



Did That Really Just Happen In Our Blood Bank? A Case of Hemolytic Wright A Exposure

Sharon Ziemba, MSA, MLS(ASCP)SBB^{CM}

It seemed like another routine day of testing in the blood bank when an elderly female patient presented to the emergency center (EC) with complaints of lightheadedness and generalized weakness. In a prior visit to the EC, the patient had been diagnosed with primary biliary cirrhosis and was recently seen at a physician's office for dark tarry stools and a suspected gastrointestinal bleed. The patient was admitted to the hospital and several laboratory tests were ordered including a hemoglobin and hematocrit, troponin, basic metabolic panel, and a ferritin. The patient was exhibiting clinical symptoms of anemia; her hemoglobin was 6.1 g/dl and a type, screen, and crossmatch were subsequently ordered.

The patient was tested in gel using instrumentation and the sample's ABORh was found to be A positive with a negative antibody screen. The antibody screen results and antigram can be seen on the chart on page 4.

The patient had a historical ABORh from the previous EC visit and no previous or current record of antibodies in the blood bank. Following our standard operating procedures, the patient was eligible for electronic crossmatch and 4 units of red cells were electronically crossmatched and placed in the refrigerator.

During the course of the patient's hospital admission on the gastroenterology floor, 4 units of A positive red blood cells were transfused over a period of 3 days. Three hours into the transfusion of the 4th red cell unit, the patient developed an increase in temperature from 35.3°C to 37.8°C, chills, a decrease in blood pressure from 153/85 to 118/62, and nausea. No other vital signs showed significant changes; no dyspnea,

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STUDENTPERCH STEM & HEALTH SCIENCES VIRTUAL COLLEGE & CAREER FAIR ASCLS-NJ EXPERIENCE

Cynthia Dixey – President, ASCLS-NJ

On October 23, 2014 ASCLS-NJ participated in the StudentPerch STEM & Health Sciences Virtual College & Career Fair. The goal was to “stretch our voices” outside of the lab, and “talk” to students across the country about the Medical Laboratory Science profession. StudentPerch is a Social Good company that provides an interactive, exclusively online platform to help K-12 students, college students, and professionals explore their higher education and career options. StudentPerch connects students and individuals with recruiting, educational, and exhibiting organizations every month in fields such as STEM, health sciences, international affairs, and business.

ASCLS-NJ members first interacted with Chanette Porter-Clinton, the Founder and CEO of Student-Perch, at the 3rd Annual USA Science and Engineering Event held in Washington D.C in April 2014. At this event ASCLS was hosting a booth, “Solving Medical Mysteries.” One of the interesting facts brought to light at this event was that college bound high school students and parents were not even aware of the MLS profession. Once they learned of the MLS profession through one-on-one interaction with MLS at the event,

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President's Message

*Barbara Snyderman, MLS (ASCP)^{CM}DLM^{CM}
ASCLS President 2015-2016*

2015 PRESIDENT'S ACCEPTANCE SPEECH

Thank you for the opportunity to lead ASCLS for the next year. It is an honor I have dreamed about since I was a student member!

As has become tradition, I would like to share a little about my background. I was born in Atlantic City (AC) and was raised in Margate City, just a few miles from AC, and best known for Lucy the Elephant, a historic landmark that once served as a draw to the new beach resort.

I knew I wanted to be a laboratorian from an early age. My mother's sister went to an MLT program at Atlantic Community College and loved what she did. She told me her class was subject to daily uniform inspections by the laboratory manager (whom I worked for many years later). She worked in two different physicians' office laboratories and I would go after school to look at blood smears. When I was in 7th grade, I was one of the winners of a national essay contest and was quoted in the local paper as wanting to be a teacher or laboratory technician.

I went to the same high school my mother and aunt attended - Atlantic City High School. I don't remember enjoying science much—I did much better in math. I do remember being caught dozing off in AP Chemistry my senior year!

I grew up in an "economically challenged" family, and was "encouraged" to pursue a 2 year degree so I could work while pursuing my bachelor's degree. I was accepted to the same college my aunt attended as well as the MLT program at Hahnemann Medical College in Philadelphia. I remember being a little surprised at the hospital labs since my aunt had only worked in physicians' offices. It didn't scare me away! I graduated with an Associate in Science in 1976 and

immediately matriculated into the Bachelor of Science Program at Hahnemann. Three of my classmates and I were the first to go through a cooperative education program, which meant working every other quarter and graduating a year later, but we graduated with very little debt and 15 months of work experience.

Our college had no student activities and I was one of the founders of the Student Activities Committee. I established the student newsletter and later chaired the student activities committee. I was honored with the award for student activities for the College of Allied Health upon graduation in 1979.

It was during my third year at Hahnemann that the ASMT bug bit. Our program directors told us about ASMT and while I cannot remember why, the very first meeting one of my classmates, Angie McNaughton and I attended was the national meeting in Atlanta in 1977. I have to admit Angie was the one who attended all of the governance meetings. I did go to David Mello's Student Forum orientation—which was an entire day—and I was done. I attended a few educational sessions and enjoyed the exhibits and social activities. I do recall being on an elevator with L'Nora Wells, who was wearing her "President" ribbon. I remember feeling as if I had seen the President of the United States! Believe it or not, I was too shy to speak to her. Angie and I did not spend the money on the banquet that year, so we stood outside the ballroom and met the entertainer for the evening, Comedian Nipsy Russell.

