Elevate
Elevating knowledge through accreditation, proficiency testing, and education.

April 2020

Celebrating Medical Laboratory Professionals

On behalf of all of us at IQMH, we would like to offer our thanks to our laboratory colleagues during this difficult COVID-19 pandemic. We know the tremendous contribution that medical laboratory professionals are making to healthcare systems through specimen collection centres and testing laboratories. We appreciate their dedication and commitment to quality and patient safety.

Jeff Sumner
IQMH, President

Janice Nolan
Executive Director, Programs

Contents

Celebrating Medical Laboratory Professionals ....1
IQMH assumes responsibility for an exciting new program: Echocardiography Quality Improvement ..................................................2
Celebrate National Medical Laboratory Week April 26–May 2, 2020..................................................4
Be a Lab Week Leader!.............................................4
Celebrate National Volunteer Week April 19–25.................................................................5
Centre for Accreditation ...........................................6
Reducing the risk of errors in medical laboratories with updated International Standard...............6
Accreditation Canada, Health Standards Organization and IQMH COVID-19 Resources.........................................................6
Centre for Proficiency Testing.................................7
eCLIPSE access to CLSI Documents Helpful for COVID-19 Testing .............................................7
Other Industry Events...........................................8

©2020 Institute for Quality Management in Healthcare
IQMH assumes responsibility for an exciting new program: Echocardiography Quality Improvement

IQMH is pleased to announce a significant addition to our Accreditation programs has been achieved. On April 1, 2020, CorHealth Ontario transferred its Echocardiography Quality Improvement (EQI) Program to IQMH. This transfer included the onboarding of an entire team of EQI experts to ensure a seamless transition and the continued stability of this important program, for which there are nearly 700 participants. The program has the full support of and reports to the Ontario Ministry of Health (MOH).

What is Echocardiography?
An echocardiogram is a procedure that produces ultrasound images of the heart, used for a range of cardiac diagnostic purposes.

There are three types (modalities) of echocardiograms:

1. Transthoracic echocardiogram (TTE)
   This is the most frequently performed type of echocardiogram test. An ultrasound wand is placed outside of the chest, near the heart to obtain the images.

2. Transesophageal echocardiogram (TEE)
   This is performed primarily in hospital settings and involves sending a tube down the esophagus to allow for more detailed images of the heart.

3. Stress echocardiogram (SE)
   An echocardiogram can also be performed as part of a stress test with images taken before and after physical exercise.

About the EQI Program
The EQI Program is a substantial addition to the IQMH Centre for Accreditation, with close to 700 facilities in Ontario that perform roughly one million echocardiograms annually. About 60% of Ontario’s echocardiograms are performed in privately owned clinics/offices, with the remaining 40% being performed in hospitals. This is an accreditation program designed to ensure all echo studies meet the appropriate use criteria and the Standards for Provision of Echocardiography in Ontario https://www.corhealthontario.ca/eqi.

The EQI Program includes the following key components:
- provisional recognition;
- an on-site review including observation of all modalities performed; and
- case study reviews of echocardiography images and accompanying reports.

Continued on page 3
EQI Staff and Advisors

IQMH, under the leadership of Janice Nolan (Executive Director, Programs) and Julie Coffey (Director, Accreditation and Education), is taking responsibility for the management and operation of the EQI Program, and we are pleased to welcome the following three new staff members who joined the IQMH team on April 1, 2020:

Ryan Gillespie; Strategist EQI Program

Ryan has a varied education from the University of Waterloo, University of Toronto, and Western University, with degrees from a Bachelor of Education to a PhD. His PhD was in physiology, studying bone development in a basic science laboratory. After completing his PhD, the opportunity came up to enter healthcare and he enthusiastically joined the Cardiac Care Network, which became CorHealth. Ryan worked there for 6-1/2 years before transferring (also enthusiastically) to IQMH. On his birthday, three years ago, he was given a gift certificate to a climbing gym and has been obsessed with rock climbing ever since. Ryan lives for outdoor climbing and is now an international climber (Kentucky, US).

Fissan Lau; Specialist, EQI Program

Fissan Lau began her career as a Registered Nurse working in Cardiology/Critical Care. She’s been working with the EQI Program for three years, which has improved her project management skills. Her joy of the EQI program, so far, has been providing practical recommendations for quality improvement, and making a positive difference in echocardiography laboratories. Outside of work, Fissan is a novice golfer. On a sunny day, you might find her sipping stouts and hanging out with her partner and their golden retriever (Marley). Fissan looks forward to aligning and growing the EQI Program with the Accreditation family.

