



Six Rivers CHAPTER CHATTER

Volume 2, Issue 4

November, 2002

LETTER FROM THE PRESIDENT

As one of my first "official" functions as your new President, I get to report on the State of the Six Rivers Chapter of CLMA. The 2002-year was very good for Six Rivers due to your involvement in our sponsored activities throughout the year, and to the capable leadership of our officers and board. Through a team effort we were recognized twice by the national office of CLMA, through achievement of Chapter of the Year presented in New Orleans in August, and more recently as the top chapter in recruitment of new members! Congratulations!

These accomplishments, along with our other activities, have been fueled by our long term strategic planning process. For the past several years, Six Rivers' officers and committee members have met for an annual strategic planning session in November, where we review where we have been, and where we hope to go. In this newsletter you will read the summaries of the various committee activities, along with their goals for 2003. To continue our progress as a chapter, we need your continued support and active participation. As you review the long list of accomplishments for 2002, please consider where you could add your perspective and talents to achieving further success in 2003.

- ❑ Strategic Planning resulted in achievement of the Chapter of the Year (COY) award, along with Kathy Good receiving Member of the Year award. The requirements of this process helped us achieve much in the past few years and we will continue to use this tool for our future success in Six Rivers!
- ❑ Financial Planning through fundraisers such as the Lab Week Candy Sale, and the Silent Auction for student scholarships, the cash awards to our chapter through the COY, and membership campaigns, and our local vendors support, have maintained the viability needed for our active chapter to sponsor our educational programs. We will continue these successful programs in 2003.
- ❑ Program and Education planning presented over 6 opportunities throughout 2002 to network and educate our professional membership. More collaborative and innovative programs will be offered in 2003.
- ❑ Health Care Policy continues to communicate with our state and federal representatives and regulators, to help them understand the needs of our industry. Laboratory tours and letter writing campaigns need to continue on our local level, while we will see increased exposure on the federal level through the newly established CLMA Political Action Committee (PAC) in 2003.
- ❑ Membership of Six Rivers Chapter has bucked the trend seen on the national level by retaining existing members, while recruiting new ones. We need your continued feedback as we work towards more local group meetings, and the "buddy" system in Cincinnati, Dayton, and Columbus in 2003.
- ❑ Communications continue to try various routes to get the word out about Six Rivers, through this newsletter, our e-mail announcements and web site. Please continue to promote CLMA and Six Rivers in your local laboratory, or organization.
- ❑ Professional Outreach has an aggressive charter to promote career fields in the laboratory through health fairs, career fairs, and presentations with schools and students throughout our region. This new committee has laid a foundation in 2002 that we will build on in 2003 to assist all of us in recruitment and retention in our profession.

The bar has been raised with our 2002 accomplishments, and with all Six Rivers chapter members participation we will have an even more successful 2003! Welcome to our new board members, Pam Oliver and Cynthia Griffiths! And please congratulate Dorothy Skidmore for her wonderful leadership over the past 2 years, and outgoing board members Liz Maxwell and Mary Bronk, for their dedicated participation. I look forward to working with all of you and representing Six Rivers Chapter on the national level.

Thank You, Paul Labbe

**Six Rivers Chapter
Officers & Board Members**

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COMMITTEE CHAIRS

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Jenny Murray

Membership

Pam Oliver

Education

Wanita Ruppert

Healthcare Policy

Paul Labbe

Strategic Planning

Dorothy Skidmore

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.**

Renee Cuevas-Downs
Reference Lab Coordinator
Children's Hospital, Columbus

Jean Dupree
Lead Technologist, Microbiology
Drake Center, Cincinnati

Paula Durkee
Medical Laboratory Technician
Shriners Hospital for Children, Batavia

Justin Faz
Account Executive
HPO Healthcare Staffing, Cincinnati

Jacqui Reithel
Operations Manager
Mount Carmel Health, Columbus

Kenneth Schnur
Business Manager
ADD-A-TECH, Cincinnati

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 \$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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CLMA National website Enhancements

Have you checked out the CLMA National website lately?

If your answer is no, you need to take a few minutes to login and check it out. They have made many enhancements that I think you'll find helpful.

One noticeable difference is the *Members Only* section. If you go to www.clma.org and select CLMA Members Login, you can create a unique login name and password you can easily remember. You'll need your CLMA number handy for the first login, but after that it can be as easy as logging into your Email or any other internet account.

