2019
Courses & Events
Centre for Education Catalogue

Contact: info@iqmh.org

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Education that inspires purposeful action.

The IQMH Centre for Education’s overall intention is to help medical diagnostic professionals create processes that are purposeful, inclusive, and to infuse a new outlook on quality. Each educational offering is a stepping stone towards manifesting that intention.

We aim to deliver content in classrooms and forums with a collaborative approach. We won’t lecture you, we will work with you. We will ensure you have the opportunity to work with your peers on real problems. We will inspire you with an enthusiastic, energetic, and passionate approach. We will take complex ideas and break them down into something practical.

Welcome to the Centre for Education — we can’t wait for you to join us!
Looking for training at your place? Contact us at info@iqmh.org to arrange a personal training session for your group.

**MARCH**

- 28–29 A New Outlook on Internal Auditing

**MAY**

- 2–3 Spring Forum: Pre-analytical Best Practices: Inspiring Action
- 9–10 A New Outlook on Internal Auditing

**JUNE**

- 5–6 Cause Analysis with Clarity
- 7 Protection from Risk — Practical Solutions
- 10 Quality Indicators with Purpose for Medical Lab

New Course
Looking for training at your place? Contact us at info@iqmh.org to arrange a personal training session for your group.
NOVEMBER

7–8
Fall Forum: Innovations in Cancer Diagnostics

14–15
Quality Management Blueprint for Diagnostic Imaging Leaders

21–22
A New Outlook on Internal Auditing

28–29
Cause Analysis with Clarity

Looking for training at your place? Contact us at info@iqmh.org to arrange a personal training session for your group.
A New Outlook on Internal Auditing

Target Audience
Medical laboratory and diagnostic imaging technologists, managers, collection centre supervisors and personnel.

Dates
March 28–29
May 9–10
November 21–22

Location
IQMH office, 393 University Avenue, Suite 1500

Cost: $865 (+tax)

Description
This two-day course guides participants through an exciting new interpretation of the internal audit process. Participants are provided with practical advice and handy tools to create an audit plan and conduct an audit as a dynamic, non-threatening and engaging event that will add energy and tangible value.

The course isn’t just about learning the mechanics of an internal audit for the sole purpose of meeting accreditation requirements, it’s about taking the golden opportunity of an internal audit to engage staff, elevate confidence and improve operations. We will guide you on how to transform the internal audit into a valuable, inclusive, empowering, helpful, educational and fun event. Those who have taken this course experience full days of “Ah Ha” moments, and go back to their workplace with new enthusiasm for the sometimes misunderstood and misused internal audit process.

Our goal is to elevate the quality of your internal audits.

Testimonials

• I used to dread internal audits, now I can’t wait to do my next one.
• This internal audit course is the best education your laboratory will ever invest in.
• I attended your three-day internal audit course in the fall of 2015, and find that I use the skills that I gained from it every day. You provided me with tools that I need to be able to ask respectful and informative questions when gathering information, and with a host of phrases and wordings to enable communication of any non-compliances or opportunities for improvement using a neutral and non-judgmental tone.

Looking for training at your place? Contact us at info@iqmh.org to arrange a personal training session for your group.
Cause Analysis with Clarity

Target Audience
Medical laboratory, diagnostic imaging, management and collection centre personnel at all levels.

Dates
June 5–6
September 23–24
November 28–29

Location
IQMH office, 393 University Avenue, Suite 1500

Cost: $695 (+tax)

Description
A two-day offering with a vision to provide clarity to cause analysis. Our goal is to tie together cause analysis processes that may be disparate in some organizations or confusing to some individuals. For example, many laboratories have distinctly separate processes for proficiency testing discordant findings, accreditation findings, safety incidents, complaints and patient occurrences/near misses. This seminar will tie these together and link them to one fundamental approach so that cause analysis is done systematically, consistently, completely and ultimately leads to improvements and mitigation of risk.

The first day of the seminar will cover theory of cause analysis, the patient perspective, and the relationship between risk management and cause analysis. The second day will provide practical application for the effective investigation of discordant proficiency testing findings, both quantitative and qualitative, and the effective investigation of accreditation findings.

