



# Annual Report 2010

## Mission Statement

The Program provides a community of cooperation and education to enhance the sharing of resources to improve quality and maximize the efforts of Regional Laboratory Services in providing a high level of service to our member hospitals and communities.

## Values

<b>Integrity</b>	We act honestly, ethically and impartially at all times.
<b>Professionalism</b>	We encourage self-improvement and aim for scientific excellence.
<b>Quality Assurance</b>	We ensure that all our work is carried out in accordance with recognized standards.
<b>Teamwork</b>	We recognize the participation, initiative and cooperation of all the laboratories as being essential to our success.
<b>Client Focus</b>	We strive to recognize and anticipate the needs of clients by working openly and cooperatively to meet those expectations.

## Board of Directors

Robert Wilson	Atikokan General Hospital
Wade Petranik	Dryden Regional Health Centre
Mark Balcaen	Lake of the Woods District Hospital
Janice Mullin	Red Lake Margaret Cochenour Memorial Hospital
Wayne Woods	Riverside Health Care Facilities, Inc.
Roger Walker	Sioux Lookout MenoYaWin Health Centre

## Regional Office

Kenora-Rainy River Regional Laboratory Program, Inc.  
P.O. Box 3003, Dryden, ON P8N 2Z6  
Phone: 807-223-8264 Fax: 807-223-7342

Chief Operating Officer:	Wade Petranik
Laboratory Director:	Dr. J. Kerry MacDonald
Executive Director:	Anna Robinson
Executive Assistant:	Marilyn Rustan

## Organizational Chart

(See Appendix A)

## Executive Summary

The excellence of the Kenora Rainy River Regional Program and the importance of its mission has remained constant over time. It exists to provide administrative and technical advice, consultative, educational and quality support services. The Program lends its expertise in the delivery of laboratory services consistent with best practices and established standards to ensure accuracy and reliability of test results.

The results are evident. After 3 weeks of scrutiny, the laboratory services of all six hospitals achieved the highest recognition from the Ontario Laboratory Accreditation (OLA) program, receiving a four-year certificate. Laboratory accreditation applies rigorous standards based on ISO requirements, national and provincial laws and best practice documents. extraordinary creativity, commitment and hard work demonstrated by our Laboratories' exceptional workforce.

Regional educational activities are driven by the Program as a commitment to lifelong learning. Besides the annual Fall Symposium the Program continues to develop Newsletters to share information with both Laboratory and non-Laboratory professionals.

The KRRRLP has traditionally promoted sound quality assurance practices and reviews proficiency testing program results to monitor laboratories' performance level, accuracy and competency. With the development of quality audits, the Program maintains a process of systematic examinations to assess the quality system carried and acts as an external quality auditor. Auditing an important part of laboratories' quality management system and is a key element in the ISO quality system standard, ISO15189

The Laboratory Director continues to sit on the OLA Advisory Committee and the Executive Director( E.D.) of the Program remains a Council member for CMLTO. The E.D. was elected President of CMLTO for 2010.

## Detailed Description of Activities

### Equipment / Test Menus

The Program is responsive to the Clinician's needs for analyses to assist in the diagnosis, treatment, monitoring and prevention of disease. It is also cognizant of changes necessary to improve service delivery and operational efficiencies. As a result one site adopted molecular testing to improve bed utilization.

Point-of-care testing (POCT) remains in the forefront of the Program's plans for several sites noting it has the potential to significantly reduce call backs and enhance the quality of care.

Almost every patient that comes into one of our hospital is served by the Laboratory Medicine Department, with 1.37 million patient tests every year. These laboratories provide high quality test results to facilitate rapid diagnostic processes and treatment in the Emergency Room, as well as for ambulatory and hospitalized patients.

Measuring the uncertainty of test results was a huge undertaking this year. It required that each measurand (analyte) where possible be assessed using a series of complex equations to express the test result of a measurement as a best estimate of the measurand along with an associated measurable uncertainty.

The sustainability of APTT testing in our facilities for the purpose of the therapeutic monitoring of intravenous unfractionated heparin is under scrutiny. This is in response to recommendations issued by the Quality Management Services Laboratory Services (QMP-LS) for the validation of the APTT therapeutic range of unfractionated heparin (UFH). In small hospitals this will be overwhelming, if not technically unfeasible. Many small labs do not have sufficient numbers of patients receiving UFH, dedicated staffing resources or instrumentation/test platform to conduct many of these studies. Alternative testing methods are being investigated.

