

Day 1 - April 5 - Friday				
730	Registration & Coffee			
800	Welcome			
815	Lifelabs Spotlight			
830	Part 1: Blood Collection Process - New Recommendations	The blood collection process, by venipuncture and capillary puncture, will be outlined in easy to follow steps. For each step, important issues will be highlighted. Throughout the presentation, the reasons leading to changes in CLSI's venipuncture standard (GP41-A7), published in spring 2017, will be explained.	Anne-Marie Martel, M.T., Scientific Affairs lead at OPTMQ, Chair of pre-examination expert panel for CLSI, Chair of CSA Group for Medical Laboratory Quality Systems and Canadian expert on Pre-Analytics. We are pleased and fortunate to introduce Canadian Anne-Marie Martel to BC as the main speaker and presenter for This Year's Symposium. In close collaboration with the rest of the CLSI expert panel (including Dennis Ernst.) Anne-Marie's knowledge and experience will be of great benefit at this Signature Event providing engaging and informative Analytical sessions.	Anne-Marie Martel
10am	Break			
1015	Part 2: Blood Collection Process - Demystifying the Order of Draw	The recommended order of draw for both venipuncture and capillary puncture will be presented. Through explanations regarding the content of each tube and the way it can affect testing performed in subsequent tubes, you will come to better understand and appreciate the reason for the positioning of each tube in the order of draw.	Anne-Marie Martel, M.T., Scientific Affairs lead at OPTMQ, Chair of pre-examination expert panel for CLSI, Chair of CSA Group for Medical Laboratory Quality Systems and Canadian expert on Pre-Analytics. We are pleased and fortunate to introduce Canadian Anne-Marie Martel to BC as the main speaker and presenter for This Year's Symposium. In close collaboration with the rest of the CLSI expert panel (including Dennis Ernst.) Anne-Marie's knowledge and experience will be of great benefit at this Signature Event providing engaging and informative Analytical sessions.	Anne-Marie Martel
1145	Lunch			
1230	Newborn Screening in BC	the presentation will explain the journey of newborn screening in BC, its importance, what conditions are screened for on the panel, and the process of how it happens. As well, we will discuss best practice techniques for collecting the blood spot card to enhance the quality and improve the family's experience.	Julie MacFarlane is the Provincial Lead, Screening Programs at Perinatal Services BC. Within this portfolio, she manages the BC newborn screening program, supporting the lab at Children's and Women's Hospital. One of the quality improvement initiatives that the team have just completed is the E learning course for improving the blood spot card collection. Julie is a certified genetic counsellor, has health management and leadership training, and experience in both the clinical hospital setting and private biotechnology research sector.	Julie MacFarlane
1335	Conflict Resolution	Many of us feel uncomfortable dealing with conflict, either in our personal and/or professional lives. In this session, you will learn about why conflict occurs and some common misconceptions about conflict. You will also be introduced to different conflict management styles, and discover the ones you tend to favour. The session will end with a step-by-step guide on how to effectively approach future conflicts.	Dr. Sophia Wong grew up in North Vancouver and completed her MD and medical biochemistry residency training at the University of British Columbia. She also holds an MBA from Heriot-Watt University. Dr. Wong is currently practicing as a medical biochemist at Vancouver General Hospital, and also serves as the Regional Medical Lead for Pre- and Post-Analysis for Vancouver Coastal Health laboratories. Her clinical interests are in laboratory quality, test utilization, and medical education.	Sophia Wong
1435	Break			
1450	The Happy Patient: Improving Patient Experience	Patients regularly express frustration with their experiences in the laboratory. Some of Fraser Health's initiatives -- both successful and not -- will be presented. Be prepared for a discussion at the end of what has or hasn't worked for you.	Dr. Cleve is the medical director of biochemistry and pre- and post-analytics at Fraser Health. Originally a plant biochemist and then a physicist, Dr. Cleve brings a unique approach to problems in the lab.	Dr. Richard Cleve
1550	MLA Preceptor Awards - Sabirah Mohammad & Rosanna Vernon			
1600-1605	Wrap up & prizes			
Day 2 - April 6 - Saturday				
800	Registration & Coffee			