Testimonials
• The best workshop I have taken in the last ten years. The program gave me practical tools to perform risk assessments in our facility as well as providing direction in my role as an IQMH Assessor. The program was well structured and gave us practical applications that we could use immediately at our own facilities. We definitely will be putting your course into practice.

• Just prior to attending the Risk Management seminar, I had completed my Yellow Belt Lean training. The contents were similar but I found your seminar more engaging and the time flew by. I like that you apply the concepts of what you were teaching to simple examples that made sense to anyone in the room. I liked that we were encouraged to work with different groups and gain insights from many individuals on how they interpreted what was being taught.

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Quality Management Blueprint for Diagnostic Imaging Leaders

Target Audience
Diagnostic imaging leaders.

Dates
November 14–15

Location
IQMH office, 393 University Avenue, Suite 1500

Cost: $695 (+tax)

Description
A two-day in-person workshop to provide a blueprint for the effective implementation of a quality management system. It is intended for leaders or directors of a diagnostic medicine service who want to elevate their quality management system.

We will ensure you leave us confidently knowing how the key components of a QMS fit together, why they are essential, and perhaps most importantly, how to get started on implementing them in your imaging service. We will show you exactly how to elevate your service to world-class standards.

Testimonials
• The flow of the topics was good – tied all aspects together in a logical sequence.
• I found all of it valuable!
• Taking this Blueprint course has been an eye opener. Regardless of when we are able to make this happen, it has helped me to see that this will be the direction that we need to go in. This program will elevate our own quality within our profession but as well as our ability to improve our quality of care for our clients that we serve.
• I enjoyed the walk-throughs and detailed examples.
• The flow of the topics was good; tied all aspects together in a logical sequence.

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Say What You Do: Document Development & Control

Target Audience
Medical laboratory, diagnostic imaging, collection centre personnel at all levels who are required to develop and/or control documents.

Dates
May 13
October 25

Location
IQMH office, 393 University Avenue, Suite 1500

Cost: $495 (+tax)

Description
This one-day seminar clarifies how to create documents and how to control them. Beginning with a powerful exercise in policy creation, we will systematically illustrate how to transform that policy into intent with valuable flow charts, step-by-step procedures and form templates. Next, we will provide expert advice on how to create a documentation structure that allows those working in your service to find documents quickly. We will then show how to control those documents to create a document structure for staff that is logical and reliable.

Participants will return to their workplace with valuable templates, tools, and tips to manage the vast array of documentation needed for a laboratory or diagnostic imaging service, and to meet IQMH or ISO 15189 requirements.
Protection from Risk — Practical Solutions

Target Audience
Medical laboratory and diagnostic imaging personnel at all levels.

Dates
June 7
September 26

Location
IQMH office, 393 University Avenue, Suite 1500

Cost: $495 (+tax)

Description
A one-day seminar to learn with peers exactly how to integrate an effective risk management program into an existing or brand new quality management system.

Participants will work with the instructor to understand the ISO and IQMH requirements. They explore in detail two tools for evaluating risk: the severity/probability grid and the failure-modes-effects-analysis tool, and work with peers to compare those tools for advantages and disadvantages. Participants will clearly understand exactly how risk interrelates to a quality management system; and understand what IQMH teams will expect on assessment. To tie it all together, participants write a policy for risk management.

Testimonials
- I always find it inspirational to be around people that are passionate about their job and willing to share their knowledge. It was a great day.
- Just prior to attending the Risk Management seminar, I had completed my Yellow Belt Lean training. The contents were similar but I found your seminar more engaging and the time flew by. I like that you apply the concepts of what you were teaching to simple examples that made sense to anyone in the room. The seminar got rid of all the cobwebs.
- The best workshop I have taken in the last ten years. The program gave me practical tools to perform risk assessments in our facility as well as providing direction in my role as an IQMH Assessor. The program was well structured and gave us practical applications that we could use immediately at our own facilities.

Looking for training at your place? Contact us at info@iqmh.org to arrange a personal training session for your group.
Quality Indicators with Purpose for Medical Laboratory

Target Audience
Medical laboratory technologists, quality managers, all disciplines.

Dates
June 10
October 21

Location
IQMH office, 393 University Avenue, Suite 1500

Cost: $495 (+tax)

Description
A one-day seminar focused on helping medical laboratory professionals develop a quality indicator program that is collaborative, has clear purpose and adds tangible value.

