

MARCH 29 - 31, 2023

**LMSS**2023

LAB MANAGEMENT SEASONAL SCHOOL

# The Case of the Missing Laboratory Professionals

3-DAY LIVE VIRTUAL EVENT PROSPECTUS



**LabVine™**

# Welcome to LMSS 2023

LabVine annual Laboratory Management Seasonal School is a must-attend virtual event for laboratory professionals and industry experts. This 3-day event features world-renowned speakers and industry knowledge experts and is internationally recognized for its comprehensive and forward-looking content.

The theme for this year's event is "The Case of the Missing Laboratory Professionals," which is a crucial topic for the industry. With stress and burnout causing a major concern for staff retention, the medical laboratory field is facing a shortage of qualified professionals.

The focus of the event is on addressing the root causes of this shortage, including a lack of training opportunities, poor leadership, and a culture of burnout and stress. By exploring best practices for staff retention, training, leadership, and quality standards, attendees will learn how to create a positive and supportive work environment that reduces the effects of the shortage.

Don't miss this opportunity to hear from industry experts, network with peers, and learn how to address the Laboratory Professionals Shortage. Register now for the Laboratory Management Seasonal School 2023.



Daily sessions  
**start at 13:00  
UTC and end at  
16:00 UTC.**



Daily sessions will  
**consist of three  
1-hour slots**, each  
covering a different  
topic based on the  
day's theme.



A **different  
speaker** will  
present  
each slot.



Knowledge sharing  
and transfer will  
happen through  
**interactive**,  
facilitated sessions  
delivered **virtually**.



This is an  
**international**  
sponsored  
event and is  
**free of charge**.

**We have included an overview of the course content and provisional program. Delegates can look forward to the below educational benefits and outcomes:**

- ✓ Gain valuable insights
- ✓ Accredited Certificate of Attendance
- ✓ 9 contact hours accredited by PACE
- ✓ Free LabVine Membership

*Good luck and enjoy  
the program.*

**Wilhelm Boshoff**

*Founder & Managing Director at LabVine Learning*



# The Laboratory Management Seasonal School Topics and Abstract Summaries

## DAY 1: STAFF RETENTION AND THE IMPORTANCE OF TRAINING

SP1



### **The Future of Diagnostics**

**By David Wells**

*IBMS*

The future of diagnostics will see a greater reliance on laboratory medicine to guide the patient's journey. Using data, novel technology, advanced roles, and a shift from secondary hospital care settings to more community and primary care settings to better serve our patients and deliver better outcomes to the population. The future will be one where the laboratory provides a greater range of support and insight and has a greater role in the earlier diagnostic agenda.

SP2



### **Laboratory Advocacy - ATTRACT, RECRUIT, RETAIN**

**By Angela Tomei Robinson**

An overview of the importance of professionalism and advocacy in the field of Medical Laboratory Science. You will learn about the recognition of Medical Laboratory Science as a federally recognized profession, and the need for advocacy to attract, recruit and retain qualified and board-certified professionals. The presentation will also discuss how individuals and the profession as a whole can make a positive impact and difference through Laboratory Advocacy.

SP3



### **Why Training and Competency is Crucial in a Regulated Environment.**

**By Jeanette Young**

*LabSPACE Africa*

The main goal for any regulated organization is to ensure that the product, data output, or service provided to the client is of the highest quality. This is achieved through adhering to GxP regulations and guidance that place responsibilities on management to ensure that staff has adequate education, skills, and experience to perform their tasks. There is a difference between training and learning, where learning is the acquisition of skills and knowledge through education, training, and experience, while training is an organized activity aimed at imparting information and instructions to improve performance.

Competency and training are critical in all technical areas of the organization, including the use of the equipment and analytical instruments. Each organization must evaluate the training needs of all staff and design an effective training program. The success of the training program should be evaluated and assessed to measure if the desired learning outcome and objective have been met and if the participant has achieved the desired end result and is competent. Assessment of competencies allows organizations to identify high performers and development opportunities throughout the workforce.



