

CMPT Professional Development Course

As part of its annual Customer Satisfaction review, CMPT seeks the feedback of its clients through surveys that target different aspects or services provided.

This year, CMPT focused on one of our educational components, the Professional Development course offered to Laboratory Technologists and Microbiology Residents.

During 2020 we had 80 active participants and, although lower than the previous years, their participation during a challenging year where the main administrator of the course was absent, means that these students are committed to learn and find the course useful and valuable.

Most respondents indicated that they participated in all three course categories: Clinical Bacteriology, Mycology, and Parasitology.

There was strong support for the informational value of the critiques (Figure 1) and most indicated that the course was useful for their learning, keeping up to date with their knowledge in clinical microbiology, and for their professional development (Figure 2).

As a laboratory professional, I have learned useful information that my laboratory is not up to date with.

In addition to responding to the survey questions, the course received many positive comments.

Based on this survey we believe that with respect to providing participants with educational, informative value, our participants strongly supported our efforts.

This is very encouraging for us as we not only strive to provide our clients with valuable challenges and samples, but to educate the laboratory community to reach the highest quality possible.

It is a well defined course and beneficial as well.

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How would you rate the CMPT Critiques from an INFORMATION perspective

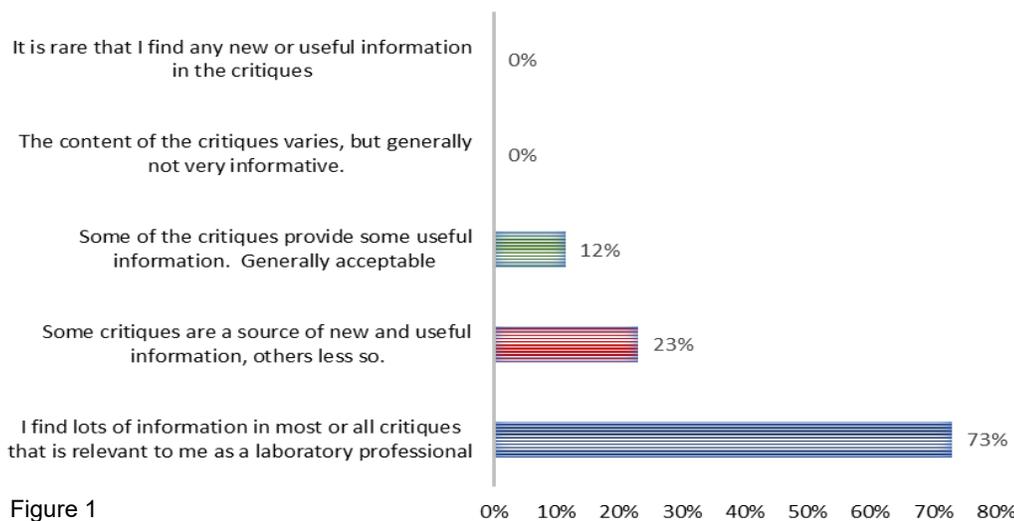


Figure 1

These surveys are a great opportunity to get feedback so we can continue to improve in the quality of services/education we offer.

Next year, the course will run more smoothly with the return of our main administrator and with the automation of quiz results tables that will allow us to get rid of the confirmation emails.

Participants will be able to have their quiz results tables updated as they finish the quizzes replacing the manually updated ones.

PROFESSIONAL DEVELOPMENT COURSE

The CMPT Professional Development course is offered as a program to assist you to update and refresh your knowledge in clinical microbiology. Please rate the following statements about your participation in the course.