Setting quality indicators can become a task that is done without reflection, engagement and clear goals. This seminar will begin with an exploration of the true purpose of quality indicators and will take the participant step-by-step through a new approach to quality indicator use that is fluid and ensures each indicator is chosen with a clear intention to drive tangible improvements.

Objectives
At the end of the seminar, participants will have received expert guidance and training on the following:

- The importance of intention
- The importance of staff and client participation and engagement
- Selecting indicators and clear communication of intention
- Process for quality indicator development and implementation
- Establishing goals and targets
- Creating a collection plan
- Analysis of data
- Reporting on the data
- Responding to the data
- Documentation and records

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## Spring Forum
### Pre-analytical Best Practices: Inspiring Action

**Target Audience**  
Medical laboratory, collection centre and diagnostic imaging personnel at all levels.

**Save the Date!**  
May 2–3

**Location**  
DoubleTree By Hilton, Toronto

**Cost:** $595 (+tax)

### Day 1: Thursday, May 2, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)/Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00–8:30</td>
<td>Continental Breakfast and Registration</td>
<td>IQMH Staff</td>
</tr>
<tr>
<td>8:30–8:45</td>
<td>Welcome Remarks and Orientation</td>
<td>Hélène Campbell</td>
</tr>
<tr>
<td>8:45–9:30</td>
<td>Keynote</td>
<td>Julie Coffey</td>
</tr>
<tr>
<td>9:30–9:45</td>
<td>Pre-analytical Challenges and Barriers</td>
<td>Anne-Marie Martel</td>
</tr>
<tr>
<td>9:45–10:30</td>
<td>Blood Collection Process — New Recommendations</td>
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</tr>
<tr>
<td>10:30–11:00</td>
<td>Refreshment Break</td>
<td>Vendor Exhibits</td>
</tr>
<tr>
<td>11:00–11:30</td>
<td>Knowing Sooner: Laboratory Test Utilization for the Emergency Room (Sponsored by Beckman Coulter)</td>
<td>Joe Bottos</td>
</tr>
<tr>
<td>11:30–12:45</td>
<td>Patient Experience — Priceless Insight from a Diverse Patient Panel</td>
<td>Robyn Lippett, Sitara Degagne, Don Ross, Robert Molloy</td>
</tr>
<tr>
<td>12:45–2:00</td>
<td>Lunch</td>
<td>Product Highlight by Beckman Coulter</td>
</tr>
</tbody>
</table>

**Afternoon Session**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)/Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:00–2:45</td>
<td>St. Michael's Hospital Laboratory's Odyssey to Reduce Pre-Analytical Errors</td>
<td>Dr. Larissa Matukas and Shafqat Tahir</td>
</tr>
<tr>
<td>2:45–4:00</td>
<td>Cases for Reflection: What, Why and How. Can Things Change? — Table Activity</td>
<td>Mary Costantino</td>
</tr>
</tbody>
</table>

### Day 2: Friday, May 3, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)/Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00–8:30</td>
<td>Continental Breakfast</td>
<td>Vendor Exhibits</td>
</tr>
<tr>
<td>8:30–9:15</td>
<td>Improved Collaboration Among Health Care Providers</td>
<td>Jessica Gifford</td>
</tr>
<tr>
<td>9:15–10:00</td>
<td>Biotin Interference in Clinical Immunoassays: What You Really Need to Know</td>
<td>Dr. Timothy Willett</td>
</tr>
<tr>
<td>10:00–10:30</td>
<td>Refreshment Break</td>
<td>Vendor Exhibits</td>
</tr>
<tr>
<td>10:30–11:15</td>
<td>New Frontiers in Simulation: From Individual Skill to System Reliability</td>
<td>Dr. Daniel Beriault, Dr. Michelle Sholzberg and Hina Chaudhry</td>
</tr>
<tr>
<td>11:15–12:00</td>
<td>Pre-analytical EQA — A Powerful Tool to Learn and Share Best Practices</td>
<td>Moderated by IQMH staff</td>
</tr>
<tr>
<td>12:00–12:15</td>
<td>Table discussion on EQA</td>
<td></td>
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</tbody>
</table>