Angie was appointed Region II Student Representative at that meeting, so upon returning home, we decided to go to the Region II meeting in Charleston, WV that fall and endured a 12 hour overnight train ride to get there. It was that meeting that turned the page for me and ASMT. When I got home, we attended a

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E&R GRANTS AND SCHOLARSHIPS 2015

Mary Ann McLane, PhD, Chair, E&R Fund, Inc.

Through your contributions, the ASCLS Education & Research Fund, Inc. has once again supported our profession by awarding 3 grants and 9 scholarships. This is the second year in which scholarships have been given in honor of **Dan Southern** and in memory of **Michelle Kanuth**. Both served as E&R Trustees and Dan led the Fund as Chair from 2011-2013. Friends and colleagues are invited to honor Dan and memorialize Michelle by contributing to these scholarships.

This is the third year for the *E&R Fund Memorial MLS Scholarship*. The Memorial Scholarship is intended for contributors who wish to honor or memorialize a colleague, friend or family member with a gift in his/her name. The recipient receives, in addition to the scholarship, a letter with the donors' and honorees' names. If you would like to contribute to the Memorial Scholarship, address your check to the ASCLS E&R Fund, or use the www.ascls.org **DONATE** button, designate the E&R Fund Memorial MLS Scholarship, and provide the name of your honoree.

This is also the fourth year for our **Edward C. Dolbey** scholarships, given from a charitable trust bequeathed to the ASCLS E&R Fund in 2011 on behalf of Mr. Dolbey, who for many years was a prominent laboratory supplies distributor in Philadelphia and a long-time supporter of all things related to medical laboratory science. These scholarships support both graduate and undergraduate education.

2015 Scholarship Winners:

- Daniel K. Southern MLS scholarship: **German Madera**, Denver Health School of Medical Laboratory Science
- Michelle S. Kanuth MLS scholarship: **Heather Gilbert**, University of North Dakota
- Memorial MLS scholarship: **Binh Pham**, Texas State University
- Edward C. Dolbey graduate scholarship: **Jasmin Davis**, Grand Canyon University
- Edward C. Dolbey MLS scholarships: **Kate Schluntz**,

Nebraska Medical Center, **Kathryn Norton**, Idaho State University and **Easton Burney**, University of Tennessee Health Science Center

- Edward C. Dolbey MLT scholarship: **Natalya Marchenke**, Arapahoe Community College and **Lorianne Smith**, Portland Community College

The 2015 total of scholarship awards supported by your contributions is \$12,000.

2015 E&R Fund Grants

The E&R Fund Grant program attracted 7 applications for the Member Grant and 3 for the I. Dean Spradling graduate student grant. Member grants were awarded to **Delfina Dominguez** from the University of Texas El Paso for a proposal titled Detection of Multi Drug Resistant Organisms by a Multiplex Microfluidics Platform and **Kristy Shanahan** from Johns Hopkins University for Blood Biomarkers to Assess Suicide Risk. The I. Dean Spradling graduate student grant was awarded to **Temitope Adeyani**, St. Louis University, for her study on Antiproliferative Effect of Curcumin on Colorectal Cancer Cells. This represents \$13,000 in grant funds awarded. Our E&R Trustees were impressed by the quality of all of the proposals, and truly wish we could have awarded grants to all who applied.

2016 Grant and Scholarship Cycle Begins October 2015

Our 2016 scholarship and grant cycle begins in October. Please encourage those undergraduates and graduate students who you know, as well as ASCLS members who are doing research, to apply. Application forms and instructions are available at www.ascls.org and the **deadlines are April 1 for scholarships and May 1 for grants**. Please print and US-mail your scholarship applications with accompanying transcripts and references to **Joe Briden, Alpha Mu Tau Fraternity (AMTF) Executive Secretary, 7809 South 21st Drive, Phoenix AZ 85041-7736**. Joe processes scholarship applications for both E&R and AMTF. Please email your **grant applications to ASCLS Executive Vice President Elissa Passiment, elissap@ascls.org**.

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Blood Bank From Page 1

pain, or rash was found. The transfusion was immediately stopped, however approximately 330 mL of the unit had been transfused.

Antibody screen results and antigram

Cell #	Rh-ir	Donor Number	Rh-ir											KELL				DUFFY		KIDD		Lewis		MNS			P		LUTHERAN		Special Antigen Typing	Test Results	
			D	C	E	c	e	f	C ^x	V	K	k	Kp ^a	Kp ^b	Jk ^a	Jk ^b	Fy ^a	Fy ^b	Jk ^a	Jk ^b	Xg ^a	Le ^a	Le ^b	S	s	M	N	P ₁	Lu ^a	Lu ^b		Cell	Gel
1	R1R1	303357	+	+	0	0	+	0	0	0	0	0	+	0	+	0	+	0	+	0	+	+	+	+	+	+	0	+		1	0		
2	R2R2	312995	+	0	+	+	0	0	0	0	+	+	0	+	/	+	0	+	+	+	0	0	+	0	+	0	0	+		2	0		
Patient Cells																																	

A blood bank medical laboratory scientist was called and a transfusion reaction evaluation was initiated. A post transfusion sample was drawn for testing, the vital signs and unit paperwork was returned to the blood bank, and the remainder of the red cell unit was sent to microbiology for culture. The blood bank work up showed no clerical errors, however the post-transfusion sample was grossly hemolyzed. The comparison of the pre and post transfusion samples can be seen below.

	Pre	Post
Clerical Check	Pass	Pas
Hemolysis Check	None	Gross
Icteric Check	Neg	Pos
ABORh	A pos	A pos
Antibody Screen	Neg	Neg
DAT	Neg	Neg
Patient Autocontrol	0	0

Since the patient had been crossmatched electronically, the unit segments were pulled from the storage refrigerator and the crossmatches were now run serologically in gel with the pre and post transfusion samples.

