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## POLQM Quality Conference - Knowing your customers

On October 24, 2018 the UBC Program Office for Laboratory Quality Management or POLQM hosted a one-day conference/workshop on medical laboratory quality improvements, focusing on **Knowing your customers**. Topics covered included

- **What is Service Excellence and Why is it important?**
- **Are our customers Happy or Not?**
- **Customer-focused innovation in the lab sector**
- **Service Excellence in Hospitality**
- **Diagnosing and Adjusting Laboratory Culture of Quality**
- **Storytelling about our Quality Experiences.**



Presentations available at the conference's site:

<https://polqm.med.ubc.ca/2018-polqm-conference/>



This one-day format allows for people to interact and exchange ideas more readily and this was something many participants expressed.

We would like to thank all our participants, speakers, and contributors for making this event a success.

See you next year!



# CMPT ANNUAL COMMITTEE MEETING

This year CMPT held annual general meetings with its Committee of Experts for the Clinical Bacteriology, Parasitology, and Mycology programs.

The purpose of these meetings was to plan ahead for the year and discuss ideas on how to improve the biggest EQA programs.

We also used this opportunity to thank our volunteers that regularly contribute with their time, knowledge, and expertise. Without the committee members, it would be impossible for us to maintain our challenge selection process, our assessment system, and the high quality of our critiques and newsletter.

It was a good time also to reflect on the 2017-2018 year and talk about our goals for 2018-2019.

The whole Chairman's report can be accessed in our Annual Report (<http://cmpt.ca/wp-content/uploads/2018/09/Annual-Report-2017-2018.pdf>)



See you next year for a full  
Annual General Meeting!



## CMPT Data Entry Makeover

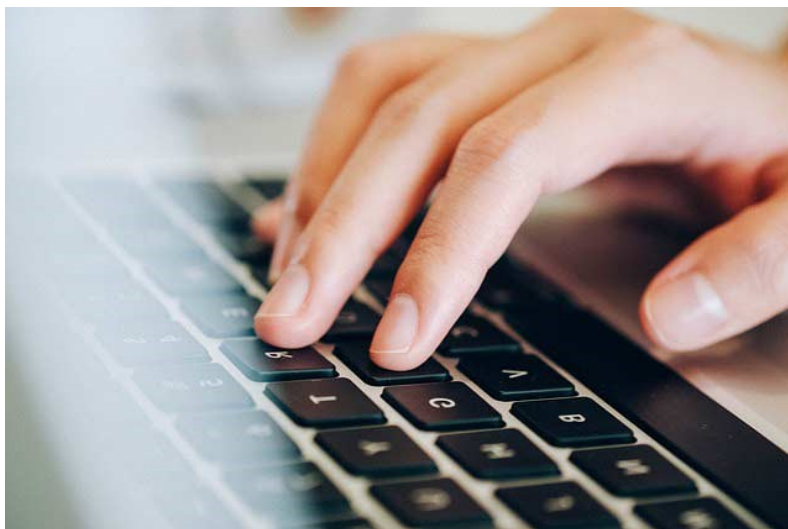
CMPT has launched a new system for Data Entry. We have been receiving feedback from our laboratories for years and acknowledged that the old data entry system was outdated and not very user friendly.

After a comprehensive development process we are happy to announce that the new system is now in place and being used by the laboratories.

We trust that our participants will be more satisfied with this new system and we would love to hear some feedback so we can adjust it to our clients' needs.

The new data entry system is already in use by the Water, Clinical Bacteriology, Shiga Toxin, and Clostridium difficile programs.

Mycology will launch with the November sendout; Parasitology, Trichomonas, Enteric Panel, Screening/Molecular, and AFB programs will be launching in April 2019.



## Professional Development Course Updates

CMPT's 2018 Professional Development course is now closed. We are happy to see that year after year the number of participants increases.

This year we also had an increase in the number of participants finishing at least one category and thus, receiving a certificate.

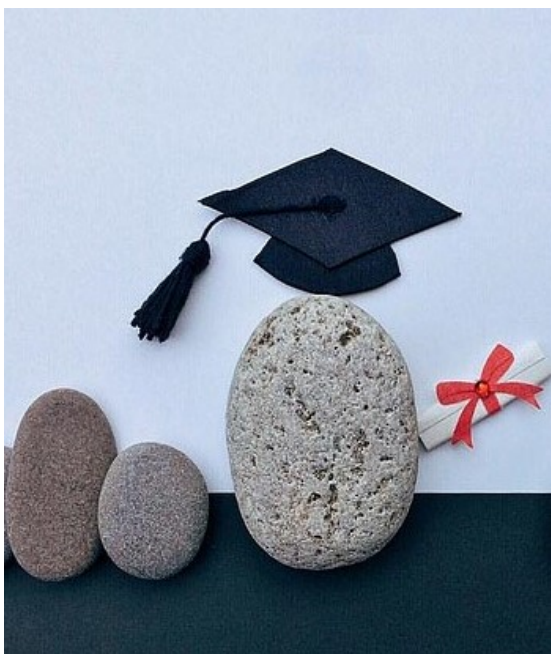
In 2018 we had 176 participants of which 97 (55%) receiving a certificate of completion (up from ~ 30% on the previous years).

We have received very good feedback from the students so we are already preparing for the 2019 year.

For the second year on a row, we have also offered the course to laboratory technologists in Ethiopia through a specially tailored course. We had 7 participants this year.

Stay tune for news on the 2019 Course.

We would like to thank all of our participants and we look forward to seeing you next year!



## Upcoming Events

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### APRIL 2019

#### 2019 AMMI Canada – CACMID Annual Conference

April 3-6 Ottawa, ON

More info: [http://www.cacmid.ca/2018/09/2019\\_ottawa/](http://www.cacmid.ca/2018/09/2019_ottawa/)

### 29th ECCMID

April 13-16 Amsterdam, Netherlands

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

### MAY 2019

#### LABCON 2019

May 24-26, Fredericton, NB

More info: <https://labcon.csmls.org/>

### ABOUT CONNECTIONS

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