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## CMPT's AGM 2013

This year's Annual General Meeting saw a lot of new faces. On one hand, new members of the Clinical Microbiology Advisory Committee were present for the first time, and on the other, we had our first Open House invitation participant from Surrey.

During this very successful meeting we had the opportunity to thank in person the retiring Committee Members and welcome the new ones.

Our coordinator, Esther Kwok, took us on a time trip to the former CMPT location, the origins of our new space (formerly UBC hospital Microbiology laboratory) and back to our new and current facilities.

Next, editor Veronica Restelli, presented data on laboratory error, specifically transcriptional errors in reporting CMPT results. Although seemingly harsh, CMPT's approach has been important in helping laboratories revise their reporting protocols and we see fewer repeating offenders.

Our move to the new facilities required compliance with the UBC Safety standards. CMPT's technologist, web manager, and now safety officer, Suhanya Bhuvanendran, spoke about the participation of CMPT in the Safety Committee and its journey to compliance to UBC safety standards.

Caleb Lee, CMPT's senior technologist, is always working on improving the quality of specimens sent in our challenges. This year, he explained how he worked on the fungal slides sent to the Mycology participants to eliminate artifacts that resembled hyphae elements.

Dr. Natalie Prystajeky from Enhanced Water Quality Assurance (EWQA) explained the role of EWQA in assuring water testing quality and how the relationship with CMPT makes this possible.

This year, we had the opportunity to hear from two provincial accreditation bodies, the Alberta Laboratory Quality Enhancement Program, presented by Elizabeth McBride, and from the College of Physicians and Surgeons of Saskatchewan, presented by Tracy Brown.

In line with Dr. Noble's vision of a collaborative Quality network, Dr. Blake Gilks presented the updates of the Canadian Immunohistochemistry Quality Control (cIQc) program and its leadership in providing EQA to laboratories performing immunohistochemistry for the detection of breast cancer markers.

Dr. Robert Rennie reflected on his 10 years as Chair of the Clinical Microbiology Advisory Committee and what he takes with him from this experience.

**Please visit CMPT's website ([www.cmpt.ca](http://www.cmpt.ca)) to access all the presentations.**



The AGM is also CMPT's opportunity to reflect on the year past and review the goals and objectives set during the previous meeting.

Dr. Noble presented the year in review. As usual, Dr. Noble highlighted the constant and strategic presence of CMPT in Quality meetings, international activities, partnerships, and educational initiatives.

Our annual Satisfaction Survey revealed the educational value of the different CMPT tools as perceived by the participant laboratories. This is an essential part of our constant improvement commitment.

# CMPT'S ANNUAL GENERAL MEETING

Lastly, Dr. Noble presented the Goals and Objectives for 2013—2014. One of the objectives taking priority and relative to this newsletter was to increase the number of authors collaborating and writing for Connections as participants would like to see this newsletter have a more educational approach. We will take on that challenge.

You can read the complete “Year in Review” report by Dr. Noble in our [Annual Report](#) or check the [presentation on our website](#).

Veronica Restelli, Editor

## More Changes in CMPT's Advisory Committee

### THANK YOU MS. BEVERLY MILLER



Following with the changes in the Clinical Microbiology Committee, we want to thank Ms. Beverley Miller for her dedication during all these years of collaboration with CMPT.

Ms. Beverley Miller has been of invaluable help offering her expert advise and writing for our newsletter.

Many thanks Bev, we are going to miss you!

### THANK YOU MR. JOE FUNG



Mr. Joe Fung has been in the Water Microbiology Advisory Committee since the beginning of the program in 1992—1993.

His contribution has been invaluable and we are extremely thankful for his dedication, technical expertise, and loyalty to our program during all these years.

Congratulations on your retirement Joe!

### THANK YOU DR. SYLVIE CHAMPAGNE

Dr. Sylvie Champagne has been collaborating with CMPT as a member of the Enteric Parasitology Advisory Committee since the year 2000. CMPT acknowledges with appreciation the valuable and essential advisory and technical support we received from Dr. Champagne while developing the program, selecting challenges, and assessing results.

Dr. Champagne has always had a passion for enteric parasitology and we have been extremely lucky to count on her expertise and support all these years.

Thank you Sylvie!