	Pre	Post
RBC Unit #1	0	0
RBC Unit #2	0	0
RBC Unit #3	0	0
RBC Unit #4*	4+	3+

* The DAT for this unit was run in gel and found to be negative.

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ASCLS LEGISLATIVE SYMPOSIUM – 2015

Ashley Aiken, Ashley Hudson, Ridgely Moore, Miguel Nava, Elian Salemink
 Medical Laboratory Science Program, University of Delaware



Capitol Hill

It was incredible to have the opportunity to meet with our Representatives and Senators to address our concerns about the medical laboratory profession. The personnel shortage and outdated Medicare reimbursement fee schedule were the biggest concerns, though other issues such as laboratory reimbursement cuts, taxes on medical devices, shortages of educators, and a lack of medical laboratory science programs available throughout the country were also discussed.

On our first day at the Symposium, we discussed the issues that *Medical Laboratory Scientists* (MLS) and Technicians (MLT) face today and how we could present those issues on Capitol Hill. Through lectures we learned the specifics of each issue, including why they are important, what needed to be discussed with the Senators and Representatives to resolve the issues, and the specific “asks” surrounding each problem. Then, through entertaining (if not so serious) role playing exercises, we learned what meeting with our members of Congress and their aides would be like. In return for our efforts, we hope to rebuild the profession by increasing recruitment and expanding Medical Laboratory programs throughout the country for future students.

To address the personnel shortage, we asked that a new grant program be established within Title VII of the Public Health Service Act (PHS), which would ensure a more adequate supply of clinical laboratory personnel to meet the nation’s growing demands. Additionally,

we asked the House and Senate to reauthorize and fund the Allied Health Special Projects and Grants Program, also under Title VII. These are necessary actions because the demand for medical laboratory scientist and technician jobs is expected to grow by 22% by 2022, and with only 5,000 new professionals graduating each year, this demand cannot be met.

The issue of the outdated Medicare reimbursement fee schedule was tackled by our instructor, Dr. Mary Ann McLane. The fee schedule has not been modernized since 1984 by the Center for Medicare and Medicaid Services (CMS). As of now, CMS does not follow its own timeline for the annual publication of changes to the Clinical Laboratory Free Schedule. When healthcare providers do not receive new coding and pricing of laboratory tests from CMS until two weeks before implementation, it causes unnecessary hardships for institutions that provide laboratory services to Medicare beneficiaries. We hope through our legislators, CMS will follow their own timelines to reduce the year-end burden on providers.

Although the main purpose of this trip was to leave an impression on Capitol Hill, we were also able to go sightseeing in DC. On the first night we went into the city to the National Mall to see the Washington monument, the Lincoln Memorial, and the Albert Einstein statue. Even after almost getting lost on our way back to the metro, it was great experience to be able to go into the city.

This trip provided a vast amount of rewarding insight into the importance and necessity of MLSs and MLTs. Each of us has gained a new appreciation of the career we have chosen to pursue. Medical Laboratory Professionals play a vital role in the healthcare system, aiding in the detection, diagnosis, and treatment of diseases in all fields and practice settings.



WORKPLACE BULLYING – BREAKING THE WALL OF SILENCE

PART II

Sally Pestana, Region X Director

In the last issue of ASCLS Today, I shared historical information on workplace bullying, statistics documenting its widespread prevalence in the health care and education sectors, along with typical characteristics of the targets of bullies. This issue will focus on the characteristics of the bully, along with steps that need to be taken to control bullying in the workplace.

In a survey of over 2,000 nursing school graduates from the class of 2014, 48% said they are concerned about being the victims of workplace bullying or working in a hostile work environment. The survey found that 39% personally knew nurses who were targets of workplace bullying or a hostile work environment. Another widely cited study found that approximately 60% of nurses left their first nursing job within six months because of bullying issues or because of a hostile work environment. In the same survey eight out of ten nursing graduates think nursing schools should provide workshops and special training on how to handle workplace bullying or a hostile work environment. While it would be tempting to believe these statistics apply only to the nursing profession, it is naive to think that other areas of health care, including the clinical laboratory, are insulated from workplace bullying.

Workplace bullying is defined by the Workplace Bullying Institute (WBI) as repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is threatening, humiliating, or intimidating, or work interference — sabotage — which prevents work from getting done, or verbal abuse. The entire organization often suffers from the tactics of the bully, who typically is fully aware of the ramifications of his or her behavior on others.

The WBI categorizes bullies into four types, with bullies fitting one or a combination of these types.

- **The snake** manipulates people and their perceptions of events. Snakes fabricate their own brand of reality by using people and events as pawns on

a chessboard. They exert a heavy toll on people to maintain their façade and leave people feeling drained, used, and abused. The snake seeks to be the puppet master and control people, their environment, and the perceptions of senior management.

- **The screamer** lives by the motto the squeaky wheel gets the grease. Screamers go on rants to get their way at others' expense and put their priorities above the priorities of the team and organization.
- **The nitpicker** typically has low self-esteem and always has something negative to say about other employees and their work. Nitpickers fear losing power and therefore never concede employees perform correctly. The nitpicker strives to keep employees under control by highlighting their deficiencies and never admitting someone performs a good job. The nitpicker demoralizes employees by eroding their confidence and putting them on the defensive.
- **The gatekeeper** uses his/her position to hoard information and resources to keep employees in a submissive position. Employees face roadblocks at every turn and stagnate in red tape when working for a gatekeeper. This form of bully saps employee motivation and energy until employees only go through the motions or seek employment elsewhere.

