


COLA
Lab Accreditation Through Education
9881 Broken Land Parkway
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Columbia, MD 21046-1195
Phone: 1-800-981-9883
www.cola.org

Call COLA for
early bird discounts!
800-981-9883


SYMPOSIUM
FOR CLINICAL LABORATORIES

a celebration of
EDUCATION
COLA Spring 2010 Symposium

April 21-24, 2010
During Lab Week
Hilton Baltimore
Maryland



Call COLA at 800-981-9883 x 427 to get your registration discount code. For additional information and session descriptions, go to www.cola.org

Jointly sponsored by the University of Wisconsin School of Medicine and Public Health and COLA.



Celebrate Education!

Celebrate National Medical Laboratory Professionals Week at the Symposium for Clinical Laboratories!

Learn exciting new ways to improve the quality and efficiency of your laboratory operations. This continuing education experience will benefit you, as a laboratorian, and improve patient care.

This educational opportunity offers...

- Practical tools you can use to:
 - Meet the requirements of CLIA, COLA, and other accrediting organizations
 - Improve your processes and procedures
 - Prevent errors
 - Reduce costs and manage change
 - Increase customer satisfaction and improve patient care
- Continuing education to enhance your competency and maintain your state license
- CME credits for physicians to qualify under CLIA as laboratory director for moderate complexity
- New ways to improve efficiency and quality in your operations

Reach Your Goals!

At the Symposium, we want to help you meet personal, professional, and organizational goals at a reasonable cost. The Symposium for Clinical Laboratories is jointly sponsored by the University of Wisconsin School of Medicine and Public Health and COLA, a national not-for-profit laboratory accreditation and education organization. The Symposium is designed to provide physicians, laboratory directors, technical consultants, laboratory managers, testing personnel, and other healthcare professionals with an education that's critical to operating a successful laboratory. You'll participate in engaging, interactive activities while enhancing your practical skills. There will also be ample opportunity to network with your colleagues.

We offer many breakout sessions to choose from, including new clinical topics and sessions for COLA labs, all in small group settings and showcasing expert faculty. You can customize your learning in the laboratory topics that will provide the most benefit to you and your lab.

And every laboratory needs instruments and supplies! We have gathered manufacturer representatives to exhibit laboratory equipment, testing instruments, laboratory supplies, and laboratory information systems. The exhibit hall offers you the opportunity to see the latest technology the laboratory industry has to offer.

Celebrate education and walk away from this conference ready to implement what you've learned.

Intended Audience and Scope of Practice

- This educational activity has been designed to meet the needs of:
- Physicians operating an office laboratory
 - Healthcare professionals working as diagnostic laboratory staff, including testing personnel, technical consultants, supervisors, and laboratory directors
 - Physician assistants, nurse practitioners, and nurses
 - Medical office managers

Accreditation

AMA: This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the University of Wisconsin School of Medicine and Public Health and COLA. The University of Wisconsin School of Medicine and Public Health is accredited by the ACCME to provide continuing medical education for physicians.

The University of Wisconsin School of Medicine and Public Health designates this educational activity for a maximum of 21.25 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

This CME activity has been designed to change practice-based learning, systems-based practice, and patient care, three of the six competencies embraced by the American Board of Medical Specialties.

COLA is approved as a provider of continuing education programs in the clinical laboratory sciences by the **ASCLS PA.C.E.®** Program. This program has been approved for **PA.C.E.®** contact hours. **PA.C.E.®** continuing education credits are accepted by all states with continuing education requirements for laboratory personnel licensure.

COLA is approved as a provider of continuing education programs in the clinical laboratory sciences by **The Board of Clinical Laboratory Personnel, Division of Medical Quality Assurance at the Florida Agency for Health Care Administration, and the California Division of Laboratory Science, Department of Laboratory Field Services.**

Course Director / Educational Reviewer

Cyril "Kim" Hetsko, MD, FACP
University of Wisconsin, Clinical Professor of Medicine
Chief Medical Officer, COLA, Madison, WI
chetsko@cola.org

Learning Objectives

- The sessions at the Symposium for Clinical Laboratories are designed so that participants will be able to:
- Recognize and apply the responsibilities and duties of Laboratory Director of a moderate complexity laboratory
 - Implement skills focused on complying with the CLIA regulations and improved laboratory practices
 - Develop internal processes addressing quality assessment and quality management systems practices

Hotel Information

Hilton Baltimore
401 W. Pratt St.
Baltimore, MD 21201
443-573-8700
www.baltimore.hilton.com

Rates: \$169 single/double (rate does not include 13.5% tax)

Reservations must be made by Saturday, March 20, 2010 to receive this discounted hotel rate. You must identify yourself as a COLA Symposium participant when making reservations. For reservations, call 800-HILTONS or check the COLA web site for on-line reservation access.