## CMPT OBJECTIVES FOR 2013 - 2014

P13-1	Continue to increase Microbiology content in CMPT Connections.
P13-2	Maintain our fiscal status
P13-3	Purchase new centrifuge.
P13-4	Develop financial strategy for additional staff member
P13-5	Increase awareness of all programs with the view to increase total participation rate by 5 percent
P13-6	Increase writership within CMPT Connections.
P13-7	To develop a new format for the Annual Report with the goal to improve its perceived value.
Q13-1	Meet ISO9001:2008 certification without non-conformances.
Q13-2	To start relationship with Excellence Canada seeking Bronze and Silver Level achievement before the end of 2015.

### THANK YOU MS. VICKI KRELL



Ms. Vicki Krell has dedicated her time to review and improve CMPT's challenges and critiques. Ms. Krell has collaborated with our newsletter and has always supported the program with great enthusiasm.

Thank you Vicki!

### WELCOME DR. ROMINA REYES

Dr. Romina Reyes, from LifeLabs, has joined the Enteric Parasitology Advisory Committee.

Dr. Reyes is already a member of the Mycology Committee.

We are delighted to have her collaboration on both committees, and thank her for her dedication to CMPT.

Thanks Romina!



# CMPT'S INTERNATIONAL PROGRAM

**On September 2013, CMPT received the visit of Lynette Makuwaza, coordinator of the Zimbabwe National Quality Assurance Programme (ZINQAP) Proficiency Testing Schemes. Ms. Makuwaza spent two weeks at CMPT training in our International Quality Program. I sat down with her to find out more about their program and to talk about her experience at CMPT .**

## **Could you tell me about ZINQAP?**

ZINQAP stands for Zimbabwe National Quality Assurance Programme. We are located in the capital of Zimbabwe, Harare. We are a non-profit organisation that is run by a board of directors. The board members are drawn from the Ministry of Health and Child Welfare, the University of Zimbabwe, the Private laboratories Association of Zimbabwe, the Law Society of Zimbabwe and the National Blood Services of Zimbabwe.

ZINQAP provides proficiency testing (PT) services to laboratories, offers training courses in laboratory management, and also runs a mentorship programme for laboratories assisting them to attain accreditation. ZINQAP also conducts support and supervision visits to poor PT performers.

The organisation has a staff complement of 19 people. As a PT provider, we are accredited to ISO 17025.

## **What kind of programs do you have and what kind of laboratories do you serve?**

We provide PT services in

- a) Haematology
  - Full Blood Count
  - Differential White Blood cell Count
  - Blood Grouping
  - Cross Matching
- b) Microbiology
  - TB microscopy
  - Malaria microscopy
  - Gram Stain
  - Microbiology culture
- c) Serology
  - Rapid HIV
  - Pregnancy Testing
  - Syphilis
  - Hepatitis B
- d) General Chemistry

We also coordinate CD4 schemes that are run by other PT providers outside the Zimbabwe.

We provide services to reference, provincial, district, mission, private, and research laboratories as well as Point of Care Testing sites.

These laboratories and testing sites are located throughout the country's 8 provinces. We have one participating laboratory from a neighbouring country. We plan to provide PT services in the Southern African Development Community (SADC) region since we were selected as one of the two Regional Centres of Excellence in provision of PT services.

## **How do you evaluate laboratories? Are they required to be accredited to be able to process patients' samples?**

We evaluate our results based on our ZINQAP verification tests and results that we obtain from selected reference laboratories. For quantitative schemes (FBC and Chemistry), we use the consensus of the participants.

Laboratories are not required to be accredited for them to process patient samples. However many laboratories are working towards accreditation.

## **How do you provide feedback to the participants?**

Participant reports are distributed to the laboratories with the next shipment. We

also communicate with the laboratories by e-mail, short message service (SMS), and telephone calls.