It is common for the bully to file a complaint against their target with human resources or other management levels and under the guise of "needing help with a difficult employee/colleague." In reality, the bully desires to enlist human resources or management as a misinformed accomplice in the removal of the target. Grievances or complaints by the target then appear as retaliation to the bully. Bullies often enjoy passivity among witnesses and management, due to their fear of reprisal or targeting by the bully to **them**.

Workplace bullying behavior continues to rise throughout the United States and the world. Experts peg the global costs at billions of dollars spent on employee absenteeism, medical expenses, and sick

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ASCLS: ONE VOICE, ONE VISION HOUSE OF DELEGATES ADDRESS

Susie Zanto

I believe in ASCLS. Those are the words I used when I started my Presidency a year ago. It was just a year ago that I stood in front of the House of Delegates to talk about my vision for ASCLS for the next year. This is when I introduced the new ASCLS Tag Line – ASCLS: One Voice, One Vision – and our ASCLS Strategy Canvas.

I had high hopes for the direction the ASCLS Board of Directors had charted, and I'm here today to report on the accomplishments we have achieved over the past year. To refresh your memories, the ASCLS Strategy Canvas is intended to achieve eight key elements, and I would like to describe how we addressed these elements over this past year.

1. Maintain our presence in providing high quality continuing education (CE).

ASCLS prides itself on being a leader in providing quality CE for laboratory professionals. Our P.A.C.E. ® program is recognized as the premier system for maintaining high standards of program quality and professional acceptability, and 236 total providers enrolled in 2015. Since the inception of the CE Organizer in 2007, almost 245,000 certificates have been created for people who attended events sponsored by constituent societies. The continuing education that ASCLS provides through our national, regional, state, and local educational in-person meetings is exceptional, and I would be remiss if I didn't mention the numerous textbooks, webinars, and on-line offerings ASCLS also offers.

2. Maintain our ASCLS Today and *Clinical Laboratory Science* publications

Ten issues of ASCLS Today were published this year, again under the oversight of Editor, Cheryl Caskey. I used this vehicle to communicate details about the ASCLS Strategy Canvas key elements in my President's messages. *Clinical Laboratory Science*, our peer-reviewed journal edited by Susan Leclair, migrated from paper

to electronic format in January, allowing for the greater use of appropriate color and formatting, and easier on-line searches. I am proud to have published our monthly e-newsletter, *ASCLS Society News Now*, this year. This on-line communication tool provided an update to members on the "behind the scenes" activities of ASCLS, including the work of the national committees, important governance information, and other issues of interest to our members.

3. Maintain our in-person meetings and other networking opportunities

Although CE is obtained at most of our in-person meetings, I contend that the real reason to attend is to experience the opportunities to network and have fun with your colleagues, to interact with experts in the field, or to discuss new products with vendors. I leave every meeting I attend feeling recharged, motivated, and inspired. I have been on enough planning committees to know the commitment of time and talent that goes into hosting an affordable, in-person meeting, and I want to thank all of those volunteers who helped ASCLS constituent societies provide, according to CE Organizer, 87 events this past year.

4. Maintain our collaborative efforts with other healthcare related organizations

We continue to partner with AACC for the vendor exposition at the annual meeting, we work with APHL in co-branding continuing education events, and we are in conversations with CLSI on developing new CE opportunities around the practical use of CLSI guidelines. ASCLS and the Patient Safety Committee signed a Memorandum of Agreement with the Centers for Disease Control and Prevention (CDC) to help the Laboratory Medicine Best Practices (LMBP) Initiative identify member workplaces that can help provide systematic, data-driven approaches that can be evaluated and recommended as best practices for the laboratory field. We continue to work with our vendor

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partners. Once again Beckman Coulter provided Student Travel Grants and this year Bio-Rad Laboratories sponsored the Quality Paper/Poster Competition focused on quality topics related to laboratory medicine. Winners were awarded in two categories, undergraduate and graduate/professional.

5. Create a strong social media presence

Thanks to all the members who continue to advocate for ASCLS on social media, and respond to comments posted on non-ASCLS sites that discuss our profession. This year, ASCLS made social media administration a high priority, and assigned these duties to staff members. Andrea Hickey and Karrie Hovis have been monitoring and posting to the official ASCLS Twitter and Facebook sites (currently with 10,458 likes) and Instagram is in the works. During Medical Laboratory Professionals Week, ASCLS members posted activities to Twitter using the hashtag #lab4life, which gained a life of its own! ASCLS is in the process of formalizing a Social Media Policy and approving a Social Media Team process for monitoring and posting to social media sites, modeled after the successful ASCLS Consumer Information Web Team.

6. Strengthen our government and legislative advocacy

ASCLS has a strong reputation for representing and advocating for the clinical laboratory profession in legislative and regulatory arenas. Our ASCLS Legislative Symposium has been a tradition for over 25 years, and this year we were again joined by CLMA, ASCP, AGT and AMT to provide 130 attendees with tools to lobby Congress on issues that impact the medical laboratory community. This year the FDA began the process of issuing guidelines regarding Laboratory Developed Tests, and ASCLS has provided insightful and constructive comments, including the participation of our Executive Vice President, Elissa Passiment in a panel discussion during the public hearing held in January.

7. Increase member participation in professional development opportunities

To increase member participation, we must also increase our total membership. Thanks to the efforts of the Membership Committee this year, chaired by

Holly Weinberg, and to all of you who have worked to recruit and retain members, I am happy to report that our membership numbers are on the upswing, and we currently have almost 9,000 members.

