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# Six Rivers

## CHAPTER CHATTER

Volume 3, Issue 3

August, 2003

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### LETTER FROM THE PRESIDENT

Greetings and Happy Summer!

Your Six Rivers Chapter was awarded the “Gold Medal” for Innovation at the Council of Chapter Leaders meeting in Salt Lake City, Utah in June! Congratulations on everyone’s efforts to contribute to our ongoing success in communication, education and promotion of our laboratory profession!

The National CLMA conference in Salt Lake was well attended and the SRC was represented by over 20% of our chapter membership attending.

Highlights included:

- Dorothy Skidmore as an active member in “CLAC”, the Chapter Leaders Advisory Committee” was instrumental in planning a terrific networking session for the Chapter Leaders on the Thursday prior to the opening session.
- Mary Beth Kasper, Debi Wolterman, and Dorothy Skidmore presented at 4 breakout sessions on laboratory improvement processes that were both well attended and positively received.
- Paul Labbe participated with 3 other judges (2 CLMA/2 ASCP) in evaluation of the 12 poster presentations and recognizing the top three with awards.
- Joyce Dicks volunteering her services to participate in future CLAC activities.
- Active participation of all members present in “letting our voices be heard” to our Senators and Representatives regarding the laboratory co-payment issue tagged onto the proposed Medicare Prescription Bill.
- Regional luncheon conference with the Indiana and Kentucky chapters on further development of our annual Ohio River Valley Regional Conference.
- First time national CLMA attendees Jenny Murray, Renee Cuevas-Downs, Jane Carroll, and Cheryl Hamon (look for their first time impressions inside this newsletter)

And more good stuff is coming your way!

- Pam Oliver and Jenny Murray continue to develop the “Buddy System” for SRC
- Wanita Ruppert, Sharon Kopcynski, Joyce Dicks, Cynthia Griffiths, and Jane Carroll are planning an exciting SRC Fall Conference at Deer Creek State Park.
- Dorothy Skidmore as head of the nomination committee is currently taking applications for the 4 open board positions – please consider sharing YOUR expertise with this chapter.
- Jim Reynolds coordinating the CLMA booth at the Ohio Counseling Association Conference in Columbus in November.
- Ed Tirakis constantly updating the SRC website to keep the latest information at your fingertips!

Thank you for making my job as President fun and easy with your active participation and interest. Let’s keep the momentum going!

Paul Labbe  
President, Six Rivers CLMA Chapter

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**Six Rivers Chapter  
Officers & Board Members**

**PRESIDENT**

Paul Labbe (937) 297-8204  
[paul.r.labbe@questdiagnostics.com](mailto:paul.r.labbe@questdiagnostics.com)

**PRESIDENT ELECT**

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**SECRETARY**

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**TREASURER**

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Sandy.e. Frommeyer  
[@questdiagnostics.com](mailto:@questdiagnostics.com)

**PAST PRESIDENT**

Dorothy Skidmore (513) 584-1794  
[Skidmodb@healthall.com](mailto:Skidmodb@healthall.com)

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Pam Oliver (614) 889-1061 x3398  
[Pam\\_Oliver@labcorp.com](mailto:Pam_Oliver@labcorp.com)

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[Cynthiagrif@aol.com](mailto:Cynthiagrif@aol.com)

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[Jim.reynolds@rcc.org](mailto:Jim.reynolds@rcc.org)

Mary Bronk 812-933-0425  
[Bronkm@nicholsdiag.com](mailto:Bronkm@nicholsdiag.com)

**COMMITTEE CHAIRS**

**Communication**

Jenny Murray

**Membership**

Pam Oliver

**Education**

Wanita Ruppert

**Healthcare Policy**

Paul Labbe

**Strategic Planning**

Dorothy Skidmore

**OutReach**

Dorothy Skidmore

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Visit our chapter web site for all  
the latest info!

[www.sixriversclma.org](http://www.sixriversclma.org)

**Membership**

**The entire Board and Membership would like  
to welcome these new members.**

**Stacy A. Burrier**

Laboratory Sales Specialist  
Children's Hospital  
Dublin, OH

Jane E. Carroll

Program Coordinator  
Labnet of Ohio, Inc.  
Columbus, OH

Dennis C. Huff

Team Leader  
CompuNet Clinical Laboratories  
Dayton, OH

Audrey J. Kerby

Regional Laboratory Compliance Manager  
Mercy Health Partners Southwest Ohio  
Hamilton, OH

Reminder: Please renew your membership if the  
expiration date is near. Every member is very  
important to the success of our chapter.

Note: Membership dues:

National \$135

Local Chapter \$10

**CHAPTER CHATTER**- published quarterly, usually in  
February, May, August and November as an educational  
service to members. The deadline for material  
for publication is the 15<sup>th</sup> of the month preceding the  
month of issue. Articles are welcome!