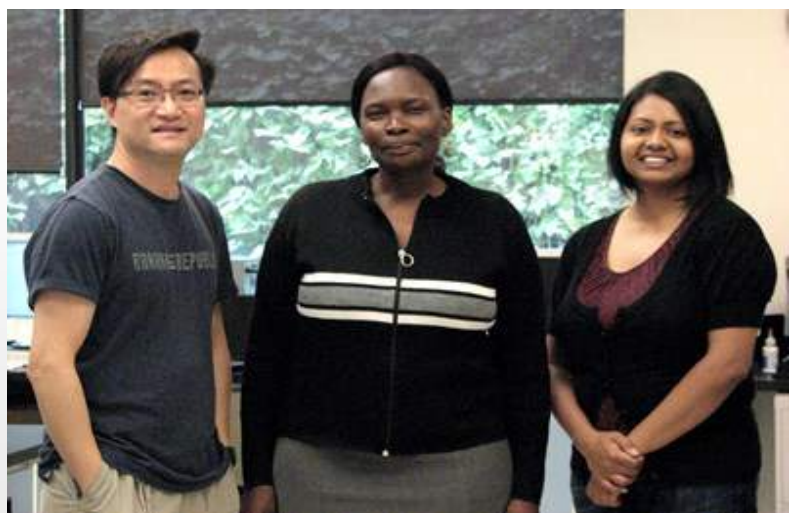
## **You mention that you conduct support and supervision visits to poor PT performers. Could you tell me more about it?**

We have a checklist that is derived from the ISO 15189 standard that addresses the 12 aspects of a management system. We use this check list to access if the laboratory addresses these 12 aspects appropriately. We then leave the laboratory with recommendations so that they can address their weaknesses. We also witness the laboratory as they conduct the test and offer appropriate recommendations. If they need assistance in PT corrective action, we assist them in this area as well.

## **How did you find out about CMPT and what were your objectives for this experience?**

Dr. Mike Noble from CMPT designed an expansion model for ZINQAP in 2012. He was recommended by CDC Zimbabwe. During his consultancy, he recommended ZINQAP to send 2 people (one in a management position and another in a technical position) for the CMPT training.

Our objectives were to learn how to prepare our own samples for Microbiology



From left to right: Caleb Lee, Lynette Makuwaza, Suhanya Bhuvanendran.

# CMPT'S INTERNATIONAL PROGRAM

and to benchmark on good practices from CMPT on all the twelve components of a Quality Management system. We also intended to learn how CMPT, as a PT provider, addresses the clauses of ISO 17025 and how they address the various challenges, such as sample transportation.

## How did you find the training at CMPT? Did it meet your expectations?

The training at CMPT was very informative. I observed how they organise their shipments. I was also happy to learn that some of our work practices are similar, which gave me confidence in our own system.

ZINQAP will adopt and adapt some of the CMPT practices.

Yes, my expectations were met. CMPT as a provider of Microbiology PT are really specialised in the area.

## How was your stay in Vancouver?

I enjoyed my stay in Vancouver. It was my first time here. The weather was good. I enjoyed the metropolitan society of Vancouver.

Even though there are a wide range of nationalities, they live peacefully together. The people are very friendly. I also enjoyed the beaches and the various sea foods.

## What's the next step when you return to Zimbabwe, are you thinking of implementing new techniques/ programs based on what you learned at CMPT?

I intend to implement what I learned at CMPT in our laboratory. We will start with the minor implementations and move on to major implementations such as introducing new schemes, such as water scheme, stool parasitology, mycology, as well as, improve on those that we already have.

