



Please join us for the 7th Annual
**Clinical Laboratory Quality
Regional Meeting**
Friday November 9, 2018

Sentara Careplex Hospital
3000 Coliseum Drive
Hampton, VA 23666
Conference Room B and C

Target audience(s) :

- Laboratory Quality representatives
- Laboratory Managers with quality-related roles
- Sr. Management with laboratory responsibilities

Participant Level:

Intermediate

Topics:

1. Training and Competency

Speaker: Debra Burkhead-Hopkins, BSMT (ASCP), Acute Care/CLIA Supervisor, VDH – Office of Licensure and Certification
Objectives:

- Identify the timing and frequency of training and competency for testing personnel.
- Identify the six required elements of competency.
- Identify whose role/responsibility competency is.
- Apply what you have learned to ensure documentation of testing personnel training and competency.

2. CLIA Personnel Roles

Speaker: Sarah Holt, MT (ASCP), Medical Facilities Inspector, Acute Care Services – CLIA Division, VDH – Office of Licensure and Certification.

Objectives:

- Identify CLIA regulations for technical supervisor, general supervisor, and technical consultant job duties and responsibilities.
- Identify FDA website for test complexity.
- Apply what you have learned to evaluate technical and general supervisor and technical consultant scenarios.



Retrieved 8/22/2018 from:

<https://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=imgres&cd=&cad=rja&uact=8&ved=2ahUKewj884uS6YDdAhVpU98KHQ7oA2cQjRx6BAgBEAU&url=https%3A%2F%2Fwww.pinterest.co.uk%2Fpin%2F213287732324926340%2F&psig=AOvVaw2OBNEC6Z6Luy1mxAlhDMqX&ust=1535032855522997>



Retrieved 8/22/2018 from:
<https://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=2ahUKEwinuq7i6oDdAhWCm-AKHVpzC8oQjrx6BAgBEAU&url=https%3A%2F%2Fothersociologist.com%2F2011%2F11%2F10%2Fhierarchiology%2F&psig=AOvVaw21Blr0gZYsRbVWJhxWxAXx&ust=1535032691549628>

Topics (*continued*)

3. Developing Personal Leadership

Speaker: Paul Ariola, Dale Carnegie Coach and Trainer, Infotec, Virginia Beach, VA.

Objectives:

- Understand leadership and management, and the related drivers for success.
- Describe leadership experiences and values.
- “Innerview,” or look within, to open the lines of communication and build trust.
- Create a personal vision as a leader and manager.

4. When Generations Unite

Speaker: Tonya M. Jones, BS, MA, Training Manager, Sentara Leadership Institute.

Objectives:

- Summarize the characteristics and importance of the different generations.
- Define the term “generation”
- Describe the defining characteristics and influential events for the five generations in the workforce today.
- Justify the importance of embracing multi-generational diversity in the workplace.

Speaker Biography

VDH – Debra Burkhead-Hopkins

Debra graduated from VCU/MCV's school of Allied Health with a BS in Medical Technology. She has over 25 years experience in hospital work both in general laboratory as well as in specialties for Chemistry, Microbiology, and Blood Bank. Her hospital career includes 9 years of leadership experience. Debra has been with the VA Department of Health's Office of Licensure and Certification for 6 years. Her career began as a CLIA Medical Facilities surveyor and eventually advanced to her current role as an Acute Care supervisor.

VDH – Sarah Holt

Sarah has a BS in Medical Technology from Old Dominion University and a MPH from Benedictine University. Sarah has worked in both public and private health care settings, starting out as a certified phlebotomist in 1993 and then becoming a medical technologist with experience in general laboratory testing in the specialties of hematology, transfusion, microbiology and chemistry for over 14 years. In the public health setting, Sarah performed PCR testing and worked with nursing teams to provide healthcare for family planning, STD and refugee clinics. Sarah has worked as a CLIA surveyor for the State of Virginia for 10 years. Sarah is a founding member of the Northeastern CLIA Division Planning committee for the annual symposium, served as a chairperson for two years and currently serves as a vice-chair.

Speaker Biography



Dale Carnegie – Paul Ariola

Paul is a Certified Dale Carnegie Trainer and has been since May of 2008. He has maintained a 93% Voice of the Customer rating, facilitating over 3,000 hours of training on leadership, customer service, employee engagement and public speaking. Paul also acted as the Executive Vice President for the Dale Carnegie Program from 2015-2017 and was responsible for generating over one million dollars in revenue and managing a 7,500 customer database. In this role Paul also created and implemented a monthly seminar membership program.

Paul has served in the United States Navy for 10 years and he was also a successful Landscaping Owner and Operator. Paul as earned his B.A. in Business management from Virginia Wesleyan College, a degree in Public Health from South University and is currently pursuing a B.S. in Dietetics from Kansas State University.

Speaker Biography

Sentara Leadership Institute- Tonya M. Jones



Tonya has been a facilitator for approximately 20 years. During this 20 year span she had the opportunity to instruct in the private sector as well as the public sector to include city, state and federal government. She currently is the Learning and Organizational Effectiveness Training Manager with Sentara Healthcare, where she is responsible for facilitating and managing New Employee Orientation, New Leader Orientation, and Foundations for Leadership Track I and II as well as Professional Development Courses to over 3,000 leaders who collectively manage over 28,000 employees. She also serves as the consultant, meeting with managers and supervisors across the Organization to determine their leadership development needs.

Tonya holds a Graduate Degree in Counseling and an Undergraduate Degree in Early Childhood Education. She is an active member of American Society for Training and Development and was the past president of Toastmasters, a nationally recognized public speaking club.

Tonya also holds several training certifications such as Myers-Briggs, Franklin Covey, Situational Leadership and Crucial Confrontations just to name a few. She is very passionate about her role as a facilitator, mentor and coach.

Agenda

0830 – 0900: *Check in & Continental Breakfast*

0900 – 0910: Welcome & Opening Remarks

0910 – 0940: Icebreaker & Gift Give-away

0940 – 0950: Break

0950 – 1050: **Debra Burkhead-Hopkins - Training and Competency**

1050 – 1100: Gift Give-away & Fun

1100 – 1200: **Sarah Holt – CLIA Personnel Roles**

1200 – 1300: *Lunch (provided)*

1300 – 1345: **Paul Ariola – Developing Personal Leadership**

1345 – 1400: Break & Gift Give-away

1400 – 1430: Fun

1430 – 1515: **Tonya M. Jones – When Generations Unite**

1515 – 1530: Give-Away & Closing Remarks

Registration Information

Location:

Sentara Careplex Hospital
3000 Coliseum Drive
Hampton, VA 23666
Conference Rooms B and C

Cost:

\$40.00 per person – payable in advance via PayPal
Payment invoice will be sent upon receipt of RSVP

Registration:

To register contact Pegah Stanley
By email: clqregional@gmail.com or by phone: (757) 252-9458

Registration/Cancelation deadline: **November 2nd, 2018.**
No refunds will be granted after the deadline!

P.A.C.E. credits will be issued