Contact:

Barb Keehn, (937) 297-8303

[barb.a.keehn@questdiagnostics.com](mailto:barb.a.keehn@questdiagnostics.com)

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**CLMA/ ASCP 2003 Conference and Exhibition**  
**Salt Lake City, Utah**  
**June 21-24, 2004**

Cheryl Hamon, Renee Cuevas- Downs, Charles Dudley, Sharon Cullen, and Jenny Murray from Columbus Children's Hospital (CHI) attended the National meeting in Salt Lake City. While some of the CHI attendees were veterans, it was Renee and Jenny's first time to a National Convention. While we each had our own interests and attended a variety of sessions, the main focus was on Lab Renovation, Staff Motivation/ Retention, Outreach, and Customer Service.

While we expected it to be 85 degrees and sunny; we found ourselves dodging rain drops and heading to the mall for a coat. The Ohioans back home were enjoying the 85 degree weather- it seems that we brought the rain with us. Luckily the convention center and sights of interests were close by! For the new attendees the size of the convention center was amazing. While walking around the convention center and looking at the dining area, we thought to ourselves that there could not be "that" many people here!! The vendor exhibit hall and convention center were on a much larger scale than anything we had ever seen before.

The Keynote speakers were excellent. The first keynote speaker was Mark Sanborn, internationally acclaimed author and speaker. He introduced us to the "Fred Factor" and we all want to be a "Fred". Fred is the ordinary person who is extraordinary at what he does – this Fred was a mailman. Mark shared with us how his mailman provided excellent customer service and went above and beyond his job duty as a mailman. Mark Sanborn's philosophy is that we can all make a difference!! The second keynote speaker was Jeanne Robertson who presented "Humor: A Personal Strategy for Success". We learned that Jeanne is 6 foot 2 inches and has been since she was 14 years old!! She taught us to embrace our originality and to laugh at ourselves. We could all relate to her husband, LB (left brain), as she called him. He was the analytical type (like lab people) who had to measure the precise location on the wall to hang a picture. Once the picture was hung, then he got out the level (the bubble thing as Jeanne called it) to assure that the picture was hung just right. Jeanne had the whole audience in tears laughing – she was very entertaining!!

The group attended a variety of breakout sessions. Renee attended "Take this Job and Love It- Team Building". This session provided some new ideas on team building, but most importantly reminded people that we need to make the work place a fun place to work! Cheryl attended Karen Mortland's "Safety in Lab design" which was excellent. Children's is in the process of expanding and renovating the entire lab so this session was of particular interest. The speaker provided the viewpoint of a medical technologist who went on to become an architect. Karen suggested several design elements that we (CHI) can still incorporate into our new facilities. For example, she described a new flooring that helps fight the fatigue that the technologist who stands at an instrument all day long incurs. Jenny attended Linda Galido's presentation on "Accountability Works: So Make It Work For You". She shared with us that people are like a garden there are weeds (low maintenance, self managed), daisies (needs some coaching but is somewhat self managed), and orchids (high maintenance, requires direction and guidance). You cannot treat every person the same way. Communications must be clear to have accountability!! Some of the other breakout sessions on customer service, leadership, and motivation were on a basic level. It would have been more informative if these sessions were on a more advanced level.

The Children's Hospital group attended some of the vendor receptions which allowed us to enjoy some of the Salt Lake City attractions. During the Tuesday night party we were entertained by Nik and the Nice Guys who played a variety of music from rock'n roll to big band. Wearing our favorite sports attire (Go Bucks!!) we had a chance to try on our "sports" hat at playing golf, pinball, air hockey, basketball and ski. Overall, the convention was enjoyed by all!

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**Don't Fall Back!**  
**2003 Chapter Membership Drive**

The fall season offers chapters several prime opportunities to recruit new members into the CLMA network. Annual educational meetings, social gatherings, and exhibits at other shows are just a few examples of events that can be used to attract new faces.

**As an added incentive, when your chapter recruits new members this fall, the chapter will automatically be eligible to win valuable prizes!**

**Between September 1 and October 31, 2003, the Executive Office will track every new CLMA member that joins a chapter. After October 31, the following prizes will be awarded:**

**The chapter with the most new members will win:**

- One free registration to the CLMA/ASCP 2004 Conference & Exhibition in Atlanta, Georgia, March 27-30
- \$150 gift certificate to the CLMA online store

**The chapters with the second, third, and fourth most new members will each win:**

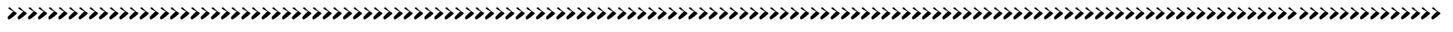
- One free CLMA membership
- \$50 gift certificate to the CLMA online store

**The chapter with the highest percentage of new members will win:**

- One free registration to the CLMA/ASCP 2004 Conference & Exhibition in Atlanta Georgia, March 27-30
- \$150 gift certificate to the CLMA online store

Please note that each chapter is eligible to win only one prize.

For more information, contact Mark Newton at [mnewton@clma.org](mailto:mnewton@clma.org) or at 610/995-9580 ext. 218.



**Six Rivers CLMA**  
**Monthly Board Meeting/ Teleconference**

All Six Rivers Chapter members are invited to attend our monthly board meetings. The next conference call will be held on Tuesday, Sept 23 at 8:00 am. The agenda will be posted on the web site the week before the meeting. If you are interested in attending the conference call, please contact the site Coordinator.