830	Factors That Affect the Integrity of Samples, Before, During and After the Collection	Factors that affect the integrity of samples can be linked to the patient (including his preparation for the test), to events occurring during the collection as well to sample handling and delays after the collection. Emphasis will be put on hemocoagulation, hemolysis and clotting as well as their causes, effects and what you can do in your practice to minimize them.	Anne-Marie Martel, M.T., Scientific Affairs lead at OPTMQ, Chair of pre-examination expert panel for CLSI, Chair of CSA Group for Medical Laboratory Quality Systems and Canadian expert on Pre-Analytics. We are pleased and fortunate to introduce Canadian Anne-Marie Martel to BC as the main speaker and presenter for This Year's Symposium. In close collaboration with the rest of the CLSI expert panel (including Dennis Ernst.) Anne-Marie's knowledge and experience will be of great benefit at this Signature Event providing engaging and informative Analytical sessions.	Anne-Marie Martel
10am	Break			
1015	Applying the Transportation of Dangerous Goods Regulations in Your Practice	Millions of samples are being transported to labs each year on a regular basis; but are they being transported in accordance with Transport Canada's regulations? An overview of the requirements will be presented, including shipper responsibilities and training, classification, packaging and shipping, in easy to understand language so you can ship samples in a way that protects you, the public at large as well as your precious cargo!	Anne-Marie Martel, M.T., Scientific Affairs lead at OPTMQ, Chair of pre-examination expert panel for CLSI, Chair of CSA Group for Medical Laboratory Quality Systems and Canadian expert on Pre-Analytics. We are pleased and fortunate to introduce Canadian Anne-Marie Martel to BC as the main speaker and presenter for This Year's Symposium. In close collaboration with the rest of the CLSI expert panel (including Dennis Ernst.) Anne-Marie's knowledge and experience will be of great benefit at this Signature Event providing engaging and informative Analytical sessions.	Anne-Marie Martel
1145	Lunch			
1230	Code White....Really??	There is a need in healthcare for professionals to have excellent communication skills. When people are facing sickness, pain and death, emotions run high. How do we de-escalate a volatile situation with ease? Learn the "magic" of defusing hostility. It is inexpensive to teach and so easy to learn. In this short session, learn how to easily de-escalate a volatile situation. "Listening", yes.....the skill of actively listening to those in need. And if you can "empathetically hear" these people, this skill will become one of the most powerful tools you will ever use. <a href="http://tru.it.uvu.nl/like-it/">tru.it.uvu.nl/like-it/</a>	Melanie Kenler has been a Medical Lab Technologist in the area of Hematology for almost 30 years. She presently works in the area of Immunology at St Paul's hospital in Vancouver. As well as working in the lab, she has been an instructor with the Medical Lab Assistant program at Vancouver Community College for the past 13 years. One of the courses she teaches at VCC is a Human Relations course in communication, a basic skills course teaching students how to "actively listen".	Melanie Kenler
1335	Brain Health 101	Everyone knows that proper sleep, nutrition and exercise habits are essential for good physical health. But what about your mental health? Current neuroscience evidence suggests that a healthy life style is also a protective factor for the prevention of dementia and supports the treatment of common mental disorders such as anxiety and depression. In this session you will learn about lifestyle choices that support brain health and General well-being.	Deborah Hinds-Nunziata has been a Registered Psychologist from Calgary, Alberta for over 35 years working in both Education and Private Practice. As the Clinical Supervisor for many mental health professionals in Golden Hills School Division she recognizes the importance of self care in order to be available to help others. Deborah has presented to a variety of professional groups and students on topics such as Stress Management, Building Resilience and Taking Charge of Your Mental Health.	Deborah Hinds-Nunziata
1435	Break			
1450	CSMLS Code of Ethics – Overview and Case Studies	Through the use of case studies, examples and dialogue, we will explore the CSMLS Code of Ethics, breaches of ethics and discuss how best to deal with the discourse.	Christine Nielsen is the CSMLS CEO, and is previously the Director of Certification, with a brief stint as Deputy Registrar for the College of Medical Laboratory Technologists of Ontario. She is a Michener graduate, with a degree in Health Admin, a Certificate of Mastery in Prior Learning Assessment and is a Certified Association Executive (CAE). She is currently completing an MBA from Heriot-Watt, Edinburgh Business School, Scotland. Christine is past Chair of ONAR – the Canadian Network of Associations of Regulators, Ottawa. She is also an experienced Prior Learning Assessment Assessor with the Canadian Society for Association Executives (CSAE).	Christine Nielsen
1550-1600	Wrap up & prizes			