Our very successful ASCLS Leadership Academy, and the regional academies that have been developed, are pipelines for new leaders. This year ASCLS graduated the eighth class of future leaders who were provided with opportunities to learn skills that will prepare them for being successful leaders – not just in ASCLS, or in their personal life, but also in their workplace. In a 2014 survey of Academy graduates, 93% continue to be members, and were holding ASCLS leadership positions at the state (79%), regional (47%) and national (35%) levels.

8. Enhance our consumer advocacy role through outreach to patients and members of the healthcare team

The ASCLS Consumer Information Web Team continues to answer 75 questions/day from patients and healthcare providers as the practice of laboratory medicine becomes more complex. Last year, the Centers for Medicare and Medicaid mandated that patients be given access to their laboratory test results, and this resulted in more opportunities for laboratory professionals to help patients interpret those results. I know I have fielded my share of inquiries at my workplace. I hope that many of you developed the confidence to become a patient and consumer advocate this year. This outreach is a way for us to make our profession more visible to the public, as well as to our fellow members of the healthcare team.

Our new ASCLS tag line and strategy canvas deserved a new brand, and this year ASCLS sponsored a contest to revise our logo. This process is still ongoing. The ASCLS Strategy Canvas is a plan for the future, and cannot be accomplished in one year, and I am pleased to say that our incoming President, Barbara Snyderman, will continue to use the ASCLS Strategy Canvas to direct the activities of ASCLS.

There were many accomplishments this past year, and I want to highlight a few noteworthy ones. The ASCLS listservs that had been used for communication in the past were replaced with the Member Communities accessed through the ASCLS website. The revised ASCLS

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NICOLE LEMIEUX: THE JOURNEY OF AN ASCLS “KEY TO THE FUTURE” AWARDEE

Alice Hawley, MT(ASCP), ASCLS-ND President

What a privilege we have as ASCLS state professionals to identify and award the Key to the Future to those professionals who are up and coming in both ASCLS and our profession. I was just kidding with our benefit committee that we need to start thinking about supplying walkers in our healthcare plan because our laboratory staff is getting older by the minute. But, slowly and surely we are beginning to see a change, with younger professionals who are bringing a new passion and dream for the future of their profession and ASCLS.

I first got to know Nicole when she applied for the ASLCS-North Dakota (ND) Student Scholarship as well as for the ASCLS-ND Student Representative. From reading her application essay and getting to know her pursuit of this profession on paper, she was awarded both the scholarship and selected to represent ND as Student Representative for the 2010-11 year.

At that time I was the ND president elect and got to go to the Annual Meeting with Nicole and I really got to see what a passionate professional Nicole really was. Nicole was anxious to go to all the sessions she could and got really involved in the student activities. It was during that meeting that she wanted so desperately to pursue a national office but could not with the current guidelines. She continued to pursue a way to change the guidelines to not only include student representatives from ND, but also from other states which were impacted. With the help of Deb Rodahl, our Region V Director, the guidelines were debated and changed. Because of Nicole's determination the very next year the Student Forum National secretary was from ND.

Nicole had accepted a position at Jamestown Hospital and it didn't take long for her to be asked to go to training for their new Chemistry analyzer because she had shown such enthusiasm and skill in her profession. Thus, even though she was the youngest staff member, her interaction with the rest of the staff was such that they trusted her to bring that education to her fellow staff members.

As the ND Student Rep, Nicole was responsible for interacting with student groups in ND and also for getting the word out about the opportunities for the student scholarship and student representative applications for the next year. She also initiated a great student forum

for the 2011 State meeting. She developed a jeopardy-like format utilizing the educational information from her undergraduate studies and had a game session for the students attending the meeting. It was a great time and it allowed the current students to begin the process of studying for their certification exam in a fun and relaxed environment while also beginning the important process of networking with other young professionals from across the state.

Needless to say, ASCLS-ND jumped at the chance to name Nicole the ASCLS Key to the Future at our state meeting in 2011. Nicole took that and ran with it and immediately began mentoring the Student Representative for the next year.

Because of Nicole's enthusiasm she encouraged a fellow staffer to not only join ASLCS but to also run for the position of New Professional. Dan was elected and was able to go with us to the Annual Meeting in 2012. He had nothing but admiration for Nicole and her professionalism in the workplace, her maturity as she interacted with all those around her and her dedication to her profession.

As a member of our ASCLS-ND board during the next year, Nicole was very interactive and enthusiastic about any role in which she was asked to assist. She also volunteered to work with our current webmaster and they worked together on the development of an entirely new website during that first year. Never once did I hear Nicole complain. She was anxious to do a great job and threw herself into the project with no reservations. I always knew if Nicole said she would do something, it would get done well and in a timely manner.

In February 2012 Nicole was able to attend the Legislative Symposium with our current Vice President and she came back fired up to make a difference. Two months later she ran for the board member position in a contested race at the ND state meeting and won that election. I think our ASCLS state members appreciated and caught some of Nicole's enthusiasm and excitement and wanted to reward that spark with the election results.

After the National Leadership Academy (LA) presented

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its project of developing Leadership Academies at both state and regional levels, the Region V Tri-State Leadership Academy was born and we were looking for members for our inaugural class of 2013-2014. We had just posted the registration documents when Nicole was our first applicant – just another example of her drive and passion for both ASCLS and her profession. Oh, and did I tell you that she also got married in the midst of all of this!