**Afternoon Session**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)/Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:15–1:45</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>1:25–1:45</td>
<td>Product Highlight by Instrumentation Laboratories: The ACL TOP 50 Series PreAnalytical Checks</td>
<td>Valentina Konstantopoulos</td>
</tr>
<tr>
<td>1:45–2:30</td>
<td>It's Irretrievable! How Pathology Pre-analytical Improvements Increased Patient Safety and Staff Satisfaction</td>
<td>Dr. Daniel Beriault, Dr. Michelle Sholzberg and Hina Chaudhry</td>
</tr>
<tr>
<td>2:30–3:30</td>
<td>Utilization Innovation: Hardstops and EnACT</td>
<td></td>
</tr>
<tr>
<td>3:30–3:45</td>
<td>Closing Remarks</td>
<td>IQMH staff</td>
</tr>
</tbody>
</table>

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Fall Forum

Innovations in Cancer Diagnostics

Target Audience
Medical laboratory, collection centre and diagnostic imaging personnel at all levels.

Save the Date!
November 7–8

Location
DoubleTree by Hilton, Toronto

Cost: $595 (+tax)

https://iqmh.org/Fall-Forum

REGISTER

PRELIMINARY LINE-UP FOR DAY ONE: THURSDAY, NOVEMBER 7

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:15–08:30</td>
<td>Introduction</td>
<td></td>
</tr>
<tr>
<td>08:30–09:15</td>
<td>Paraneoplastic Antibodies in Cancer</td>
<td>Dr. Ron Booth</td>
</tr>
<tr>
<td>09:15–10:00</td>
<td>The Multiple Myeloma Mystery</td>
<td>Karim Bhaloo</td>
</tr>
<tr>
<td>10:00–10:30</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>10:30–11:15</td>
<td>Invaluable Insight from a Variety of Patients</td>
<td></td>
</tr>
<tr>
<td>11:15–12:00</td>
<td>Utilization of Screening Tubes in Flow Cytometry Diagnostic Settings</td>
<td>Amr Rajab</td>
</tr>
<tr>
<td>12:00–13:30</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>13:30–14:15</td>
<td>Advances in the Diagnosis of Myeloid Neoplasms</td>
<td>Dr. David Good</td>
</tr>
<tr>
<td>14:15–15:00</td>
<td>Innovations in Pediatric Oncology: Little patients, big impact and</td>
<td>Dr. Meredith Irwin</td>
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<tr>
<td></td>
<td>challenges</td>
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</tbody>
</table>

PRELIMINARY LINE-UP FOR DAY TWO: FRIDAY, NOVEMBER 8

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:30–09:15</td>
<td>Cancer Genomics</td>
<td>Dr. David Huntsman</td>
</tr>
<tr>
<td>09:15–10:00</td>
<td>Pathology Synoptic Reporting</td>
<td>Dr. Aaron Pollett</td>
</tr>
<tr>
<td>10:00–10:30</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>10:30–11:15</td>
<td>The Human Microbiome and Cancer Diagnosis, Treatment and Prevention...Inconceivable, or Not?</td>
<td>Dr. Malcolm Kendall</td>
</tr>
<tr>
<td>11:15–12:00</td>
<td>Advances with CRISPR</td>
<td>Dr. Jennifer Mitchell</td>
</tr>
<tr>
<td>12:00–13:30</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>13:30–14:15</td>
<td>HPV screening for the Diagnosis of Cervical Cancer</td>
<td>Dr. Joan Murphy</td>
</tr>
<tr>
<td>14:15–15:00</td>
<td>Speaker and Topic to be Announced</td>
<td></td>
</tr>
</tbody>
</table>

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NEW!

e-Learn LAB
Medical Laboratory Case Studies

Elevate your confidence.

- A series of free online medical laboratory case studies based on high-quality IQMH Proficiency Testing surveys.
- Hematology Morphology | Coagulation | Flow Cytometry | Cytopathology | Transfusion Medicine | Red Cell Disorders | Immunology | Bone Marrow
- Self-test your knowledge by reviewing material previously only available to survey participants.
- Benefit from current discussion points from IQMH scientific committees.
- Brush-up on disciplines you no longer work in.
- Organize group lunch-and-learn sessions and work on the cases together.
- Complete each module in as little as 15 minutes.
- Receive new modules periodically. Subscribe for notification when a new e-Learn is added to our library: https://iqmh.org/ess.

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