### Education

The Program organizes continuing medical and technical education in a variety of forums: conferences, teleconferences, workshops, presentations and lectures. It is committed to helping the medical and technical personnel be the best they can be.

Details of this year's Symposium are outlined in **Appendix B**.

This year the Program continued in its educational commitment by producing a series of newsletters for physicians and technologists to provide authoritative information, advice and instruction on the utility of specific laboratory tests. **Appendix C**.

The Laboratory Director continues to provide onsite education to a variety of health care providers. The presentations included topics such as Octaplex.

The time given to provide these resource activities and support its users is extensive.

## **Onsite Visits**

In addition to monthly or bi-monthly teleconference meetings with the Laboratory Managers, onsite visits have occurred in the region by the Laboratory Director and/or the Executive Director, 3 times. **Appendix D.**

The Laboratory Managers also meet with the Laboratory Director and Executive Director bi-annually for 2-day sessions to deal with strategic planning, new initiatives and complex projects. These meetings provide guidance to the Laboratories in order to meet the clinical needs and established goals in each facility.

In preparation for OLA, the Executive Director visited each site to perform a simulated assessment of their Quality Management Systems. Non-conformances to the requirements were documented allowing Laboratories enough time prior to their Peer Assessment to correct any non-conformances.

A regional Microbiology Committee actively meets to provide a forum for technologists working in this discipline to connect with their peers and discuss related issues. This has led to quality improvements to individual operations and the regional manuals.

An Immunohaematology Committee was formed this year to deal with particular OLA requirements and perform a review of the manual in consultation with an external consultant. This work was completed October 2010.

## **Recruitment**

The Program is committed to the training students pursuing a career as medical laboratory technologists (MLT). Staff members at LWDH worked closely with Cambrian College by helping to train students in their clinical year. LWDH, RHCF and SLMHC will be receiving students in 2011. The Executive Director of the Program sits on the Professional Advisory Committee (PAG) for Cambrian College.

The Executive Director is the Chair of the PAG for the MLA/T Program at Confederation College. The six facilities in the KRRRLP have agreed to work collaboratively with the College to provide students with the training needed to transition them into a MLA/T career path hopefully within North Western Ontario.

The Pathologists also provided training to a fifth year Pathology resident.

## **EQA Challenges**

The Quality Management System - Laboratory Services (QMP-LS) and DigitalPT provide external quality assurance programs specifically designed for Ontario laboratories. The goal is to provide a confidential assessment by which a laboratory can compare its internal test results to those of other laboratories.

A Regional review of EQA challenges has revealed improvement in performance when compared to previous years. **Appendix E.**

This year there were 15 letters of non-conformance received:

	<b>Non-conformances</b>
Statistical/method bias	2
Technical -misinterpretation of results, calculation errors, QC limits sample mix-up, random error	2
Materials - defective reagents/unsupported reagents, mishandling QMP-LS samples	1
Failure to follow SOP	
Equipment function	2
Organizational Factors- communication, MLT training, missing SOP information	5
Unexplained Error	1

Corrective actions for the most part included re-education and training of staff, and contacting manufacturers regarding problems with materials or analytical performance.

### **Audits**

Audits are an essential OLA management tool to be used for verifying objective evidence of processes, to assess how successfully processes have been implemented, for judging the effectiveness of achieving any defined target levels, to provide evidence concerning reduction and elimination of problem areas. As a result and for the benefit of four sites without a Quality Coordinator, the Program lead quality auditing to globally assess evidence, determine non-conformances and participate in the implementation of corrective actions.

Approximately 30 audits were performed by each site in 2010. The statistical data from these audits were submitted by the Laboratory Manager as part of a Management Review to Senior Administration so are not part of this Report.

In summary, the Laboratories are meeting defined target levels. Any corrective action items have been acted on expeditiously and again the Laboratories are in position to meet the OLA requirements.

