



Six Rivers

CHAPTER CHATTER

Volume 3, Issue 2

May, 2003

LETTER FROM THE PRESIDENT

Greeting and Happy Spring!

Six Rivers Chapter (SRC) continues to be progressive throughout our region, and I hope all of you have participated in some fashion with the activities that have taken place recently. Our chapter is the sum of your activities and efforts, and we accomplish many things through teamwork!

In this newsletter you will read about the success we have had with educational meetings:

- SRC CLMA sponsored multiple AACC and ASCLS audio conferences during the first quarter of this year, in Cincinnati, Dayton, and Columbus.
- Six Rivers was one of the sponsoring chapters of the Ohio River Valley CLMA/AACC regional conference at Kings Island, with terrific attendance, excellent presenters, vendor participation, and national represented by Mark Newton.
- Collaboration with the Ohio Society of Radiologic Technologists occurred in February.
- Representation at the Ohio Society for Clinical Laboratory Science conference in Columbus in early May.
- SRC sponsorship of the Six Sigma meeting on May 12th in Columbus
- Participation by some of your board members in the Council of Chapter Presidents (CCP) meeting in Orlando, Florida....now known as the Council of Chapter Leaders (CCL) to ensure all chapter leaders are encouraged to participate.

The SRC is not only sound in membership participation, but is financially sound as well, through the vendor support we receive to sponsor meetings such as the regional conference, and also the very successful candy sale as part of the National Lab Week celebration in April. We combined fun with functionality in conducting a board meeting while we labeled candy, popcorn and coffee packages with the "Exceptional People, Exceptional Service" logo of the 2003 National Lab Week celebration. Many of you used these to recognize your staff during Lab Week. Thank You!

Six Rivers will also be well represented at the National CLMA conference in Salt Lake City, Utah in June. We will have at least three board members represented at the CCL meeting prior to the conference, and hope to see many more of you at the networking chapter luncheon during the conference. Please let me know if you will be attending, and I'll coordinate communication and conferencing while we are in Salt Lake City.

Be sure to stay connected through our web site at <http://www.sixriversclma.org/>

At your fingertips, you have SRC information, calendar of events, links to legislative issues, and government representatives contact information, the latest on the new CLMA Political Action Committee, and updates on new members. Also, if you are not receiving our monthly broadcast e-mail message, contact me or Jenny Murray....we want you to stay connected to the Six Rivers Chapter of CLMA!

Paul Labbe
President, Six Rivers CLMA Chapter

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Officers & Board Members**

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Visit our chapter web site for all
the latest info!

www.sixriversclma.org

Membership

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

Suzanne L. Columbus, Laboratory Manager
Kettering Medical Center
Kettering, OH

Diana Dierkes, Lab Manager
VA Outpatient Clinic
Dublin, OH

Michael Ashby, Laboratory Manager
Clinton Memorial Hospital
Wilmington, OH

Sally Weimer, Laboratory Manager
Tri County Family Physicians
Reynoldsburg, OH

Terry A. Justice, Core Laboratory Manager
Children's Hospital
Circleville, OH

Barbara Bates, 2nd-3rd Shift Coordinator
Children's Hospital
Columbus, OH

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

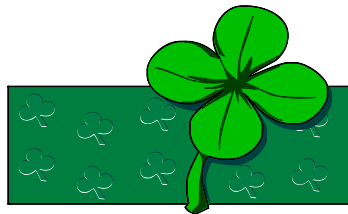
Note: Membership dues have increased:
National \$135
Local Chapter \$10

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 15th of the month preceding the
month of issue. Articles are welcome!

Contact:

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Besides lots of business, the April board meeting included some fun as we labeled all those items for Lab Week. We made a good profit on the candy bar sale to go towards the chapter's activities and scholarships.



Small Group Meeting Held in Dublin, Ohio

A small, but lively Columbus CLMA group met for a dinner meeting on March 18 at the Dublin, Ohio Houlihan's. After the "social" hour and a good meal, Cheryl Hamon introduced Dr. Mario Marcon, Director of Clinical Laboratories at Columbus Children's Hospital. Dr. Marcon presented an interesting talk on "Lab Diagnosis of Viral Central Nervous System Infections" and graciously stayed on to answer the group's questions.

There were a few suggestions for future meetings in the Columbus area:

- Quarterly small group meetings seem to be about the right frequency.
- Dinner meetings, rather than those held during the workday, seemed to be better for most since it is difficult to get away. Some people, however, liked the idea of breakfast or coffee meetings.
- Thirty minutes or so should be set aside at the beginning of the meeting for socializing and for varying arrival times.

It was fun to see old friends, meet new ones, and learn more about a vital topic. Thanks to all who participated, and if any one has future topic ideas or other suggestions for the Columbus area meetings, please contact Jenny Murray (614-722-5331 or murrayj@chi.osu.edu) or Pam Oliver (800-282-

The 14th Annual Ohio River Valley Region Conference was held April 29 – May 1 at Kings Island Resort & Conference Center. Once again CLMA chapters from Ohio, Indiana and Kentucky and the Ohio Valley Section of AACC teamed up to present a truly memorable event as we “soared into the future” with record attendance!

We opened the conference Tuesday evening with a welcoming wine and cheese reception, followed by the pre-conference workshop, “Small Hospitals, Big Challenges – Managing the Small Hospital Laboratory.” Then, on Wednesday and Thursday participants enjoyed a variety of educational sessions and wound their way among 43 vendor exhibits. Nancy Riesz, so familiar to Six Rivers chapter members, presented the keynote, “Leading the Way.” Nancy challenged each of us to become the leaders we always knew we could be. Anne Pontius kept participants abreast of current healthcare legislation in her general session, while George Manning, in a highly interactive and upbeat 2-part program, presented “The Human Side of Work.” In addition, there were breakouts on immunoassays, reducing laboratory errors, time management, herbal medicine poisoning and more.