## DAY 2: MAXIMIZING EFFICIENCY THROUGH LEADERSHIP

SP1

### Succession Planning: Creating a Roadmap for Leadership Success



**By Tywauna Wilson,**

*eLABorate Topics Podcast*



**Stephanie Y Whitehead,**

*eLABorate Topics Podcast*



**Lona Gordon Small**

*eLABorate Topics Podcast*

The loss of valuable leadership without prepared talent in the pipeline can cripple a laboratory. Succession planning is essential in preparing successors to take on vital leadership roles when the need arises. Every laboratory should have a form of succession planning in its portfolio as it is not the expected absences that can cripple an organization, but the unexpected ones. Whether it is preparing someone to take over a lead technical or support position or for key senior leadership roles, this workshop will teach you the difference between succession planning and mere replacement planning. It will show you how you can prepare a plan and the people who will become successors to take on these leadership responsibilities.

SP2

### Do you lead like a scientist or like a human? A discussion on leadership for the New World



**By Theran Knighton-Fitt**

*Mygrow*

It's reported that by 2025 there will be a shortage of 98 700 medical and lab technologists and technicians in the US. Due to burnout and stress, staff retention needs to be a major strategic focus. To meet this challenge head-on, managers must be equipped to lead more effectively. As a laboratory manager, you may feel you have very little power to change the system. In light of this reality, how should managers lead?

Theran explores some philosophical... and psychological paradigms for leadership and people motivation, with the aim of making a case for Emotional Intelligence development as the ultimate key to becoming an effective leader in the laboratory context.

SP3

### The Power of Soft Skills in a Laboratory Setting: Maximizing Results and Building Strong Teams



**By Louise Beretta Venter**

*Elevon Solutions*

Soft skills are important in a laboratory setting because they directly impact a laboratory's efficiency, productivity, and overall success. Whether you are starting your career or have been in the laboratory profession for a while, there are five critical soft skills that you want to have in your toolbox: They include things like effective communication, problem-solving, teamwork, time management, and conflict resolution.

As scientists and lab technicians, we often focus on our technical skills and knowledge, but it is important to recognize that our soft skills also play a critical role in the success of our laboratory. Soft skills refer to the personal attributes, personality traits, and communication abilities that allow us to interact effectively with our team and other departments.

## DAY 3: QUALITY IN THE LAB: ESTABLISHING AND MAINTAINING STANDARDS

SP1



### **The importance of a Laboratory Quality Management System (LQMS) and how to achieve it**

**By Santie van Niekerk**

*MiChem Dynamics*

The ISO/IEC 17025 and ISO 15189 are used by laboratories to develop their Laboratory Quality Management System (LQMS) and to evaluate their competence to provide accurate, reliable, consistent, and traceable results. These standards support testing, calibration, and medical laboratories to save lives, change lives and create a better future for us all.

Understanding the importance of an LQMS and its benefits will provide the foundation to develop and implement an effective system, and through servant leadership, we continuously maintain and improve the system to reach our objectives and the purpose of the laboratory.

SP2



### **POCT Management for POCT coordinators**

**By Carolina Prieto**

*Formato Clinico Chile*

This lecture will provide an overview of the POCT market trends and significance in healthcare systems. The focus will be on the essentials of developing a laboratory POCT team, including the POCT coordinator's role, user training and evaluation, and ISO standards. Topics covered will include POCT management organization and governance, the POCT coordinator's role, and news on ISO standards for POCT. The lecture will provide attendees with a clear understanding of the importance of POCT in healthcare and the role of the POCT coordinator in ensuring a well-functioning POCT team.

SP3



### **You can't manage RISK with Westgard Rules**

**By Zoe C. Brooks**

*AWEsome Numbers Inc.*

The session on risk management will cover the fundamental differences between risk management and statistical quality control. The focus will be on evaluating risk by comparing the estimated probability and severity of harm to the given risk criteria and making sure that the risk is acceptable. If the risk is too high, reporting patients must be stopped until the issue is solved. The session will also highlight common mistakes in daily quality control, such as not realizing that daily QC charts only detect change in performance and not method bias, assuming daily QC will detect method failure, defining failure with outdated statistical limits, and failing to verify the effectiveness of the QC process to detect a shift to unacceptable risk.