Nicole was an integral member of the LA class and embraced all it had to offer. Her interaction was always full of passion and her leadership abilities emerged. She handled herself graciously and learned how to interact with others who might have differing opinions and styles and learned how to develop and find a common ground while showing respect for her classmates.

Even while Nicole was in the LA, she was instrumental in the planning for our 2014 ND State Meeting. This was a new adventure for Nicole as she stepped in as a co-chair of the vendor committee. The chairs of that committee did a fantastic job and we had many vendors tell us after the fact it was one of the most well organized and planned vendor events they had been to – a total success. She was also our primary website guru enabling us to do online registration through our website for the first time and get all our website state meeting needs met.

At that 2014 meeting Nicole was given our Member of the Year award. She also ran for President Elect and won that election. In ND our President Elect also steps into the Membership Chair position. Nicole has been instrumental in really thinking outside the box as she pursues our ND professionals for ASCLS membership. She has developed several different outreach strategies and we have seen an 8% increase as of now; but I know it will continue to have an impact as time goes on.

Nicole was able to participate in the Legislative Symposium again this year and mentored our Student Representative who also attended. She is passionate about what ASCLS does behind the scenes in regard to government and the impact on our profession. I am sure Nicole's enthusiasm will also ignite our Student Representative and we will have another Key to the Future!!

It was with sadness but also joy that Nicole shared with me that she has been accepted into a Physician Assistant program which will begin this summer. I am

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OFFICIAL SPONSORS

The American Society for Clinical Laboratory Science gratefully acknowledges the following companies for their generous support of the ASCLS Advanced Management Institute (AMI) and 83rd Annual Meeting.

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President's Message From Page 2

local meeting and the President of the Pennsylvania Society, the late Dezna Sheehan, who was the first histologist to be admitted for membership in ASMT, asked if I would serve as the state Student Forum Representative.

I continued to attend the local and national meetings, was elected Secretary of the Student Forum and was appointed Region II Student Representative. I remember being told by the New Jersey Society President in 1981 that she thought I would be ASMT President someday. I have served as President of the Pennsylvania Society "once a decade" for the last three decades and I have been assured there is enough time once I am off of the ASCLS Board to continue my tradition by becoming President of ASCLS-PA in 2018. I have been honored to be named the Pennsylvania Member of the Year twice. Along the way, I have served on several committees. Seven years ago, I was honored to be elected Director of Region II, following many very talented individuals.

I have attended every national meeting since that first one in 1977—this is my 39th consecutive meeting! Professionally, I was known for many years as a "one woman career panel." I worked as a bench microbiologist at Hahnemann for my cooperative education semesters. Immediately after graduating, I took a sales job that was based in Atlanta. When the company folded a few months after I arrived, I went to work as a microbiology tech at Northside Hospital. I returned to Philadelphia two years later, still wanting a sales job and soon went to work for GIBCO Laboratories. When GIBCO

was sold to BBL three years later, I decided a sales career was not the best for me so I decided to try laboratory management. I worked my way up the management ladder through three hospitals in South Jersey. I always worked an extra job or two—per diem—to keep up my bench skills. I also had the opportunity to be a consultant to a private lab, an adjunct professor, and a contractor installing equipment in POLs.

I owe my current career at Ortho Clinical Diagnostics to ASCLS. I met a woman named Valerie Skonie in 1980 at the St. Louis meeting. She established a company which connected medical technologists with companies needing part-time technical representatives. I interviewed for a position shortly after meeting Valerie, but I was not selected. I was finally hired for a contract in 1992 with the Eastman Kodak Clinical Products Division, which is now Ortho Clinical Diagnostics. I spent 5 years as a contractor before being hired in 1997 as a full time employee. Every day, I get to combine my love of the laboratory with service, teaching and problem solving. I often tell students and my clients that if I had to do my life over again, I would definitely choose Medical Laboratory Science.

We have a challenging year ahead! As you no doubt have heard, our Executive Vice President Elissa Passiment is going to retire by next September after nearly 21 years of service as an employee of ASCLS. Elissa was also a very active member in the society, for those of you who did not know her then. She has served ASCLS in many capacities, including as Region II Director and President of ASCLS. The Executive Search Committee along with the board will be working hard to hire her replacement by early 2016 so the

transition will be smooth.

This year, we will continue to build on the strategic canvas Past President Zanto outlined last year in her acceptance speech.

Have you heard of the CIA? Well, the "ASCLS CIA" is just a little different: it stands for **C**ommunication, **I**nvolve-ment, and **A**ccountability.

Communication: We all must do a better job of communicating! We have the easiest time of communicating yet we say that "I didn't hear from so-and-so" or "my emails went unanswered." When I started as a student rep—and through my first state presidency - we typed memos to our boards on a typewriter, found somewhere to have it photocopied, and mailed it. We then waited for a mail response or a phone call! Now we have instant access to our committees and leadership yet it seems harder to communicate. I am challenging all of you—whether a state leader, committee chair or member, to pick up something we call a phone if you have not had a response from an email in a reasonable period. That includes me: if you have emailed me and I have not responded within two days, please phone me. I know we all are inundated with email and it is very easy for all of us to miss one. While we have begun to be visible on social media, we must make more of a presence. I will be appointing a committee to handle Facebook communications and provide recommendations for other social media sites. We have so many accomplishments as an organization and it is important to share those with as many non-members as we can.