Special Assistance


COLA and The University of Wisconsin School of Medicine and Public Health fully comply with the legal requirements of the ADA and the rules and regulations thereof. If any participant in this educational activity is in need of accommodations, please notify Symposium Operations Director Tricia Hudson, CMP in order to receive service. Please call 800-981-9883, ext 427.

Cancellation and Refund Policy

Cancellations and requests for refunds must be made by calling our Symposium Operations Director at 800-981-9883 ext 427. Cancellations received on or prior to March 22, 2010, will be granted, minus a \$75 processing fee. Cancellations received after March 22, 2010, as well as Symposium registrants who fail to attend, are responsible for the full fee. Attendee substitutions may be made with no penalty at any time prior to the symposium by calling the Symposium Operations Director at 800-981-9883 ext 427.



LABORATORY DIRECTOR CLIA QUALIFICATION

Physicians can obtain the 20 CME credits required to meet the educational requirements under CLIA'88 to be the laboratory director of a moderate complexity laboratory. Novice laboratory directors should follow the educational curriculum indicated with .

When selecting your breakout sessions, keep in mind that most breakouts (except when "No CME credit" is indicated) provide CME that is appropriate for the physician laboratory director. However, the courses marked with the LD icon are instructionally designed with the novice laboratory director in mind. **Physicians seeking to fulfill the LD qualification requirements must also attend the designated LD sessions at 7am on Thursday and Friday, the 4:45pm LD session on Friday, and all General Sessions on each day of the Symposium.** Please make travel arrangements accordingly.

Go to www.cola.org for session descriptions.



Schedule at-a-Glance

Session descriptions are available on-line at www.cola.org.

Laboratory Director Qualification sessions are indicated with

*No CME credit.

Wednesday, April 21, 2010

- 3:00p - 8:30p Participant Check-in
- 10:00a - 6:00p Exhibit Set-up and Registration
- 6:30p - 8:30p Industry Expo (Details pending)

Thursday, April 22, 2010

- 7:00a - 8:00a Breakfast in Exhibit Ballroom
- 7:00a - 8:00a *Basics of Laboratory Medicine for Physicians* Verlin Janzen, MD, FAAFP

8:00a - 10:00a AM General Session

- 8:30a - 9:00a *Celebrate Education* Tim Dumas, CLS
- 9:00a - 10:00a *20 Years and Counting - What's Next for CLIA?* Judith Yost, MA, MT(ASCP)

10:00a - 10:30a Break in Exhibit Ballroom

10:30a - 12:00p Breakout Session A (select one)

- A01 Technology Workshop: Hematology Instruments*
- A02 *Introduction to Proficiency Testing for Physicians* Verlin Janzen, MD, FAAFP
- A03 *Calibration Verification: Understanding its Impact on Quality Results** John D. Nagel, PhD, BCLD, FACB
- A04 *Getting the Most Out of Your Proficiency Testing Results* Richard Gates, MLT(ASCP) & Leon Headley, MLS, CT(ASCP)
- A05 *Negotiating with Insurance Companies: Get Paid for In House Lab Tests!* Tim Dumas, CLS
- A06 *Prottime/INR Testing: Does the Method Matter?* Toni Clinton, PhD (BCLD), MT(ASCP)
- A07 *I'm a Lab Consultant, Now What? 10 Business Basics to Get You Started** Barry Craig, MLT

12:00p - 1:00p Lunch
1:00p - 2:00p Exhibits (and dessert!) in Exhibit Ballroom
2:00p - 3:30p Breakout Session B (select one)

