June 2020

Congratulations to our most recent ISO 15189 Plus™-accredited facility (Diagnostic Imaging)

Soldiers’ Memorial Hospital Orillia

IQMH COVID-19 Response – Updated information

As previously communicated, IQMH has been operating as a virtual office since the physical office was closed in mid-March. We are now planning to gradually re-open with a very limited number of staff present on-site commencing on July 13, 2020 or thereabouts. However, the vast majority of IQMH staff will continue to work from home during this early phase. Please continue to use the following email contact information until further notice:

Accreditation: accreditation@iqmh.org
Proficiency Testing: info@iqmh.org
Education: info@iqmh.org

IQMH follows Public Health advice and will continue to maintain the following precautions to mitigate the risk of potential spread of COVID-19 until further notice:

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• Events and Meetings

All events and meetings, including Scientific Committee and Advisory Panel meetings, will continue to be conducted remotely using phone or video conferencing and/or online communications.

• Accreditation Visits

All on-site accreditation visits scheduled up to the end of June 2020 are cancelled and will be rescheduled for later in the year. If circumstances permit, we are planning to resume limited on-site accreditation activities of willing laboratories commencing in July. Further cancellations may still be necessary and will be communicated as decisions are made considering the prevailing circumstances.

• Education Courses

All in-person education courses, whether on site or off site, remain cancelled. Limited online classes may be made available in the future.

• Proficiency Testing (PT) Surveys

Currently all PT surveys continue, largely as scheduled. An initial PT challenge was sent to the first cohort of Ontario laboratories licensed to perform SARS-CoV-2 testing, in collaboration with Public Health Ontario laboratories. A new molecular program using commercially available material has now been developed and will be implemented shortly along with a newly developed PT program for those laboratories licensed to perform serological testing. Details will be communicated as soon as more information becomes available.

With these precautionary measures and business contingency plans in place, please be assured that IQMH is doing all that we can to continue delivering services in a safe manner consistent with the latest Public Health advice and guidance.

Sincerely,

Jeffrey S. Sumner
IQMH President
Call for IQMH Committee Applications 2021-2023

IQMH is seeking volunteers to sit on its Proficiency Testing Scientific Committee(s) and Accreditation Advisory Panel, effective January 1, 2021. Membership on committees consists of a three-year term of office, renewable once. Committees meet an average of four times a year for half-day or full-day meetings.

IQMH considers the following criteria for membership:

- Membership will reflect the Canadian laboratory community, including hospital and community-based representation.
- Members shall be laboratory professionals of stature who have a broad knowledge of laboratory operations, quality assurance practices, quality management systems and their chosen laboratory medicine discipline.

Responsibilities of Proficiency Testing Scientific Committees include:

- Advising on the design and content of Proficiency Testing surveys.
- Reviewing Proficiency Testing survey results and evaluation of laboratory performance.
- Preparing educational committee comments for each Proficiency Testing survey, including a review of the medical and scientific literature, commentary on discordant results, and recommendations for improved practice.
- Reviewing standards of practice in laboratory medicine and recommending guidelines to the Accreditation program.

Responsibilities of the Medical Laboratory Accreditation Advisory Panel include:

- Reviewing, recommending and approving accreditation policies and processes.
- Reviewing and approving accreditation requirements.
- Reviewing and approving assessment visit follow-up corrective action.
- Recommending the issue of accreditation certificates.
- Reviewing surveillance reports and determining appropriate courses of action.

Expectations of committee members are that they are able to:

- Regularly attend committee meetings and important related activities.
- Make a serious commitment to participate actively in committee work.
- Volunteer for and willingly accept assignments and complete them thoroughly and on time.
- Stay informed about committee matters and prepare well for meetings and review and comment on minutes and reports.
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- Build a collegial working relationship with other committee members that contribute to consensus.
- Actively participate in the committees’ annual evaluation and planning efforts.

We are seeking the following member(s) at this time:

<table>
<thead>
<tr>
<th>Committee</th>
<th>Member</th>
<th>Expertise</th>
<th>Facility Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemistry</td>
<td>Medical Biochemist/Clinical Biochemist</td>
<td></td>
<td>Hospital</td>
</tr>
<tr>
<td>Cytopathology</td>
<td>Cytopathologist</td>
<td>Gyn and Non-Gyn Cytopathology</td>
<td>Hospital</td>
</tr>
<tr>
<td>Hematology</td>
<td>Hematopathologist</td>
<td>Experience in Flow Cytometry</td>
<td>Hospital</td>
</tr>
<tr>
<td>Medical Laboratory Technologist</td>
<td>Medical Laboratory Technologist</td>
<td>Hematology &amp; Coagulation Experience</td>
<td>Hospital/Community Laboratory</td>
</tr>
<tr>
<td>Microbiology/Parasitology</td>
<td>Medical Laboratory Technologist</td>
<td>Bacteriology Experience</td>
<td>Hospital</td>
</tr>
<tr>
<td>Pathology</td>
<td>Two Pathologists</td>
<td></td>
<td>Hospital/Community Laboratory</td>
</tr>
<tr>
<td>Transfusion Medicine</td>
<td>Pathologist/Physician</td>
<td>Advanced experience in Transfusion Medicine</td>
<td>Hospital</td>
</tr>
<tr>
<td>Virology</td>
<td>Medical Laboratory Technologist</td>
<td>Advanced experience in virology/molecular</td>
<td>Hospital, Community Laboratory or Public Health Laboratory</td>
</tr>
<tr>
<td>Medical Microbiologist</td>
<td>Advanced experience in virology/molecular preferred</td>
<td></td>
<td>Hospital, Community Laboratory or Public Health Laboratory</td>
</tr>
</tbody>
</table>

