
  - Validation of Procedure
  - Cost Accounting in the Lab

- Ask the experts?
Harmonizing Laboratory Statistics

- Number of Analysis
- Number of reruns
- Analysis per requests – Trends, Volumes
- Costs comparison between Full fledged labs and POC

The need

- To understand in detail not only in Analytical areas but also in non analytical process of the Lab.
- Comparable results for performance, costs, review of documents, volumes, evaluating vendors
- Understanding Financial Dynamics of the Lab
- Formats for Harmonizing Management Reviews
- To use data from the Laboratory in systems like Balanced Score card
Corfu Greece cont’d
Education in Post analytical Interpretation

- Need for the project
- Equip Lab professional to incorporate interpretation as part of Laboratory reports
- Provide case studies, with clinical information and evaluate the interpretation given by laboratory professionals periodically
Discussion Items

- Are terms of reference still appropriate and if not, what needs to be changed?
- What are the core competencies in laboratory management and what is their hierarchy of importance?
- Is concentrating on management without mention of leadership adequate?
Discussion Items

- What are the most important items that we should be working on in the next 3-6 years?
- Should IFCC website have a counter so that we can determine if our monographs are being used?
Discussion Items R. Erasmus

- writing a laboratory report
- improving productivity in the laboratory
- demand management
- writing business and strategic plans
- SOPs
- laboratory ethics
- laboratory statistics e.g. ROC curves and interpretation
- improving workflow
Discussion Items

- Laboratory safety
- Risk management
- Leadership
- Posting of workshop material on IFCC website i.e. PowerPoints or pdfs of the material (would be simpler than distance learning modules)