# Program Outline

## March 29 - 31, 2023

### STAFF RETENTION AND THE IMPORTANCE OF TRAINING

### MAXIMIZING EFFICIENCY THROUGH LEADERSHIP

### QUALITY IN THE LAB: ESTABLISHING AND MAINTAINING STANDARDS

TIME (UTC)	WEDNESDAY	THURSDAY	FRIDAY
13:00 - 13:10	DAILY OPENING	DAILY OPENING	DAILY OPENING
13:10 - 14:00	<b>The Future of Diagnostics</b>  By David Wells	<b>Succession Planning: Creating a Roadmap for Leadership Success</b>  By eLABorate Topics Podcast	<b>The importance of a Laboratory Quality Management System (LQMS) and how to achieve it</b>  By Santie van Niekerk
14:00 - 14:10	BREAK	BREAK	BREAK
14:10 - 15:00	<b>Laboratory Advocacy - ATTRACT, RECRUIT, RETAIN</b>  By Angela Tomei Robinson	<b>Do you lead like a scientist or like a human? A discussion on leadership for the New World</b>  By Theran Knighton-Fitt	<b>POCT Management for POCT coordinators</b>  By Carolina Prieto
15:00 - 15:10	BREAK	BREAK	BREAK
15:10 - 16:00	<b>Why Training and Competency is Crucial in a Regulated Environment</b>  By Jeanette Young	<b>The Power of Soft Skills in a Laboratory Setting: Maximizing Results and Building Strong Teams</b>  By Louise Beretta-Venter	<b>You can't manage RISK with Westgard Rules</b>  By Zoe C. Brooks
16:00 - 16:10	REFLECTION AND CLOSURE	REFLECTION AND CLOSURE	REFLECTION AND CLOSURE

*\* This program is subject to change without prior notice.*

## NEED MORE INFORMATION?


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UK +44 740 222 1955

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W : [www.labvinelearning.com](http://www.labvinelearning.com)

 Register for this Event

**LabVine™**

**TheConflab**

# Your Organizer and Host



**LabVine™**

**SUPPORTING LABS TO  
MOVE THE WORLD!**

Learn. Develop. Discover. Connect



**Hanine van Deventer**  
*Chief Executive Officer*

Hanine is a professional engineer with 16 years of experience managing numerous multidisciplinary projects. She has a keen focus on systems and procedures and manages projects driven by performance. She embraces change as an opportunity to succeed. With that mentality, she has often been put in the role of superuser or trainer for implementing new or improved systems.

Since 2020 she has been applying her experience to LabVine, where she continues to manage excellence and attend to optimally support laboratories through training and collaboration initiatives.

**e :** [hanine@labvinelearning.com](mailto:hanine@labvinelearning.com)

**m:** +27 82 565 4671

**w:** [www.labvinelearning.com](http://www.labvinelearning.com)



<https://www.linkedin.com/in/hanine-van-deventer-944a0b84/>

## Experience



### Chief Executive Officer

LabVine

Mar 2020 - Present · 2 yrs 5 mos



### Business Developer

Power of Process

Mar 2020 - Present · 2 yrs 5 mos



### Professional Engineer

AECOM

Mar 2008 - Mar 2020 · 12 yrs 1 mo

# Speaker Bios

DAY 1



## David Wells

*IBMS*

David is an experienced and influential figure in the field of pathology, having been recognized as one of the 100 powerful advocates for pathology globally by the Pathologist magazine for five consecutive years. He has held various leadership positions in both the public and private sectors, including leading the NHS England and Improvement Pathology consolidation program and managing the laboratory response to COVID-19 across the country. David has also been recognized for his contributions to the national response during the pandemic, receiving an Honorary Doctor of Science from Anglia Ruskin University and an Honorary Fellowship from the Academy of Healthcare Science.

With a diverse background in providing and leading pathology services, David has built up considerable experience in understanding the rationale for the delivery of screening services and the complexity of implementing change. He has also worked on the assessment, introduction, and monitoring of medical devices and technologies, and has advised and contributed to national reports and guidance on novel diagnostic devices.

David was appointed Chief Executive of the Institute of Biomedical Science in June 2021 and was also appointed the Scientific Lead for Pathology for NHS London in September 2021. In 2022, he was elected as a Trustee of the Science Council and the board of Directors of the International Federation of Biomedical Laboratory Science.