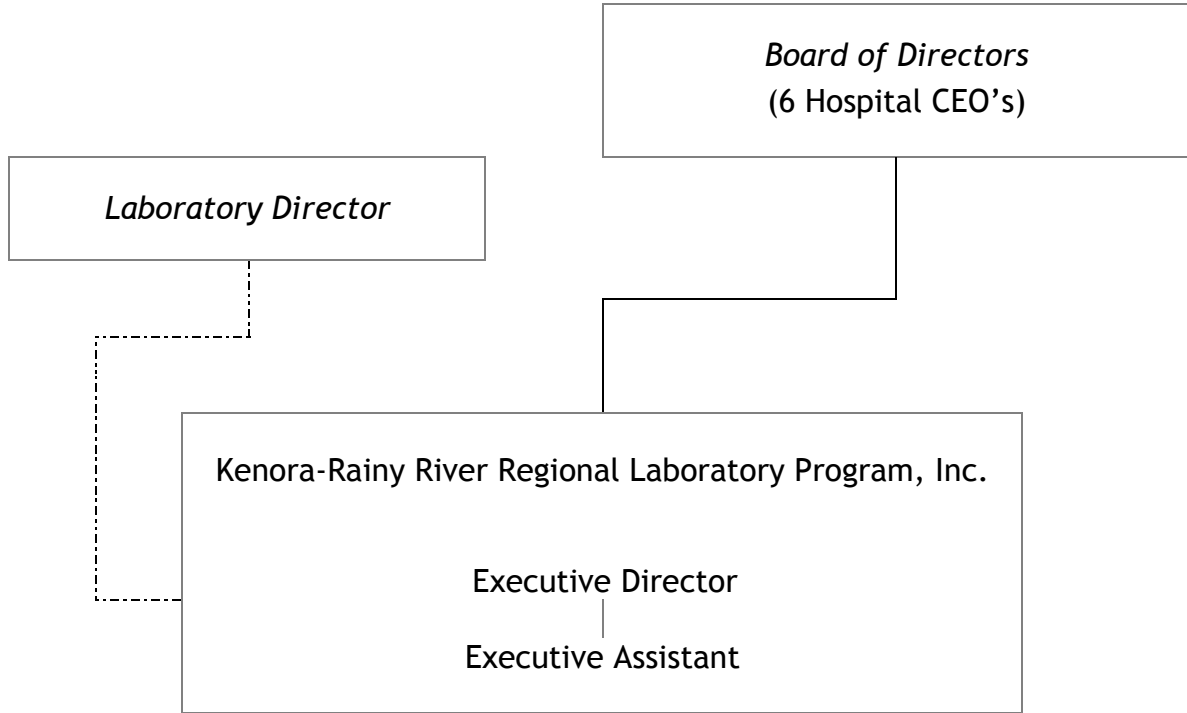
## **Goals for 2010:**

- Assist Laboratories in achieving a 4-year accreditation. Act on areas of non-conformance. *Complete*
- BNP and POC testing: continue from 2009. *Ongoing*
- Measurement of Uncertainty: Fully measure analytical bias on appropriate tests and have available for clinical use. *Complete*
- Succession Planning: Pursue the development of Lab personnel in the region to fill the position of Executive Director. *Ongoing*
- Provide Clinical presentations on Reversal of Warfarin and Hemolytic Anemias *Complete*
- Establish an Immunohaematology Committee *Complete*

## **Goals for 2011:**

- Implement anti-Factor Xa testing
- Transition Laboratories to Ontario Laboratory Accreditation Version 5.0
- Prepare RFP for Chemistry, Immunoassay and Transfusion Medicine equipment replacement
- Identify educational opportunities using regional staff surveys and QMPLS patterns of practice ie. Malaria

Organizational Chart



## Annual Fall Symposium 2009

### Summary

The 18<sup>th</sup> Annual Fall Symposium, “Striving for Excellence”, was held September 15, 16 and 17 2009, at laPlace Rendezvous in Fort Frances

Twenty-eight delegates attended this year’s Symposium:

- Atikokan General Hospital: 4
- Dryden Regional Health Centre: 1
- Lake of the Woods District Hospital: 8 *(Includes Laboratory Director)*
- Red Lake MC Memorial Hospital: 1
- Riverside Health Care Facilities: 8
- Sioux Lookout Meno-Ya-Win Health Centre: 5
- KRR RLP 2

The educational format consisted of five (5) guest speakers who provided presentations relating to laboratory management and medicine.

The exhibition itself included 16 Booths with 22 vendors.