Involvement: I first want to thank all of you in this room for your

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President's Message From Page 12

dedication and service to ASCLS. Some of you are here for the first time, and I hope that you are "bitten by the ASCLS bug" as so many of us have been. I also want to thank those of you who have volunteered to work with me this year by serving on a committee. Everyone's time is extremely valuable and I appreciate you all giving ASCLS some of that time. The mentoring program begun by Stephanie Noblit and Sherman Binas will be taking off this year and I want to thank them for the work they have put into the program. It is of vital importance that once we ask someone to participate, we follow up with him/her and provide guidance if needed.

Our Membership Committee has done a fantastic job this past year and we must continue that work. I will paraphrase something that was said at a recent sales meeting I attended: it is much harder to retain a member than to get a new one. If our new members do not feel a part of ASCLS, we will lose them. We must get the new members involved in our local societies, and that doesn't mean asking them to run for President-elect the week after they attend their first meeting! Keeping in touch with those new members is of vital importance to their future.

Accountability: This year, part of the reports from the committee chairs will be participation records. Board liaisons and committee chairs will periodically review the records, and any committee member who is unable to participate will be given the option of stepping aside to give another member the chance to participate. If someone needs to step aside, that's fine—it does not

mean you will never be able to work on a committee again. I will respect you more if you reach out before it becomes an issue.

The Board and I are also accountable to you, the membership. If there is any way we can assist or provide guidance to you, please reach out to your Region Director or me. If you have an idea or a project for the society, please let me know as well. You all are part of this society and all input is valuable. I am so excited to see the increased activities of our younger members—I have great hope for the future of our organization. I had to laugh to myself a few months back when a younger member seemed surprised that it took me so long to become President!

Finally, I want to say how much I appreciate all of you—the members of ASCLS, who have inspired me, challenged me, who have supported me and have agreed to work with me through the years. Thank you all and again, thank you for the honor of being President of ASCLS.

Blood Bank From Page 5

crossmatch., Studies of electronic crossmatching have shown the risk of a random unit of W^a positive blood being given to a recipient with an anti-W^a is less than 1:50,000 transfusions.² Adding to the intrigue of the case, anti-W^a immunoglobulins can be IgM or IgG and as such, most transfusion reactions are non-hemolytic, making a true hemolytic reaction a rarity.³

After reading the confirmatory report, my first thought was how awful for the patient; the laboratorian in me thought of just how cool it was to actually do the work-up on something I have only read about in

textbooks. Our pathologist worked closely with the gastroenterology staff to provide care for the patient and the patient did recover from her GI bleed and transfusion reaction, leaving the hospital many days later.

References:

1. Reid ME, Lomas-Francis C. The Blood Group Antigen Facts Book. 2nd ed. London, UK: Elsevier Academic Press; 2004.
2. Cherian G, Search S, Thomas E, Poole J, Davies SV, Massey E. An acute hemolytic transfusion reaction caused by anti-W^a. *Transfus Med.* 2007;17(4):312–314.
3. Race RR, Sanger R. Blood groups in man. 6th ed. Oxford, UK: Blackwell Scientific; 1975:436.

STEM From Page 1

they realized this could be a career option for them! StudentPerch expressed an interest in hosting an Open House or chat with ASCLS by state, region, or at a national level.

There are several models of partnership with StudentPerch. One option is to host a Partnering Conference within the StudentPerch Education Pavilion. In this model the partner would solicit support from vendors and job agencies to attract people at various stages of their profession, from MLS/MLT students, to educators, lab supervisors and managers. This option offers a 75/25 sharing of revenue, with the partner receiving 75% and StudentPerch receiving 25%. In considering this option, ASCLS-NJ's goal was to use the revenue earned for student activities, such as support to attend local and national CLS related

Continued on Page 14

Stem From Page 13

events. StudentPerch uses the 25% to continue providing events to students in grades K-12. Since ASCLS-NJ had no experience in hosting such an event, the Board opted to “start small” and shift the focus toward high school students interested in STEM careers. For a nominal fee, ASCLS-NJ hosted its own custom branded virtual booth which included public discussions, 1-on-1 private chat, links to marketing materials, an on-demand video, and social networking links.

For the ASCLS-NJ virtual booth 1-on-1 chat, we invited two colleagues to be chat representatives: Dr. Mary Ann McLane, Professor of Medical Laboratory Sciences at the University of Delaware and Marcia Pindling-Watkins, Corporate Microbiology/Molecular Manager at Virtua Health Systems (NJ). Dr. McLane stated this was her first experience as a ‘chat room host.’ She commented “I found myself waiting expectedly for the ‘ping’ that would tell me someone had entered the chatroom. I did not have that many requests for information during my 2.5 hours in the room, and I would love to repeat this another time to give more students the chance to learn, from an insider, all about our wonderful profession - Medical Laboratory Science.” Dr. McLane also suggested we explore ways ASCLS, through Student Perch, could periodically host a chatroom for people to submit their questions about the MLS profession. Visit our booth at: <http://spconnect.studentperch.com/project/108-10022014/#videos|1>

Efforts to reach out to students at all levels and inform them about the MLS profession are critically important. Eventually, there will be an insufficient workforce (MLS/MLT) to replace those soon to retire. By

exploring novel ways, such as the virtual platform used by StudentPerch, middle and high school students can learn about a career in Medical Laboratory Science. One day these young people will be MLS/MLT students, members of ASCLS, and future leaders of the profession.

StudentPerch hosted the AAUW’s *Virtual Graduate School Fair* on Monday, February 9, 2015, from 2:00 p.m. to 6:00 p.m. EST. With nearly 10,000 AAUW student affiliates nationwide, exhibitors had an opportunity to reach diverse candidates passionate about continuing their education. Their majors included public policy, business, and the science, technology, engineering, and math fields, among a broad range of concentrations. Learn more at <http://spconnect.studentperch.com/project/aauw-grad-school-career-fair02092015/>.