While you're in creating you new login profile, checkout your membership information. Under *Your Contact Info*, you can update your address, phone, fax and E-mail accounts. This helps to ensure you get the most current CLMA and Six Rivers information in a timely manner. Also check out the *Your Preferences* tab. This tab allows you to make some of your demographic information, such as phone number and job title, available to other CLMA members. You can also get messages to other members by a simple click of the box. Just click yes on the dots for *Info* and/or *Messages*. If you want to know for sure what this makes available, just search for my name and see what information is available about me.

Keep checking the web, the CLMA National and Six Rivers sites continue to be enhanced to serve you, our valuable members!

Kathy Good

Six Rivers Fall Conference – October 10-11, 2003, Deer Creek Resort

Our theme for this year's Fall Conference was "*Celebration*" and that we did! Even though it was a bit soggy, a few folks managed to hike a trail or two on Thursday. Later, that evening we gathered at several cabins for a wonderful dinner complete with grilled chicken, burgers and veggies. The rain lightened up enough for roasted marshmallows & s'mores with lots of fun!

Friday's program began with vendor exhibits, continental breakfast and our annual Silent Auction, which raised \$369 for student scholarships. Bruce Wade, HR manager at Bloomington Hospital, Indiana, presented an interesting session outlining the Predictive Index, a tool to assess what really motivates employees. During lunch, our newly elected officers were installed, and Nancy Riesz led us in a discussion *Celebrating our Profession*.

John Eckhart, Mercy Med Center, Iowa, and the Iowa CLMA chapter president, led us on a deep sea adventure. John is an archaeology enthusiast and shared his experiences in unearthing sunken vessels off the coast of Central America. John cleverly compared his experiences with lab management.

Our final program dealt with *Billing Compliance Pitfalls*, presented by our own member John Sherer and his colleague Carolyn Emmerich, Compunet Clinical Labs. John and Carolyn covered billing false claims issues and reviewed recent Lab Coalition reimbursement efforts in Washington, DC.

Many thanks to Jim Shultz and Dade Behring for sponsoring John Eckhart, Fisher Healthcare for sponsoring Bruce Wade, and to Compunet for sponsoring John Sherer and Carolyn Emmerich! We also received additional financial support from Ortho Clinical Diagnostics, Beckman Coulter and Quest Diagnostics.

Our exhibiting vendors were HPO Healthcare Staffing, Dade Behring, Quest Diagnostics, Diagnostics Products Corp, and LabCorp. Be sure to thank all our supporting vendors; they help make our programs possible.

Member Interest Survey Results

Once each year Six Rivers emails, faxes, or “snail mails” a survey to all chapter members. This year’s survey went out in June and was printed in our August newsletter as well. Here is a summary of the results:

17% (21 of approximately 124 members) responded. Most responses were from members in the Columbus and Cincinnati areas (19). Nine (9) members indicated interest in having a small group organized in their locale. Most responders prefer programs on Thursday, with Tuesday a close 2nd; morning and early afternoon were preferred. 66% receive employer funding for continuing education. 14% receive no funding.

Responders suggested a large variety of program topics with compliance, reimbursement, billing, general management, and leadership the most frequently mentioned.

Suggestions to better serve the membership included assigning mentors for new members, making it attractive for members to get involved, working more intently with vendors to get their support with funding and program speakers, and rotating some of the meetings to the Columbus or Lancaster areas. There were many positive comments, and three members expressed an interest in getting involved with chapter committees.

Thanks to everyone who participated in the survey! Our yearly strategic plan is driven by our members’ needs. We’d still like to hear from the rest of our membership. It’s never too late to express your opinion, share your ideas, and let your board know how we can best serve you. Please contact any board member!

Master of Science in Laboratory Administration Available

Bellarmine University - Donna and Allan Lansing School of Nursing and Health Sciences now offers a Master of Science in Laboratory Administration. The purpose of the Laboratory Administration master’s degree program is to foster the skills that current and aspiring medical laboratory managers require to be leaders in a health care facility as well as in the medical community, to be advocates for their profession, and to serve society. The curriculum is designed to expand the student’s knowledge base, diversify perspective, and provide a broad foundation for clinical judgment and ethical decision-making. Educational experiences are formulated to develop individuals who think critically, communicate effectively, analyze and solve problems, and apply intellect and moral principles in challenging situations.