- B11 Technology Workshop: Chemistry Instruments*
- B12 *Personnel and Procedures for CLIA Compliance* Ann Bachman, CLC(AMT), MT(ASCP)
- B13 *Understanding the Cost of Quality* Lucia M. Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ) CQM/OE
- B14 *Personnel Scenarios: Complying With the COLA PER Criteria* Zerela Henry, BS, MLT(ASCP) & Pam Gottsponer, MT(ASCP)



- B15 *Finding the Fix to Common Laboratory Coding Errors* Shannon Smith, CRTT, CPC-I, CEMC, CMSCS, CPMA
- B16 *Popular Tests: Fad, Fallacy, or For Real* Verlin Janzen, MD, FAAFP
- B17 *The Technical Consultant - "Technically Speaking"** Lynn Glass, BS, MT(ASCP)

3:30p - 4:00p Coffee/Beverage Break
4:00p - 5:30p Breakout Session C (select one)

- C21 *Quality Assessment for the LIS** Steward Macis, Antek Healthcare
- C22 *Top 10 Pre-analytic Errors* Dennis Ernst, MT(ASCP)
- C23 *Introduction to Quality System Concepts* Lucia M. Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ) CQM/OE
- C24 *COLA Users Group: Accreditation Update* Zerela Henry, BS, MLT(ASCP)
- C25 *Basic Principles of Financial Compliance* Shannon Smith, CRTT, CPC-I, CEMC, CMSCS, CPMA
- C26 *Glucose Testing: Point of Care versus Traditional Methods* Toni Clinton, PhD (BCLD), MT(ASCP)

6:00p - 8:00p Reception for participants, faculty, and exhibitors

Friday, April 23, 2010

- 7:00a - 8:00a Breakfast in Exhibit Ballroom
- 7:00a - 8:00a *QA of PT: Proficiency Testing Problem Resolution* Verlin Janzen, MD, FAAFP & Kathy Nucifora, MPH, MT(ASCP)

8:00a - 9:30a AM General Session

- 8:15a - 9:30a *How CLSI Documents Help Your Laboratory Ensure CLIA Compliance* Lucia M. Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ) CQM/OE

9:30a - 10:30a Exhibits in Exhibit Ballroom
10:30a - 12:00p Breakout Session D (select one)

- D31 Technology Workshop: Laboratory Information Systems*
- D32 *Introduction to Quality Control for Physicians* Verlin Janzen, MD, FAAFP
- D33 *Write it Right: Better Laboratory Documents* Lucia M. Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ) CQM/OE
- D34 *Incident Management: Meeting COLA Criteria QA20* Irwin Rothenberg, MBA, MS, MT(ASCP) & Leigh Ann Smith, MLS (ASCP)
- D35 *Laboratory Training That Won't Put Your Staff to Sleep** Terry Jo Gile, MT(ASCP) MA Ed.
- D36 *LEAN for the Physician Office Laboratory* Toni Clinton, PhD (BCLD), MT(ASCP)

- D37 *Transitioning from Bench Tech to Lab Manager** Alyn Hansen, MT(ASCP)

12:00p - 1:00p Lunch
1:00p - 2:30p Breakout Session E (select one)

- E41 *Immunizing Your Lab From a Phlebotomy-Related Lawsuit* Dennis Ernst, MT(ASCP)
- E42 *Quality System Approach to Quality Assessment* Kathryn Connolly, CQA(ASQ), MT(ASCP) & Zerela Henry, BS, MLT(ASCP)
- E43 *HIPAA and FACTA* Ann Bachman, CLC(AMT), MT(ASCP)
- E44 *Quality Control Basics: COLA QC Criteria* Louise Jackman, MT(ASCP) & Rebecca Kenner, MT(ASCP) DLM
- E45 *What's New in Lab Safety for 2010 - Ask the Safety Lady* Terry Jo Gile, MT(ASCP) MA Ed.
- E46 *Microbiology Basics for the POL* Paula Mister, MS, MT(ASCP)SM

2:30p - 3:30p Ice Cream Social and Exhibits in the Exhibit Ballroom
3:30p - 5:45p PM General Session

- 3:30p - 4:45p *The Present and Future of Waived Testing* Cyril M. Hetsko, MD, FACP
- 4:45p - 5:45p *Resiliency Rx: The Benefit of Humor to Relieve Stress** Tim Dumas, CLS