**Date:** 29 March 2023

**Time:** 11:40 - 12:30 UTC

**Topic:** **The Future of Diagnostics**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/davidrwells1/>



## Angela Tomei Robinson MS MLS ASCP cm

*ATR Consulting*

Angela Tomei Robinson is a highly educated and licensed professional in the field of Clinical Laboratory Science. She holds an MS in Laboratory Management and Education from St. John's University, Queens, NY, and a BS in Clinical Laboratory Science from the same University where she graduated Cum Laude in 1979. She is also licensed by the NYS Department of Education as a Clinical Laboratory Technologist with License #007. Currently, she is working as a Project Manager/LIS at Nassau County Medical Center since 2022.

**Date:** 29 March 2023

**Time:** 12:40 - 13:30 UTC

**Topic:** **Laboratory Advocacy - ATTRACT, RECRUIT, RETAIN**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/angela-tomei-robinson-ms-mls-ascpcm-laboratory-medicine-8a200a51/>



# Speaker Bios



## Jeanette Young

*LabSPACE Africa*

Jeanette Young is a qualified Medical Technologist with expertise in Immunology and Clinical Pathology. She has a wealth of experience in the field, having worked in the NHLS, Tygerberg Hospital Immunology Laboratory for 15 years and later at Synexa Life Science as the Global head of Quality Assurance for 14 years. In her role at Synexa, she was responsible for growing the QMS across three sites in compliance with international standards and maintaining accreditation. Recently, she joined LabSPACE Africa as the Director of Quality Assurance and is tasked with building the QMS for ISO17025:2017. In addition to her current role, Jeanette has been a SANAS technical assessor for ISO 15189 since 2009.

**Date:** 29 March 2023

**Time:** 13:40 - 14:30 UTC

**Topic:** **Why Training and Competency is Crucial in a Regulated Environment.**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/jeanette-young-1319bb11/>

## DAY 2



## Tywauna Wilson, MBA, MLS (ASCP)<sup>CM</sup>

*eLABorate Topics Podcast*

Tywauna Wilson is a best-selling author, executive laboratory leader, podcast host and career consultant with nearly 20 years of diverse medical laboratory and progressive healthcare leadership experience. She is the owner of Trendy Elite Coaching and Consulting, as well as the System Chemistry Director for a regional laboratory in Dayton, Ohio. She has written the book "Some Leaders Wear Lab Coats" and a series of personal growth books called "Leadership Tidbits". She also hosts two podcasts, "eLABorate Topics" and "Leadership Tidbits with Coach Tee Wilson". Her mission is to empower and train one million leaders to lead with confidence and leave a proud legacy.

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/tywaunawilson/>

# Speaker Bios



## **Stephanie Y Whitehead, MBA, MPH, CLS (ASCP)<sup>cm</sup>**

*eLABorate Topics Podcast*

Stephanie Whitehead is the Executive Director of Pathology Services at University Health in San Antonio, Texas. She has multiple degrees including Bachelor's in Clinical Laboratory Science, Master's in Business Administration and Master's in Public Health and Community Education. She is an active leader in professional organizations such as ASCLS and ASCP, and a mentor in professional and diversity programs. Stephanie is also the co-host of a laboratory podcast "eLABorate Topics" which focuses on laboratory and leadership topics. She is active in her local community through various organizations and is connected on social media as @StephanieYWhitehead.

VIEW ON LINKEDIN

<https://www.linkedin.com/in/stephanieywhitehead/>



## **Lona Gordon Small, MT (ASCP), MBA, PMP, CBPM**

*eLABorate Topics Podcast*

Lona Small is a Quality and Process Improvement Specialist at the Johns Hopkins Hospital Core lab and the founder of LabOPEX Training and Consulting. She is an executive coach and trainer who uses a holistic approach with her signature Core Method to help medical lab professionals improve areas such as unique skill set, team performance, process improvement, quality, patient safety and team culture. Lona has helped labs and medical lab leaders to perform at operational excellence levels and be recognized as an important part of healthcare. She also serves hundreds of medical lab professionals to help them identify their unique skill sets and operate at their highest levels. Lona enjoys spending time at the beach on her native island of Jamaica and prioritizes self-care.