Wednesday we gathered at Valley Vineyards, Morrow, OH for a special evening of networking, good food, local wines, and lots of fun competing in a paper airplane building contest!

Congratulations to Mary Beth Kasper who received a \$200 cash prize for her winning poster on performance improvement and efficiencies in the blood bank, and to all the Six Rivers members who planned and executed such a terrific conference – Sandy Frommeyer, Kathy Good, Paul Labbe, Donna Knight, Pat Walker, Cynthia Griffith, Mary Beth Kasper, Debi Wolterman, Barb Keehn, Joyce Dicks.

Mark your calendars for next year’s conference, May 5-6, 2004 in Dayton, OH. Sandy Frommeyer is chairperson for the event. Updates will be posted on the website, www.ohiorivervalley.org.



Registration started early!

Luncheon activities included speakers





Speakers on both management and technical subjects



Vendors provided information and prizes!



Our theme "Soaring into the Future" was the inspiration for the networking dinner activity!

Communication Committee

The Communication committee along with other board members met in April. Ed Tirakis reviewed our current web site, and discussed possibilities for the future. The group decided that we would like to add more pictures to the web page. We are looking at the possibility of adding a password protected member directory. Please visit the web site at www.sixriversclma.org to see what is new!!

I would like to thank the committee members for their role and contribution in working towards our 2003 goals. Committee members include:

Barb Keehn: Edits and publishes the newsletter and other publications
Joyce Dicks: Assists with the newsletter and other publications
Ed Tirakis: Maintains web site

We welcome new committee members!! If you are interested in joining, please contact Jenny Murray at 614-722-5331 or murrayj@chi.osu.edu.

Professional Outreach Committee

The Professional Outreach Committee has focused on a collaboration effort with the Greater Cincinnati Hospital Council. This summer they will be presenting 3 workshops for teaching professionals focusing on Healthcare. During the workshop we will be presenting a breakout describing our profession to educators with the hope that they will pass this message on to the students they see.

Joyce Dicks submitted an article on Clinical Laboratory Technology as a career in the THEO (Tristate Healthcare Educational Opportunities) publication distributed with the Cincinnati Enquirer in February and available on line at <http://www.cincinnati.com/healthcare>.

Thanks to all of you who submitted ideas for presentations to students. A flyer offering our services to give presentations was prepared and distributed to a group of Career Education Circles in January. As a result one group of "Pathfinders" students at Milford Jr High requested that we meet with them. Dorothy Skidmore gave a power-point presentation that was well-received. Anyone wanting to use the presentation, please contact her at skidmodb@healthall.com.

CLMA and Bayer Diagnostics Executive Management Program

In November 2002 and April 2003, CLMA and Bayer Diagnostics teamed up to provide CLMA members the opportunity to attend an Executive Management Program at the University Notre Dame, Mendoza School of Business. Twenty (20) full paid scholarships were awarded for each weeklong session, with participants responsible for travel expenses only. Prerequisites included CLMA membership, primary duties involving laboratory management, and no previous formal academic business training.

So, I gave it a try and was invited to attend the November 2002 program. What a remarkable experience! Our curriculum covered interactive sessions on strategic thinking, responsibility of leadership, managing change, financial analysis and capital budgets, marketing, and managing performance. Did I mention that our instructors were members of Notre Dame's business faculty and nationally recognized consultants? And what better setting than Notre Dame with so many years of academic excellence and tradition---a truly learning environment!

Developing a High-Performance Management Team

From an article by Lawrence King, a TEC speaker and team building expert. This will be a 3-part article.

Here are the first three steps in King's 10-step process for developing a high-performance management team.

1. Profile the peak performing team. Recall the best work team you ever were part of and what made it great. Then, create a vision for your team, focusing on four critical areas.

- People: Who will be on the team?
- Roles: What will each team member focus on day to day?
- Market focus: What standards will the team set for your market and industry?
- Scorecard: What results will you produce, and how will you measure them?

Not an easy project. But creating a profile gives you a strong starting point.

2. Rate your team. Rate each member of your management team on a scale of 1 to 10. Identify what each "good" performer must do to become "excellent," and create an action plan with short- and long-term objectives to get her there. Pretty simple when you think about it. (By the way, if you have not read Jim Collins' book *Good to Great: Why Some Companies Make the Leap . . . and Others Don't* [HarperCollins, 2001], do so.)

3. Identify your role. To lead a high-performance team, you must first be clear on your role as CEO and team leader. Here are five important things to do each month.

- Set and communicate the vision and strategic direction of the company.
- Create strategic alliances.
- Develop new services for clients.
- Stay in touch with members, particularly your board.
- Develop the culture of your company.

Great teams start with a great CEO. Take a close look at all the things you do, and decide what to delegate and what to keep. Create a short list of what you need to focus on. Write it down, print it, laminate it, and carry it with you

WATCH FOR OUR BROADCAST MONTHLY E-MAIL!

OUR WAY OF LETTING YOU KNOW WHAT YOUR SIX RIVERS BOARD OF DIRECTORS AND COMMITTEES ARE DOING.....



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Upcoming Meetings

CLMA/ASCP National meeting – June 21-24, 2003, Salt Lake City, Utah

AACC's 2003 Annual Meeting and Clinical Lab Expo, July 20 - 24, 2003 Philadelphia, PA

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

Ohio River Valley Region Conference & Exhibition – Watch for information on next years meeting – May 5 & 6, 2004. For more information see www.ohiorivervalley.org

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