

# Connections



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## CMPT Professional Development Course Updates

The 2019 Professional Development course saw 136 registered students this year and 79 participants (58%) received a certificate of completion.

The 2020 course will start in January 2020 and will have a slightly different format as our main course administrator will be on leave for most of the course duration.

The course will revise critiques from previous years touching in interesting cases and topics not addressed in the previous quizzes.

2020 also marks the 5<sup>th</sup> year for the CMPT Professional Development course. We are very proud of being able to offer this service to our participants and we are also very thankful to our faithful students that return year after year.

For more information please visit the course's website at [pd.cmpt.ca](http://pd.cmpt.ca)



## 2019 POLQM Quality Conference "Meeting the Needs"

November 24 - 26th, 2019

November 24—26, 2019  
St. Paul's Hospital Conference  
Centre  
Vancouver, BC

Information and registration:  
<https://polqm.med.ubc.ca/2019-polqm-quality-conference/>



2019 POLQM  
CONFERENCE  
Laboratory Quality Management

"Meeting the needs"

St. Paul's Hospital Conference Centre  
1081 Burrard St, Vancouver, BC

## CMPT Composite Satisfaction Indicator



The Essential Core of Quality is based on the question “**are you meeting the expectations and requirements of your customers?**” is built into the definition of Quality as iterated by Philip Crosby and accepted by the International Organization for Standardization, which is the seat of our country’s Quality framework.

The challenge for laboratorians, is how to measure if our customers view us as meeting their expectation and requirements. You can ask opinions through surveys or find another approach that allows the laboratory to reach the same conclusion, without depending solely on satisfaction surveys.

In CMPT we started with satisfaction surveys, but then broadened the measurement with certain assumptions:

- a. If we get a strong positive response to a satisfaction survey that is a good measure.
- b. If participants provide unsolicited positive comments that is a good measure.
- c. If they continue to work with us even though there are other choices, that is a good measure.

- d. If they want to broaden our scope of work with them through new or continued contracts that is a good measure.
- e. If they chose to work with someone else, or cancel contracts, we interpret that as our inability to meeting their needs.
- f. And if they register a complaint with us that is definite proof of us not meeting their needs.

Every year we gather that information and fit in into a formula, biased to the negative, meaning that we lose points more easily than gain points. We measure our performance year-over-year, and against a scale of exceptional versus unacceptable performance.

A scale has been developed whereby great concern would result if we had a satisfaction survey with an approval score of 70 or if we lost one of more contracts as a result of dissatisfaction.

A satisfaction score of greater than 90 or gaining three or more contracts would raise our composite score above 100 which we would take as evidence of excellence.

We see this as a measure, based on customer opinion complemented by objective measure. And then in the spirit of transparency, we share the results openly in our Annual Management Report.

See the results of our last 17 years.



## Committee Members changes



### Thank you Lorraine Campbell

We are very sorry to see Lorraine go from our Clinical Bacteriology committee. Lorraine has been invaluable in her contributions to the committee and CMPT.

She has always been very encouraging and a firm supporter of quality in the laboratory.

Her insightful comments and her lab tech point of view have helped CMPT to remain grounded on what our mandate is.

I personally would like to acknowledge her role in the creation of the Professional Development course, as it was her suggestion that moved us to create and offer this course for free to the lab techs.

Thank you Lorraine, we will miss you!

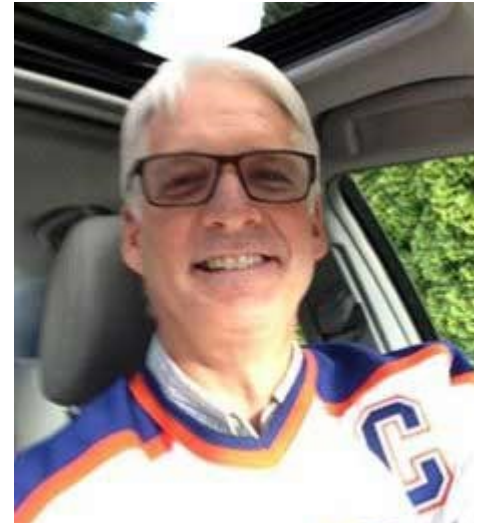
Veronica, CMPT editor

### Thank you Dr. John Galbraith

Dr. John Galbraith joined CMPT in 2005. During all these years his contributions to the CMPT Clinical Bacteriology Committee have been invaluable and we are very grateful for all his hard work.

CMPT has benefited greatly from his years of participation, with his unique insight, enthusiasm, and invaluable support.

We wish Dr. Galbraith all the best and are very thankful for his support all these years.



### We say good bye to Fion Yung

We are sad to see Fion Yung go. Fion Yung joined CMPT on June 2015 and during 4 years she contributed greatly to CMPT activities. Fion Yung quickly adapted to the job and in a very short time she was handling programs on her own.

Here at CMPT we enjoyed her joyful personality and her hard work and commitment.

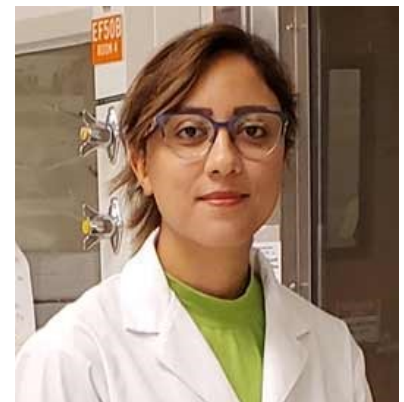
Fion took a job with BC Cancer and we would like to wish her the best in her new position.



### Welcome Shadi Alami

We would like to introduce Shadi Alami. Shadi joined CMPT on August 2019. She holds a MSc degree in Medical Microbiology from the Mashhad University of Medical Sciences in Iran.

We look forward to working with her and believe she is a valuable addition to the CMPT team.



## Upcoming Events

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**NOVEMBER 2019**  
**2019 POLQM Quality Conference**

November 24-26, St. Paul's Hospital, Vancouver, BC  
More info: <https://polqm.med.ubc.ca/2019-polqm-quality-conference/>

**APRIL 2020**  
**2020 AMMI Canada — CACMID Annual Conference**

April 29 - May 02, 2019, Sheraton Vancouver Wall Centre, Vancouver BC  
More info: <https://www.ammi.ca/Annual-Conference/>

### ABOUT CONNECTIONS

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

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