Shireen Persaud; Specialist, EQI Program

Shireen holds a BSc and Bachelor of Health Administration. She originally trained and worked as a Nuclear Medicine Technologist, before specializing in the field of cardiac sonography with several years of echocardiography experience gained as laboratory manager. Shireen has been with the EQI Program for almost two years, brought on as in-house sonographer/technical subject matter expert. Outside of work, she keeps busy with the mammoth project of a new house build, biking (when time allows) and looking after ten beehives and jarring honey in late summer.

In addition to the three new IQMH staff mentioned above, the transfer also involves the continued engagement of:

• A six-member EQI Program Advisory Panel, led by Dr. Anthony Sanfilippo, MD, FRCPC, Cardiologist. Members of the Advisory Panel are cardiac physicians who provide advice, guidance and direction to the EQI Program.
• A team of 11 on-site reviewers. These 11 individuals are experienced cardiac sonographers that visit echocardiography services in person to evaluate conformance.
• A roster of physician assessors and review panel members. These are duly qualified physicians with expertise in echocardiography that review echocardiography case studies submitted by facilities and — if part of the review panel — decide on the facility’s outcome.

Outlook for the future

All staff and advisors have enthusiastically joined IQMH and are confident in the future of the program. CorHealth will continue supporting the EQI Program through the setting and maintenance of policies, standards, and clinical guidance related to the quality of echocardiography services.

“With assessments and related accreditation decisions for the initial cohort of echocardiography service registrants approaching completion, the opportunity arose for us to assess the future of the Program with the Ontario Ministry of Health (MOH),” says Sheila Jarvis, CEO, CorHealth. “The transition will allow CorHealth the opportunity to focus on our core mandate and expertise by ensuring that current best practices of echocardiography services are always reflected in the Standards for Provision of Echocardiography in Ontario (the Standards).”

Continued from page 2

Continued on page 4
Continued from page 3

“The success of the EQI Program is important to patients, their families, and current and future providers of echocardiography services in Ontario. This transition will ensure the long-term success of the EQI Program,” says Dr. Anthony Sanfilippo, Chair, EQI Advisory Panel, Cardiologist, Kingston General Hospital, and Associate Dean, Undergraduate of Medical Education at Queen’s University. “CorHealth and IQMH’s commitment to continual quality improvement, positive impact on patient safety, and outcomes will continue to drive the EQI Program.”

“We have established expertise in accreditation and quality assurance processes,” says Jeff Sumner, President, IQMH. “We look forward to the opportunity to take on the implementation of the EQI Program and are committed to the goal of providing the highest quality of echocardiography services to patients in Ontario.”

The EQI Program will continue for those sites currently in the process of pursuing accreditation. CorHealth and IQMH will begin the next phase, which includes updating the Standards and exploring potential refinements to the ongoing accreditation process. Currently, the program is entirely funded by the Ontario Ministry of Health (MOH); however, as part of the transition, planning is underway with the MOH to develop a future cost recovery model supported by EQI Program participants aimed at ensuring ongoing quality improvement and the future sustainability of the EQI Program in Ontario.

IQMH is proud of this important new addition to our suite of Accreditation programs, and we welcome our new staff members, on-site reviewers, physician assessors, and the EQI Advisory Panel. The program will continue to function uninterrupted as a critical system support of the provision of high-quality echocardiography services in Ontario. We look forward to finding ways to enhance the existing program with renewed processes inspired by those within the IQMH Centre for Accreditation. In addition, exciting new possibilities exist in the area of education and with Accreditation Canada. For more information about the EQI Program, please visit https://iqmh.org/Accreditation/EQI-Program.

Read the full announcement.

Celebrate National Medical Laboratory Week April 26–May 2, 2020

Be a Lab Week Leader!

IQMH is proud to be part of the medical laboratory community! It’s important to us to share this pride by supporting National Medical Laboratory Week, an event sponsored by the Canadian Society of Medical Laboratory Science (CSMLS) since 1985.

This year, National Medical Laboratory Week will take place from April 26–May 2 and we encouraging you to be a Lab Week Leader. Lead the way this year by organizing virtual events to celebrate and advocate for your profession!