OR

4:45p - 6:00p Concurrent Laboratory Director Session

- Preparing for the Inspection* Ann Bachman, CLC(AMT), MT(ASCP)
- Adjourn

Saturday, April 24, 2010

- 7:00a - 7:15a Breakfast in General Session Ballroom
- 7:15a - 11:45a AM General Session**
- 7:15a - 8:15a *Lab Director Responsibilities: Regulatory* Verlin Janzen, MD, FAAFP
- 8:15a - 9:15a *COLA Users Group: Accreditation Update* Zerela Henry, BS, MLT(ASCP)
- 9:30a - 10:30a *Can It Get Any Worse? Resolving Survey Outcomes* Cyril M. Hetsko, MD, FACP & Pam Gottsponer, MT(ASCP)
- 10:30a - 11:45a *Perspectives on Being a Laboratory Director - Financial Considerations* Tim Dumas, CLS

11:45a - 12:00p Lunch
12:00p - 1:30p PM General Session

- 12:00p - 1:00p *Lab Director Responsibilities: Practical Application* Verlin Janzen, MD, FAAFP
- 1:00p - 1:30p *Can We Speak Frankly About Being a Laboratory Director?* Verlin Janzen, MD, FAAFP

1:30p Conclusion and Adjourn - Travel Safely

Registration & Payment Information

Register by March 15, 2010 to avoid a \$50 late registration fee. Call COLA early for additional discounts to save even more.

The conference fee includes:

- access to general session lectures, breakouts, and workshops
- laboratory technology and supply exhibits
- symposium syllabus with all handout materials on disk
- participant names and addresses, and exhibitor names and addresses
- reception on Thursday evening
- continental breakfast and lunch on Thursday, Friday, and Saturday

FOUR EASY WAYS TO REGISTER

- On-line**
Log on to www.cola.org and use the easy on-line registration system. Pay by credit card.**
- Telephone**
Complete the registration form and have your credit card information** available. Call 800-981-9883 (9:00am - 5:00pm ET, Monday through Friday).
- Fax**
Complete the registration form including your credit card information** and fax to 410-381-8611.
- Mail**
Send your completed registration form including check or credit card information** to:

COLA, ATTN: Symposium Operations Director
9881 Broken Land Parkway, Suite 200
Columbia, MD 21046

**VISA and MasterCard accepted. Sorry, we do not accept American Express and Discover.

It is the policy of the University of Wisconsin School of Medicine and Public Health that the faculty, authors, planners, and other persons who may influence content of this CME activity disclose all relevant financial relationships with commercial interests in order to allow CME staff to identify and resolve any potential conflicts of interest. Faculty must also disclose any planned discussions of unlabeled/unapproved uses of drugs or devices during their presentation(s). Detailed disclosures will be made available in the activity materials.



Registration Form

Symposium for Clinical Laboratories

April 21-24, 2010

Name

First Name to Appear on Badge

Professional Credentials, i.e. MT(ASCP)

Business Name

Business Address

City State ZIP

Business Phone Fax Number

E-mail Address

Practice Specialty

Years of Lab Experience

Previous Attendee Yes No If yes, year(s)?

Level of Your Lab (check one):
 High Complexity
 Moderate Complexity
 Waived
 No Open Lab / Don't Know

Reason for Attending (check one):
 Lab Director Qualification
 POL Consultant
 Continuing Education
 Preparing for an upcoming Inspection

Who accredits your lab?

If COLA, your COLA ID#

Workshop & Breakout Sessions

Enter the Session # for your choices (1st, 2nd) for each Workshop/Breakout Session. Every effort will be made to accommodate your requested selections.

Session	Date	Time	First Choice	Second Choice
A	4/22	10:30am	_____	_____
B	4/22	2:00pm	_____	_____
C	4/22	4:00pm	_____	_____
D	4/23	10:30am	_____	_____
E	4/23	1:00pm	_____	_____

Fees:

	On/Before 03/15/10	After 03/15/10
• Physician	\$625	\$675
• Non-physician	\$550	\$600
• Single Day Program	\$275	\$300

Select Thursday or Friday

Payment Method:

Check (make payable to COLA) Card #

Charge to credit card: Name

VISA MasterCard Exp Date

Sorry, we do not accept AMEX or Discover Signature

How did you hear about this Symposium?

Mailing Insights Website Email

COLA Surveyor (who?)

Industry Supplier (what company?)

Other