**Date:** 30 March 2023

**Time:** 11:40 - 12:30 UTC

**Topic:** [Succession Planning: Creating a Roadmap for Leadership Success](#)

VIEW ON LINKEDIN

<https://www.linkedin.com/in/lonasmalllabopex/>

# Speaker Bios



## **Theran Knighton-Fitt**

*MyGrow*

Theran is a co-founder and Chief Humanising Officer at Mygrow. He is a writer, speaker, and filmmaker who aims to be a storyteller of human potential. He believes that being a human is the most amazing gift and opportunity that one can have and that the combination of our frontal lobes, opposable thumbs, and imaginations gives us unmatched power on the planet. Theran is a realistic Humanist and understands that humans are the most incredible and terrifying species that the world has ever encountered. In his thinking and writing, he draws from the vast knowledge of various Humanities fields such as History, Social Science, and more. He has a following on LinkedIn who are interested in topics such as Capitalism, Organisational Culture, Emotional Intelligence, Narrative Identity, Psychology, and Social Science.

**Date:** 30 March 2022

**Time:** 12:40 - 13:30 UTC

**Topic:** **Do you lead like a scientist or like a human? A discussion on leadership for the New World**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/theranknighton-fitt/>



## **Louise Beretta-Venter**

*Elevon Solutions*

Louise is a highly experienced professional in the field of Human Capital Development with over 30 years of experience. She has been working with the Power of Process team since 2017 and has helped achieve local and international accreditations. She has a passion for people development and is self-motivated and enjoys new challenges. Louise has studied a variety of subjects related to HR, Training and Development, and Business Management and holds multiple accreditations including SDF, Facilitator, Assessor, Moderator, and COMENSA Coach. She has a broad knowledge of industry sectors and legislation and has extensive experience in management and leadership development. She has facilitated and consulted on various projects including coaching and upskilling of mentors for the South African Veterinary Association and delegates from LTS Health Learning, Pathcare, and USB (Medical students). Louise is a license holder for both Power of Process and LabVine.

**Date:** 30 March 2023

**Time:** 13:40 - 14:30 UTC

**Topic:** **The Power of Soft Skills in a Laboratory Setting: Maximizing Results and Building Strong Teams**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/louise-beretta/>

# Speaker Bios

DAY 3



## Santie van Niekerk

*MiChem Dynamics*

Santie holds a Baccalaureus Technologiae in Biomedical Technology and Quality, with over 19 years of experience in the medical, food, and environmental laboratory industry. She is an ISO/IEC 17025, ISO 15189, ISO/IEC 17020, and ISO 9001 facilitator, auditor, and management system expert with practical experience in industry trends and compliance.

**Date:** 31 March 2023

**Time:** 11:40 - 12:30 UTC

**Topic:** **The importance of a Laboratory Quality Management System (LQMS) and how to achieve it**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/santie-van-niekerk-a3a35634/>



## Carolina Prieto

*Formato Clinico Chile*

Dr. Carolina Prieto is a medical doctor and clinical pathologist with extensive experience, serving as the Lab Director at DIPRECA Hospital and Vice President at ALAPAC/ML in Chile. She is also a director at Formato Clinico Chile, where she oversees clinical operations and ensures compliance with regulations. She is known for her skills, expertise, and dedication to delivering the best care to patients and improving the quality of medical laboratory services in Chile.

**Date:** 31 March 2023

**Time:** 12:40 - 13:30 UTC

**Topic:** **POCT Management for POCT coordinators**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/carolina-prieto-castillo-a6b06334/>



## Zoe C. Brooks

*AWESome Numbers Inc.*

Zoe Brooks is an expert in Medical Laboratory Risk Management who served on the committee to create CLSI EP 23A, "Laboratory Quality Control based on Risk Management."

A recipient of the AACC Outstanding Speaker Award, she delights in involving the audience in presentations and 'seeing the lights go on.' Zoe has dedicated her career to making a difference in the world with a NEW risk management process and software program that improves patient care and reduces healthcare costs by reducing laboratory errors.

**Date:** 31 March 2023

**Time:** 12:40 - 13:30 UTC

**Topic:** **You can't manage RISK with Westgard Rules**

[VIEW ON LINKEDIN](#)

<https://www.linkedin.com/in/zoe-brooks-morequality/>



# LMSS 2023

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