Celebrate National Medical Laboratory Week
Celebrate National Volunteer Week April 19–25

In recognition of National Volunteer Week, we would like to thank all the dedicated laboratory professionals who generously donate their time and expertise. We have many volunteers to thank: Scientific Committee members, Accreditation Assessors, and Slide Assessors.

IQMH volunteers elevate the quality of our accreditation and proficiency testing programs and educational events. They are devoted and passionate about laboratory quality improvement. Without their commitment and dedication, we couldn’t offer the quality programs that the healthcare system and patients rely on. We would also like to recognize the many laboratory professionals who volunteer in their workplaces, professional organizations and communities.

In recognition of National Volunteer Week, we would like to say:

THANK YOU!
Reducing the risk of errors in medical laboratories with updated International Standard

Never before have reliability and accuracy been so important for medical laboratories. Robust risk management processes are the best defence against errors and false results. One of the world’s most trusted guidance documents for risk management in medical laboratories has just been updated to help.

Read more: https://www.iso.org/news/ref2491.html

Accreditation Canada, Health Standards Organization and IQMH COVID-19 Resources

To defeat COVID-19 everyone has to do their part. Accreditation Canada, Health Standards Organization, Institute for Quality Management in Healthcare and our partners have released a suite of resources to support health care and social service workers and their organizations.

Read more: https://covid19.healthstandards.org/
Centre for Proficiency Testing

eCLIPSE access to CLSI Documents Helpful for COVID-19 Testing

CLSI recognizes the important contributions of laboratory professionals and the health care community and applauds their efforts in the global fight against COVID-19. CLSI has compiled a list of documents useful for laboratory testing during the current pandemic. The documents have been added to a collection in the menu on the left side of the eCLIPSE homepage to make it easy for you to find them quickly.

Access COVID-19 Testing Documents
Log-in with your eClipse Username and Password to access the CLSI documents.

Additional Resources
CLSI has created a comprehensive list of partner and member resources relevant to COVID-19 and laboratory standards that you may find helpful.

View Full List: https://iqmh.org/Resources/News/Post/9213/eCLIPSE-access-to-CLSI-Documents-Helpful-for-COVID-19-Testing

Quality Quote

“Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less.”

~ Marie Curie
Other Industry Events

MLPAO Connect Day – North York
Saturday, October 17, 2020
North York General Hospital
4001 Leslie St, North York ON M2K 1E1
Visit the MLPAO website for details - CLICK HERE

Sign up for our newsletter and join our offers subscription list for the latest updates.

IQMH Newsletter
Elevate features articles on accreditation, proficiency testing, quality management and other issues related to medical diagnostic services, treatment of disease, and the promotion of health.

IQMH Offers
Offers provide email announcements for IQMH educational and quality management offerings (symposia, forums, workshops, webinars, posters, guidelines, white papers, case studies) and other related products and services.
Confidence. *Elevated.*

**About Us**

The Institute for Quality Management in Healthcare’s mission is to elevate the integrity of the medical diagnostic testing system by providing rigorous, objective, third-party evaluation according to international standards.

Our services have achieved world-wide recognition: The Centre for Proficiency Testing is accredited by the American Association for Laboratory Accreditation (A2LA); and the Centre for Accreditation is a signatory of the Mutual Recognition Arrangement with the International Laboratory Accreditation Cooperation (ILAC). These achievements set IQMH apart through proven demonstration that it meets rigorous international standards for quality and competence.

IQMH is a not-for-profit corporation without share capital, incorporated under the Ontario Corporations Act.

Our vision is to be the Standard for Confidence, within the international medical diagnostic testing community, through our three independent Centres of Excellence: *Accreditation, Proficiency Testing,* and *Education.*

**Contact**

1500–393 University Ave.  
Toronto, ON M5G 1E6  
Canada

T 416-323-9540  
F 416-323-9324  
E info@iqmh.org  
www.IQMH.org

**Stay connected**

[LinkedIn]  [Twitter]  [YouTube]

---

**Important notice:**  
**IQMH response to COVID-19**

The IQMH physical office is closed.  
For Accreditation inquiries, please contact accreditation@iqmh.org, and for all other inquiries (Proficiency Testing, Education), contact info@iqmh.org.

Read the IQMH response to COVID-19.