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Interested parties should complete the application form(s) by clicking on "Apply" in the table above. You must also forward your résumé/curriculum vitae, by **Friday, August 14, 2020** to applications@iqmh.org.

Direct hyperlink(s) to the application forms can be found here:

- **Chemistry Committee Application**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=6IUuktU8V6Q=

- **Cytopathology Committee Application**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=s2XvAVMzfWA=

- **Hematology Committee Application**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=PAbL1VwE4Ug=

- **Microbiology Committee Application**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=P24C7oS8mjA=

- **Microbiology Committee Application (Parasitology)**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=B8SAy1sC1gs=

- **Pathology Committee Application**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=gBRv460V+wE=

- **Transfusion Medicine Committee Application**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=tg7SW8KVWVg=

- **Virology Committee Application**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=LTABzphVWQc=

- **Accreditation Advisory Panel (Medical Laboratory)**
  
  https://qview.ca/qview/DataCollection/Public/HSurveys/PublicView.aspx?proc=Rvdv5Vyx6mU=

You must also forward the résumé/curriculum vitae, by **Friday, August 15, 2020** to applications@iqmh.org.

For more information, please email applications@iqmh.org.
Congratulations to our most recent ISO 15189 Plus™-accredited facility (Diagnostic Imaging)

Congratulations to Orillia Soldiers’ Memorial Hospital (OSMH) for achieving ISO 15189 Plus™ Diagnostic Imaging Accreditation from the Institute for Quality Management in Healthcare (IQMH).

Accreditation to ISO 15189 Plus™ is a mark of excellence recognized around the world embracing the quality principles of the International Organization for Standardization (ISO).

OSMH is at the forefront of a growing number of Diagnostic Imaging facilities in Ontario that recognize the value of ISO 15189 Plus™ accreditation in elevating expectations for quality diagnostic imaging services that will ultimately improve patient safety.

Orillia Soldiers’ Memorial Hospital (OSMH) is a community hospital located in the City of Orillia, providing regional programs to the residents of Simcoe County and Muskoka.

The scope of accreditation at OSMH includes the following diagnostic imaging services:

- Bone Mineral Densitometry
- Computed Tomography (CT)
- General Radiography
- Interventional Radiology
- Mammography
- Magnetic Resonance Imaging (MRI)
- Nuclear Medicine (NM)
- Ultrasound

Kate Smith, Manager of Diagnostic Imaging at OSMH had the following to say about the IQMH ISO 15189 Plus™ accreditation process:

Confidence in Our Competence

OSMH, embarked on the quality management system implementation journey in 2019. There have been many ups and a few downs but our team demonstrably improved quality and consistency in 12 months. We continue to expand our quality practices on a weekly basis and of course the quality management system provides us with a strong foundation to navigate the COVID-19 pandemic with confidence.

OSMH is continually adapting, finding opportunity with uncertainty and is relentless in its approach to continual quality and safety improvement. Accreditation is the evaluation of processes to ensure quality and
Elevate

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competence, through conformance to an acknowledged standard. Clients accessing services like diagnostic imaging expect reliability and high quality.

OSMH has achieved this high Accreditation standard to elevate the confidence of patients, physicians, nurses, facility administration and government. ISO 15189 is the standard of choice for the accreditation of medical diagnostic facilities. It requires standardized processes and procedures for both quality system and technical requirements. It sets up a no-blame environment that drives continual improvement, establishes an interface with users and ensures the reliability and accuracy of test results. Accreditation elevates confidence in the system.

IQMH Accreditation Assessment Team

The IQMH accreditation assessment team was composed of professional peers selected to provide the technical expertise for the entire scope of the services.

Their comments:

The OSMH Diagnostic Imaging team DI team opened their doors to us during the assessment visit and couldn’t have made us feel more welcomed. They showcased dedication as invested patient care providers through evidence of a solid quality management framework, extending throughout their modality programs and department culture. The Orillia community can have confidence that this Imaging department demonstrates a high level of commitment to excellence and the road of continual improvement. Congratulations to Jeff Kerk, Kate Smith, and Chief Radiologist Dr. Noah Wortsman and their dedicated teams for achieving this prestigious ISO 15189 Plus™ Accreditation status.

It was a true pleasure to be a part of the assessment team for the Orillia site visit. It was very evident for the onset of the visit that there was engagement, support, and excitement for the accreditation process. The team was incredibly welcoming which made the accreditation process easy to navigate from the lens of an assessor. The amount of work, commitment and dedication to the process was evident throughout the visit. Well done and congratulations on achieving your ISO 15189 Plus™ Accreditation!