To read more about ZINQAP, visit its website at: <http://www.zinqap.org.zw>

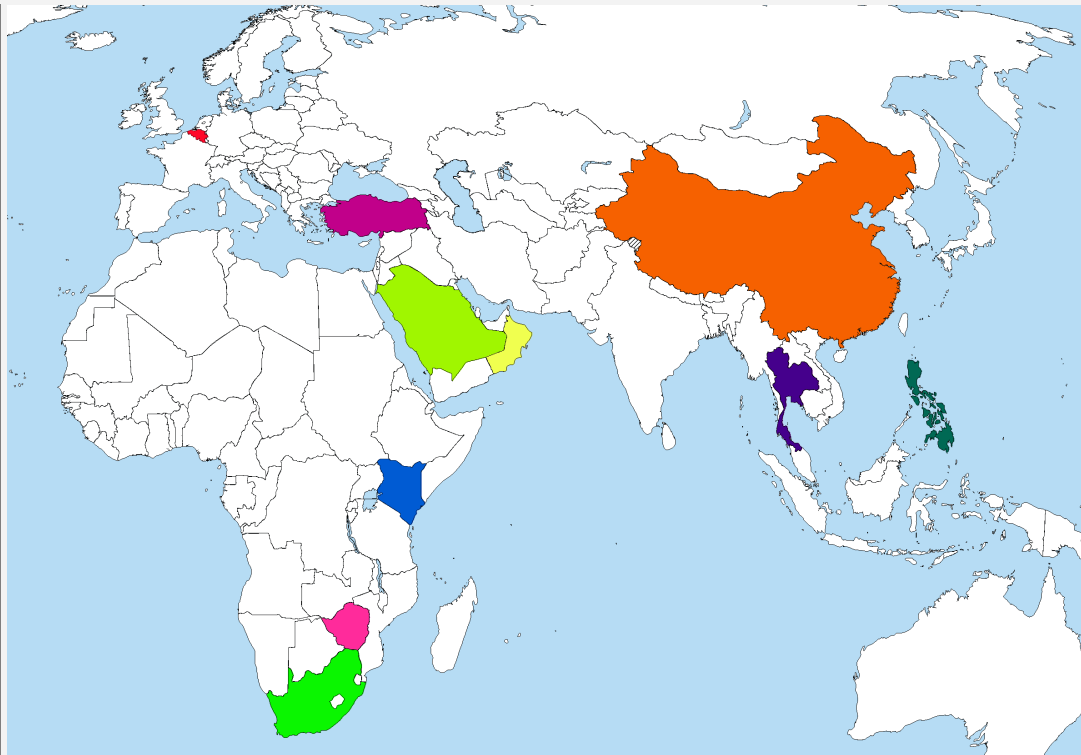
Veronica Restelli, Editor

CMPT has provided education and training in External Quality Assurance to participants from different parts of the world. Since 1996, 10 international delegations have trained at CMPT and 3 more are scheduled to train in the next year.

The program has been highly successful, but most importantly, has helped other countries implement their own External Quality Assurance programs.

## CMPT'S INTERNATIONAL PROGRAM

- 1996: Thailand
- 2000: Zimbabwe
- 2002: South Africa
- 2003: Belgium
- 2005: China
- 2009: China
- 2010: Oman
- 2010: South Africa
- 2011: Kenya
- 2013: Zimbabwe
- 2013: Philippines
- 2014: Saudi Arabia
- 2014: Turkey



# QUALITY MANAGEMENT CONFERENCE

## A Successful Medical Laboratory Quality Conference

The UBC Program Office for Laboratory Quality Medicine (POLQM) hosted the Quality Management Conference for Medical Laboratories in Vancouver at the Renaissance Hotel during October 16-18, 2013. This was the fourth meeting hosted by POLQM since 2008.



By review of the evaluations, the conference was considered successful at sharing valuable information relevant to quality improvement for medical laboratories.

Approximately 130 people from across British Columbia and Canada, as well as, the United States, Australia, and the Middle East attended. The conference was partnered with the Standards Council of Canada and the BC Society of Laboratory Science.

The meeting opened with greetings from Dr. Allard and over the two and a half day symposium, nineteen presentations and five panel discussions kept the audience engaged and informed.

The depth and breadth of the meeting was extensive and included discussions on Errors in the Pathology Laboratory, the 20/20 Future of Quality, Stress in the Work Place, The State of Quality Education for Medical Laboratory Residents, Measuring Competency, the status of many national and international standards and their application to Canadian medical laboratories, and much more.

The conference counted with both, national and international speakers. UBC presenters included Dr. David Seccombe, Dr. Judy Isaac-Renton, Debbie Griswold, Medical Microbiology resident, Dr. Michael Payne, and Dr. Michael Noble.

Dr. Greg Flynn, from Ontario, raised awareness on different causes and frequencies of errors in the various sections of the medical laboratory. While pre-examination mistakes may account for 80 percent of errors in clinical pathology, in anatomic pathology, 80 percent of errors were found as part of the examination phase.

Of particular interest to those working in microbiology laboratories were the presentations of Dr. Judy Isaac-Renton and Dr. Deirdre Church who discussed the value of Lean streamlining to address the pressures of increased demand. [Lean is the term used to describe a process, originated by manufacturing pioneers including Frederick Taylor and Henry Ford in the early part of the 20<sup>th</sup> century, but expanded and popularized by Taiichi Ohno of Toyota Motor Works in the 1980's. ["Lean production means using less of everything - half the human effort, half the work space, half the tools, and half the hours to develop a product in half the time".]