For more information contact: **Office of Admission**, 2001 Newburg Road, Louisville, KY 40205
Admission: 502.452.8364, 1.800.274.4723 x 8364, **Fax: 502.452.8002**, www.msla@bellarmine.edu

Program and Education Committee Progress Report

Our committee is charged with providing quality educational, collaborative and networking opportunities to all chapter members. This year we accomplished the following goals:

- Updated and distributed the annual membership survey in May. (See article on member responses.)
- Presented five (5) chapter programs and helped sponsor the 2002 Ohio River Valley Conference with 3 other CLMA chapters and Ohio Valley Section AACC.
- Variety of topics presented: bioterrorism, coding, billing, leadership, motivation, quality improvement, clinical issues, and promoting the lab profession.
- Ten (10) chapter members are serving on the 2003 ORVRC planning committee.
- Programs were presented in various geographic areas, including Dayton, Columbus, Cincinnati, and Deer Creek Resort.

As we move ahead into the new year, one of our goals is to focus on implementing small group meetings in various locales within our chapter area. We welcome your interest and involvement. Please contact Wanita Ruppert, chairperson, if you would like to help.

Healthcare Policy

The Health Care Policy Committee is consistently attentive to the various legislative activities that affect the laboratory industry. Over the past year, we have urged all of you to write your representatives on reimbursement issues for tests and phlebotomy, the physician signature requirements for Medicaid, the frequency and patient requirements for the Advanced Beneficiary Notices, and on various compliance issues. Our focus for 2003 will be to facilitate the actions of the newly formed Political Action Committee at the national CLMA. We also will promote more web based and electronic communication with the legislators, as this is much quicker and faster for both the sender and receiver, especially on late-breaking actions in Washington D.C.

Please use the following sites as a quick reference for your letter writing campaign and let your voice be heard regarding your profession!

- <http://www.house.gov/writerep/>
- http://www.senate.gov/general/contact_information/senators_cfm.cfm
- <http://thomas.loc.gov/>

Communications Committee Strategic Plan for 2003

Goal 1.1: Connect the Members

1. Work with the membership committee to create a Buddy System
2. Encourage participation from members by providing local educational opportunities through small group meetings
3. Introduce chat rooms for members

Goal 1.2: Improve Communication

1. Provide prompt feedback to surveys and suggestions
2. Communicate results and actions
3. Maintain and enhance the web site
 - a. Add Education page
 - b. Government Legislative page
 - c. Develop a Publication Board
4. Establish measurement of effective communications
5. Increase the number of members on the committee

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

Membership Committee News

I am truly looking forward to chairing this wonderful committee this year. A big thank you to Liz Maxwell for leading this group the last two years and for passing along her very organized files. And thank you, too, Cynthia Griffith, for joining this committed committee!

The Membership Committee will focus on three of the Board's goals:

- Help develop a **Buddy System** to encourage participation and to mentor new members. We want to make our large chapter more personal.
- Contact **lapsed members** and make sure we address any concerns they may have with our chapter.
- Help create a **Small Group** program in each of the major city locations (Columbus, Cincinnati, Dayton) to provide more accessible local programming.

Anyone wishing to join or to find out more about the Membership Committee, please contact me. We welcome your participation!

Pam Oliver 614-889-1061 ext. 3398 or pam_oliver@labcorp.com

Soaring Into the Future

April 29-May 1, 2003



Ohio River Valley Regional Conference

Kings Island Resort & Conference Center

Keynote Speaker

Nancy Riesz MT(ASCP), MBA
" Leading the Way "

- ◆ Pre-conference workshop - Managing the Small Hospital Lab 4/29 6:30-8:30PM
- ◆ Early registration - wine & cheese 4/29 5:00-7:00PM
- ◆ Breakouts on managerial, regulatory and technical topics
- ◆ Expanded Vender Exhibit Hours
- ◆ Poster Session
- ◆ Networking Dinner at Valley Vineyards

Access www.ohiorivervalley.org for program information, updates and links for the conference.

For more information contact:

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Sponsored by:

CLMA Chapters:

**Greater Indiana, Six Rivers, Blue Grass
& AACC Ohio Valley Section**

Upcoming Meetings

December 12, 2002 - **Winter Workshop Day** - sponsored by Alliance Lab Services and Six Rivers CLMA, Cincinnati, OH. A full day of education, including management and technical topics. Pre-registration required

2003 ASCLS Clinical Laboratory Educators Conference March 6-8, 2003, New Orleans

Indiana Branch ASM, April 11-13, 2003

SCACM Spring Meeting, April 10-12, 2003, Fort Wayne, IN

Ohio River Valley Region Conference & Exhibition - April 30- May 1, 2003, Kings Island Resort and Conference Center, Kings Island, OH. Co-sponsored by CLMA chapters in Ohio, Indiana, Kentucky and Ohio Valley Section of AACC.

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