The IQMH process is not punitive, but a peer evaluation. It is about observing and ensuring standards are met. It is an opportunity for modalities in DI to showcase how they are meeting requirements and at the same time cultivating new ideas for continuous quality improvement. I absolutely enjoyed my time as an assessor with the IQMH team at Orillia Memorial Soldiers’ Hospital.

The OSMH Diagnostic Imaging team has committed to quality improvement. It was great to see the progress they have made throughout this journey

Congratulations and thank you to the staff of Diagnostic Imaging at Orillia Soldiers’ Memorial Hospital for their commitment to successfully achieving ISO 15189 Plus™ Accreditation.

Photo: Orillia Soldiers’ Memorial Hospital Diagnostic Imaging team with IQMH accreditation assessors.
Congratulations to our most recent ISO 15189 Plus™-accredited facility (Medical Laboratory)

We are pleased to announce that the laboratory at Brant Community Healthcare System (BCHS) has achieved ISO 15189 Plus™ accreditation. In choosing this option, the facility sends a clear signal of commitment to quality for staff, patients, and other healthcare providers. BCHS is located in Brantford in beautiful Brant County, Ontario.

BCHS is proud to follow its Mission Statement to produce quality test results.

**Mission:** To provide high quality services to all stakeholders, BCHS Laboratory Services commits to the following Quality Goals & Objectives:

- The Quality Management System (QMS) will provide resources and information necessary to support the operation while monitoring, measuring, and analyzing processes for effectiveness and continual improvement;
- Ensure adherence to best professional practice and quality testing in compliance with our Quality Management System;
- Evaluate and continually improve the effectiveness of our service and our QMS;
- Ensure the policy is communicated to staff, understood and adhered to by all laboratory employees;
- It is the responsibility of all laboratory staff to be familiar with the concepts of the QMS and to perform all activities in accordance within the scope of the QMS;
- Provide a process for establishment, review, and modification of quality objectives;
- Review this policy annually for continued suitability by constantly identifying areas for improvement to meet demands of the ever-changing laboratory environment;
- Using the principles of Quality herein and embracing the BCHS mission, vision, and values ensure the provision of the highest quality laboratory service possible to our clients. This will be accomplished by working in partnerships and matching resources with services;
- Providing accurate and timely results for all licensed laboratory tests performed within our laboratory and by our licensed referral laboratories.

This facility joins the growing number of services that recognise the value of elevating expectations for quality to include international stature. Click [here](#) to see the current list of accredited facilities.

Congratulations!
## New Proficiency Testing Virology SARS-CoV-2 survey available

A new Proficiency Testing Virology SARS-CoV-2 survey is now available.

### SURVEY PARTICIPATION

To ensure product availability, orders for this survey should be placed no later than June 26, 2020, by using the online “request a quote” application [https://iqmh.org/apps/ptquoterequest](https://iqmh.org/apps/ptquoterequest) or send an email to info@iqmh.org.

### SARS-CoV-2

#### Program Details

**Features**

- Testing for SARS-CoV-2 by nucleic acid amplification methods.

**Testing Material**

- Whole SARS-CoV-2 cDNA genome and/or fibroblast cells
- No. of samples / survey: 2 swabs (dry)
- Sample volume: 2.0 mL (diluent not included)

**Annual Frequency**

- The annual frequency of this survey is to be determined. Additional shipment dates to follow.

**Analytes/Parameters Monitored**

- SARS-CoV-2

### Important Notice for Ontario Licensed Laboratories

This is a mandatory survey for Ontario laboratories licensed for U970 testing. Your site will automatically be enrolled for this survey if you hold an active license. You do not need to request a quote.

### Questions?

Please contact info@iqmh.org with any questions about this survey.
Exciting News - ISLH 2020 Virtual Meeting: Announcing Free Registration

Join your peers and world experts online

XXXIII International Symposium on Technical Innovations in Laboratory Hematology

ISLH 2020 Virtual Meeting

June 22 - September 25, 2020

IQMH presented a poster entitled “Immunophenotyping for Lymphoproliferative Disorder in Canada.”

Authors: Sumedha Kulkarni, Amr Rajab, David Good, Elaine Leung, Tracy Martin, Brian Olsen, Jaimelyn Rara, Michelle Sholzberg, Miranda Wozniak, Hong Chang.

Download the poster.

For more information, visit https://www.islh.org/2020-virtual/index.php

Quality Quote

“How wonderful it is that nobody need wait a single moment before starting to improve the world.

~ Anne Frank
The IQMH office will be closed July 1 for Canada Day

Wednesday, July 1 the IQMH office will be closed for Canada Day. This is an opportunity to proudly celebrate all we have in common. Let’s celebrate Canada Day in a different way this year. Let’s get together virtually and share our pride in being Canadian. Be sure to share your experiences using the #CanadaDay hashtag!

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**

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E info@iqmh.org
W www.IQMH.org

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![Twitter icon](image)
![YouTube icon](image)

**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.