Dr. Church described the many opportunities to remove unproductive time and unnecessary activities from the microbiology laboratory, including waiting for specimens to be accessioned, duplicate tests on the same patient, rechecking Gram stains, replanting specimens due to missing plates or tests, etc.

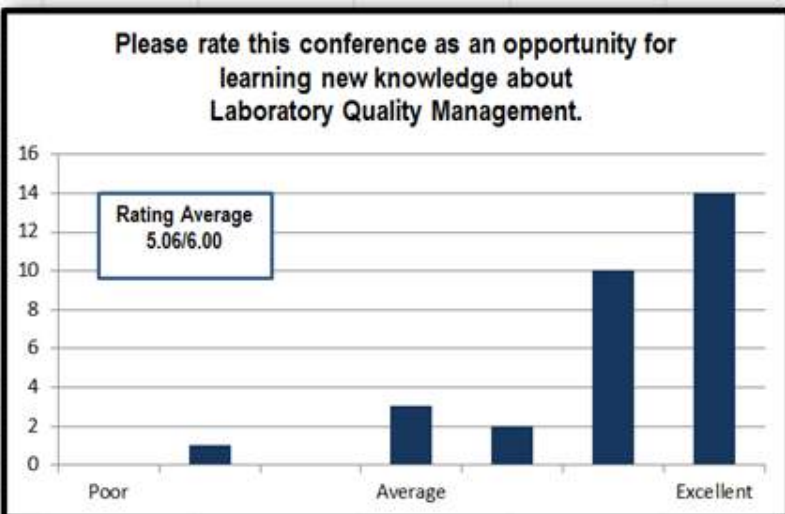
Dr. Isaac-Renton described processes done in preparation for the 10-fold surge of samples received during the potential influenza pandemic investigation of 2009.

Post conference evaluation was done as a combination of on-line and on-paper, with a response rate greater than 25 percent. The meeting was rated highly as an opportunity for new knowledge about laboratory quality management.

Discussions are underway about the next POLQM conference.

Dr. Michael Noble

*Dr. Noble is the Chair and managing director of the Clinical Microbiology Proficiency Testing program (CMPT) and the Program Office for Laboratory Quality Management (POLQM), UBC Department of Pathology and Laboratory Medicine.*



Presentations from the conference are available on the POLQM website: [www.POLQM.ca](http://www.POLQM.ca)

## Upcoming Events

### NOVEMBER 2013

#### 8th World Congress of the World Society for Pediatric Infectious Diseases

Nov 19 - 22 2013 Cape Town, South Africa

More info: <http://www2.kenes.com/wspid/Pages/home.aspx>

### APRIL 2014

#### 16th International Congress on Infectious Diseases

April 2-5, 2014 Cape Town, South Africa

More info: <http://www.isid.org/igid/>

#### CACMID – AMMI Canada 2014 Annual Conference

April 2-5, 2014 Victoria, BC

More info: <http://www.cacmid.ca/2013/08/victoria2014/>

### MAY 2014

#### 24th European Congress of Clinical Microbiology and Infectious Diseases (ECCMID)

May 10-13, 2014 Barcelona, Spain

More info: <http://www.eccmid.org/>

#### 2014 Water Microbiology Conference: *Microbial contaminants from watersheds to human exposure*

May 5-9, 2014 in Chapel Hill, NC

More info: <http://watermicroconference.web.unc.edu/>

### JULY 2014

#### 89th Annual Meeting of the American Society of Parasitologists

July 24-27, 2014 New Orleans, Louisiana

More info: <http://amsocparasit.org/node/79>

## ABOUT CONNECTIONS

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news\\_submissions.htm](http://www.cmpt.ca/newsletter_bulletin/news_submissions.htm)

## Useful Read

A Guide to Utilization of the Microbiology Laboratory for Diagnosis of Infectious Diseases: 2013 Recommendations by the Infectious Diseases Society of America (IDSA) and the American Society for Microbiology (ASM).  
<http://cid.oxfordjournals.org/content/early/2013/06/24/cid.cit278.full.pdf>

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