Site: Health Department (Cincinnati)      Coordinator: Jim Reynolds  
[Jim.Reynolds@cincinnati-oh.gov](mailto:Jim.Reynolds@cincinnati-oh.gov) or at 513-357-7230

Site: CompuNet (Dayton)      Coordinator: Paul Labbe  
[paul.r.labbe@questdiagnostics.com](mailto:paul.r.labbe@questdiagnostics.com) or at 937-297-8204

Site: Middletown Regional Hospital (Middletown)      Coordinator: Cynthia Griffith  
[cynthia.griffith@middletownhospital.org](mailto:cynthia.griffith@middletownhospital.org) or at 513-420-5029

Site: LabCorp (Dublin)      Coordinator: Pam Oliver  
[pam\\_oliver@labcorp.com](mailto:pam_oliver@labcorp.com) or at 614-889-1061X 3398

Site: Children's Hospital (Columbus)      Coordinator: Jenny Murray  
[murrayj@chi.osu.edu](mailto:murrayj@chi.osu.edu) or at 614-722-5331



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**Enjoy a "retreat" at the Six Rivers Fall Conference - See enclosed brochure**

Every leader knows that you need to have a talented workforce to provide the services that keep customers happy. But did you know (or as a manager, are you willing to admit) that employees leave managers - not companies? Leadership and the culture leaders create is as important, if not more important, than wages and benefits in getting and keeping employees.

Over the last few years, Middletown Regional Hospital has been committed to developing recruitment and retention strategies.

- Greentree Academy: a plan to "grow your own" by guiding young students into health care careers
- Creative scheduling that allows a skilled but aging workforce options to avoid losing them altogether
- Creating a Service Excellence program that recognizes employees for their contributions at all levels
- Personal Growth and Development programs that move the best and brightest entry level employees into careers that are challenging or exciting
- Training managers and key employees to mentor effectively and be accountable

Explore these strategies and what others are doing about managing recruitment and retention with our Human Resources focus panel at Deer Creek on October 17.

Cynthia Griffith

**The Lyle Rosser, Jr. Memorial Fund**

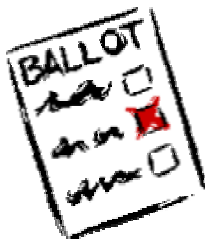
CLMA has lost a very dedicated member and a wonderful person. Lyle Rosser and his friend were killed in a tragic accident just as they were beginning a cross country bicycle trip.

At the recommendation of Pete Pellerito, SCPMG Business Administrator, an educational memorial scholarship fund has been established in honor of Lyle Rosser's dedication to the pursuit of higher learning. The Lyle Rosser, Jr. Memorial Fund offers scholarships to those individuals seeking higher education through the Peter F. Drucker School of Management at the Claremont Graduate University.

Contributions and donations can be made to:

The Lyle Rosser, Jr. Memorial Fund  
Claremont Graduate University  
In support of the  
Peter F. Drucker School of Management

Claremont Graduate University  
165 East 10<sup>th</sup> Street  
Claremont, CA 91711  
Attention: Gary Jimenez

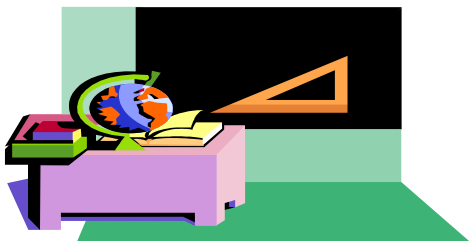


Ballots are being prepared for the elections to the  
Six Rivers Chapter CLMA Board

Watch for your ballot by E-Mail or in the mail!

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# *Bluegrass Chapter CLMA* *Educational Meeting*

Aug 21,2003

3-6 PM

Embassy Suites,  
Newtown Pk, Lexington, KY

*Dr Rawhi Omar,*  
*Kentucky State Commissioner for Lab Accreditation*  
Topic: CAP LAP Checklist

Marla Lyons, CLIA Surveyor  
Topic CLIA Inspection  
(Open discussion following presentation)

Members No charge

Non members \$10.00 (Free with Complete CLMA Application and Check)

**Snacks & Refreshments for all**

**RSVP: Ed Nartowicz: 800-948-3233 x3800, Denver Baker: 800-219-7174 x9238, BJ Correll: 859-260-6192, Tricia Wynd: 859-239-2273**

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**Upcoming Meetings**

Six Rivers Fall Meeting, Deer Creek in October 9 & 10, 2003, watch for further information on the website.

Ohio Counseling Association Conference (CLMA coordinating a booth), November, 2003, Columbus, Ohio

CLMA/ASCP National Conference & Exhibition, March 27-30, 2004, Atlanta, Georgia

Ohio River Valley Region Conference & Exhibition – Dayton Convention Center & Crowne Plaza – April 27-29, 2004. For more information see [www.ohiorivervalley.org](http://www.ohiorivervalley.org)

Six Rivers CLMA Chapter  
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