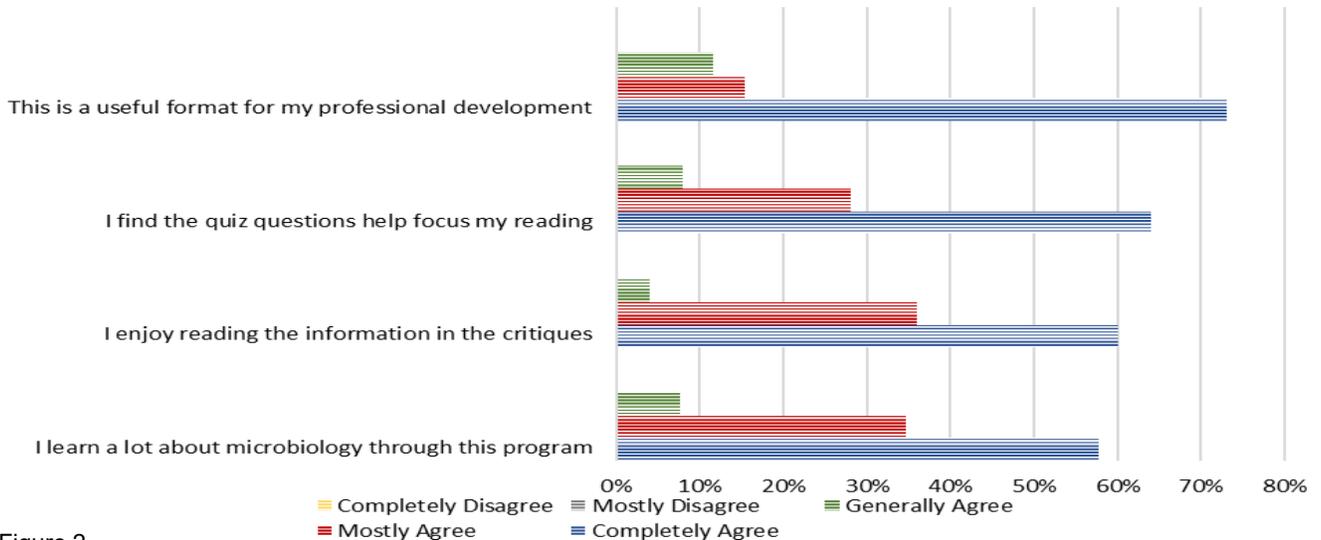


Figure 2

We want to thank our participants for their feedback and look forward to having many more fruitful years.

Excellent course as is.
Enjoy it thoroughly.

Clinical interpretation is good
information presented in the
critiques.

Great way to get CE credits

Do you want to register for the 2021 CMPT Professional Development course?

Registration will start in November 2020. Please visit the course's website:
pd.cmpt.ca for more information

Technologists working at CMPT participant laboratories register for free.



THE YEAR IN REVIEW

This last year, 2019-2020, has been a particularly challenging one for CMPT. The departure of one of our technologists, Fion Yung, and the temporary absence of our Editor, Veronica Restelli in October 2019 put an extra burden on CMPT staff to deliver the services and fulfill existing engagements with our clients.

CMPT added Shadi Alami as a technologist to the staff in August 2019 and Issa McKinnon joined CMPT as administrative assistant in January 2020. Even with those additions, our coordinator, Esther Kwok, and senior technologist, Caleb Lee, had to take on the editorial and web manager functions until our Editor returned in July 2020.

As part of our commitment to quality, CMPT was successfully audited by SAI Global in March 2020 and our Quality System was recognized as being in compliance with ISO 9001:2015 (Quality Management – Requirements) with no deficiencies.

In addition, in May 2020, we successfully completed our audit for compliance with the international standard ISO/ IEC 17043:2010 (Conformity assessment -General requirements for proficiency testing) under the authority of the American Association for Laboratory Accreditation (A2LA). We were found to have no major concerns but did have 6 deficiencies and 3 observations. All were addressed, and our accreditation certificate was received.

This year as part of our Strategic Quality Plan review, our Quality Policy was revised to strengthen our statement of commitment to our staff.

We refined several essential definitions including defining both our paper and video challenges as EQA measurement tools.

We clarified that we view all people of all professions working within the laboratories that we serve as our customers. We clarified that we seek the opinions of all our customers, and not only top management in our customer satisfaction surveys.

CMPT continues to provide high quality, clinically relevant samples to clinical laboratories, and water testing organizations and continues to seek opportunities to extend the scope of its services. In line with that, CMPT has started to work on samples for Food Microbiology as an extension of already existing programs.

Despite the difficulties faced with the changes in staff, our composite satisfaction score which measures our Client Satisfaction, was the highest recorded for CMPT.

It is the commitment of our staff and the processes put on place to ensure the quality of our products and services what made this possible.



You can read the complete Chairman's annual report in our Annual Report published on our website:

<http://cmpt.ca/publications-newsletter/annual-report/>

Welcome Issa Abrams-McKinnon

CMPT welcomes Issa Abrams-McKinnon to its team. Issa joined CMPT in January 2020 as an administrative assistant to help with CMPT's ever growing and complex logistics.

Issa holds a B.A.Sc. in molecular biology from Quest University Canada where he completed an undergraduate thesis focused on cancer biology and the medical applications of biotechnology.

During his degree Issa completed a co-op placement in a cerebrovascular physiology lab at the University of Calgary, where he analyzed data for a study investigating the effects of altitude on COPD.

Issa also currently interns as a research assistant in a neurogenetics research laboratory at UBC as part of a project investigating the neurogenetics of Parkinson's Disease.



We say goodbye to Dr. Titus Wong

Dr. Wong joined the Clinical Bacteriology committee in 2012.

We want to thank Dr. Wong for his time and dedication to CMPT. During his time as a member of the committee, Dr. Wong volunteered his time and knowledge for the benefit of Clinical Microbiology laboratories and their staff.

He has been of great help in selecting challenges, writing critiques and articles for CMPT's newsletter, and providing relevant and useful insight and guidance.

Thank you Dr. Wong!!

We say goodbye to Dr. Kathy Malejczyk

Dr. Kathy Malejczyk joined the Clinical Bacteriology committee in 2019. We want to thank Dr. Malejczyk for her time and contribution to CMPT.

We wish Dr. Malejczyk all the best.

ABOUT CONNECTIONS

"Connections" is published quarterly by CMPT and is aimed at the Microbiology staff.

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Connections is available online:

<http://cmpt.ca/publications-newsletter/>