To learn more about StudentPerch visit their website at: <http://www.StudentPerch.com>.

*E&R Grants From Page 3***Contribute!**

What better way is there to meet your charitable goals than to support our developing professionals? You can use the DONATE button that appears on www.ascls.org to make your contribution to the E&R Fund, or simply **mail your check to the national office, c/o Elissa Passiment, American Society for Clinical Laboratory Science, 1861 International Drive, suite 200, McLean VA 22102**. Though your contribution is officially a tax deductible donation to our 501c3 fund, it is more accurate to think of it as an investment in our profession.

*Delegates From Page 9*

Body of Knowledge was published, and the Body of Knowledge (BOK) Review Process Task Force developed a plan that will ensure that the BOK is updated on a regular basis. The Diversity Task Force defined diversity as it pertains to ASCLS membership, and suggested strategies to increase the diversity of ASCLS membership and leadership. The Promotion of the Profession’s *Helping Other People Event* (HOPE) at this annual meeting benefited *StandUp for Kids* by providing hygiene kits to homeless youth in Atlanta, and the Patient Safety Committee has written a position statement for approval at the House of Delegates.

Finally, this year marked the start of our transition to a new Executive Vice President, when Elissa Passiment informed the Board of her intention to retire in the next two years. The Board has selected an ASCLS Search Committee that is in the process of selecting a search firm. It is anticipated that a new EVP will be in place in early 2016 to work with Elissa through September of 2016. Elissa has been the face of ASCLS for 20 years, and we will miss her dearly.

Many members helped ASCLS meet its goals for this year, and I especially want to thank those Committee Chairs who are stepping down from their committees this year:

- Frank Scarano – Abstract and Program Proposal Review Committee
- David Falleur – Annual Meeting Steering Committee
- Marcella Yee – Awards
- George Fritsma - E & R Board of Trustees
- Rick Panning – Government Affairs Committee

Continued on Page 15

Delegates From Page 14

- Kim Von Ahsen - Leadership Academy Committee
- Tim Randolph - Leadership Development Committee
- Shelby Currier – Promotion of the Profession
- Beth Warning – Scientific Assembly

I wish to also thank Elissa Passiment, EVP, for her support and guidance this year, the dedicated staff, specifically Karrie Hovis and Andrea Hickey, the ASCLS Board of Directors, the members who served ASCLS in leadership positions this past year, and all of the ASCLS members for your support and encouragement. I know that I am not the only one who believes in ASCLS.

Thank you so much for the honor of leading ASCLS this past year. I am proud to say that the Society is strong and continues to be a recognized leader in the field of laboratory medicine, representing the interests of all practice levels of *clinical laboratory science*, and ensuring access to quality laboratory services as part of healthcare delivery. ASCLS: One Voice, One Vision

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Bullying From Page 7

leave because of a bullying environment. One-third of stress claims involve workplace bullying. The price tag to the U.S. economy for direct and indirect costs associated with bullying is over 4 billion dollars annually! Bullying is a serious risk-management issue that can result in low morale, increased absenteeism, decreased productivity, high turnover and a toxic work atmosphere.

Stopping bullying requires nothing less than turning the workplace

culture upside down. Bullies must experience negative consequences for harming others. Punishment must replace promotions. While the prevention of bullying in the workplace requires all members of an organization to work together to create and enforce the organizations policies, values, and procedures, experts hold senior management responsible for both the cause and cure of bullying. To stop bullying requires employers to change the routine ways of “doing business” that have propped up bullies for years. Often unknowingly, management put people in harm’s way but they can provide safety by undoing the culture which may have inadvertently allowed bullying to flourish.

Typically, everyone walks on eggshells and is afraid to confront the bully, often perceived as “the boss’s favorite.” **The traditional tool for conflict resolution, mediation, is the wrong solution for the bullying. Successful mediation requires that both parties want change. That is rarely the case for the bully.** Employers often fear lawsuits brought by the bully if they dare investigate or punish the bully. That fear is irrational, as there is rarely a basis for such suits. By not acting, they tacitly endorse the bully.

There’s only one truly effective way to report workplace bullying: treat it like a business problem. Psychologist Dr. Gary Namie, co-founder of the WBI says, **“Report to your superiors and make it a business case on how the bully is affecting your productivity and driving up absenteeism. The minute you talk about how emotionally traumatized you are, you’re unlikely to get any help.”**

Workers deserve to have their place of employment free of bullying.

Bringing workplace bullying under control requires a multi-pronged approach, including legislation and education. The literature, both popular and research based is expansive on this serious, and often depressing, topic. A simple internet search for “workplace bullying in healthcare” will be eye opening! These two links provide a wealth of information on workplace bullying in general.

<http://pqdtopen.proquest.com/doc/1511999866.html?FMT=A&and> and www.workplacebullying.org

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Key to the Future From Page 10

sad because we will be losing her to another profession but without a doubt I know she will be one of the great ones. She has that great background the laboratory profession provides and will know why and how to order testing in an appropriate manner. Nicole will carry her passion for being part of the healthcare team and professionalism from the laboratory to direct patient care. And she will be doing this all while maintaining her role as our ASCLS-ND president. Am I worried? Not at all, because Nicole will do it all with dedication, passion and professionalism.

Did we get a winner back in 2011? We sure did!! With young professionals like Nicole who so totally deserve our Key to the Future awards, the future is bright. And who knows, maybe we can take the walkers off our benefit list after all.

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