## Appendix B

2009 Fall Symposium  
*at a glance*

**Tuesday, September 15**

1330 - 1630	<b>Presentation: Biological Variation</b>
	<b>Clement Ares, BSc</b> <b>Senior Product Manager, Quality Systems Division,</b> <b>Bio-Rad Laboratories (Canada) Inc.</b>
	This presentation investigates the advantages of using a feedback tool based on biological variation in an attempt to improve laboratory performance. The presentation will demonstrate that use of biological variation data provides a logical strategy for the laboratory to define and limit how much imprecision, bias and total error are allowable based on biology and not on some purely statistical model. A scheme that sets targets for analytical performance based on biology and provides a graphic plot to retrospectively review performance within total allowable error limits represents a powerful adjunct to traditional process control schemes (such as Westgard rules). Such a scheme is not intended to replace a traditional process control but to enhance it.
	Sponsored by: <b>Bio-Rad Laboratories Canada</b>
1730 – 1930	<b>Meet &amp; Mingle</b> <i>Official Opening of</i> <i>2009 Annual Fall Symposium Exhibits</i>  <i>(Cash Bar)</i>
1930 – 2200	<b>The Great KRR RLP Chili Cook-Off</b>   <div data-bbox="906 1348 1458 1711" style="border: 1px solid red; padding: 10px;"><p>Become a “chili head”. Grab a Margarita and make your rounds with a special tasting kit then cast your ballot for your favorite chili. The chili receiving the most taster votes will receive a trophy for their version of “Redneck Sunday Dinner”.</p><p>Watch 6 Labs, 2 pathologists and the Program vie for the coveted prize.</p><p><i>(Cash Bar)</i></p></div>

## Appendix B

2009 Fall Symposium  
at a glance

**Wednesday, September 16**

0900 – 1200	<p style="text-align: center;"><b>Patient Safety</b></p> <hr/> <p style="text-align: center;"><b>Tom Clancy, MLT, ART</b> Director of Core Laboratory Services University Health Network Laboratory Medicine Program</p> <hr/> <p>Canadians should be able to count on receiving health care that is safe. To achieve this, a new health care delivery system is needed; a system that both prevents errors from occurring, and learns from them when they do occur. The development of such a system requires a commitment by all stakeholders to a culture of safety. Learn about best practices in patient safety to expand awareness of patient safety issues.</p> <hr/> <p>Sponsored by: <b>Life Labs, Ortho Clinical Diagnostics &amp; the University of Health Network</b></p>
1000 - 1100	<a href="#">Refreshment Break &amp; Exhibits</a>
1100 - 1200	<b>Patient Safety ... continued</b>
1200 - 1300	<a href="#">Lunch &amp; Exhibits</a>
1300 - 1400	<p style="text-align: center;"><b>Finance for the Non-Finance Employee</b></p> <hr/> <p style="text-align: center;"><b>Ernie Remillard, CGA</b> Chief Financial Officer, Northern Lights Credit Union</p> <hr/> <p>This presentation is designed for Managers and professionals in non-financial roles who have responsibility for financial matters and those who need to know more about finance to improve their planning, costing and budgeting skills.</p> <hr/> <p>Sponsored by: <b>Northern Lights Credit Union and Abbott Laboratories</b></p>
1400 - 1500	<a href="#">Refreshment Break &amp; Exhibits</a>
1500 - 1600	<b>Finance for the Non-Finance Employee ... continued</b>

## Appendix B

2009 Fall Symposium  
*at a glance*

**Wednesday, September 16**

1630 – 1800	<p data-bbox="667 478 1235 510" style="text-align: center;"><b>Learn to Taste Wine like an Expert!</b></p>  <p data-bbox="854 653 1463 873">Eyeballing wine, swirling and sniffing and swishing ... it may look complicated or even snobbish, but the traditional wine-tasting technique is actually based on common sense. It's simply a way to pause for a moment, to stop and think, and to pay attention to the ways that wine impacts on all your senses, from sight and scent to taste, aftertaste, and the overall impression that the wine leaves behind after you've finished.</p> <p data-bbox="459 978 1463 1087">Join our local oenophile, <b>Wayne Woods</b>, CEO Riverside Health Care Facilities, for an introduction to tasting wine, including an appreciation of its sight, smell and taste; a look at the oddities of wine vocabulary with quick overviews of the wines of various countries and sparkling wines. Learn to sort out the variety of aromas and flavors found in wine.</p> <p data-bbox="1219 1125 1484 1150" style="text-align: right;"><b>Cost to attend: \$10.00</b></p>
1800 - 2000	<p data-bbox="425 1184 1065 1209"><b>Join us for <a href="#">Dinner</a> following the Wine Tasting Class.</b></p> <p data-bbox="425 1247 675 1272"><b>Dress Code: <a href="#">Casual</a></b></p> <p data-bbox="1386 1276 1484 1297" style="text-align: right;"><i>(cash bar)</i></p>

**Thursday, September 17**

0900 – 1000	<p style="text-align: center;"><b>Microbial Genomes</b></p> <p style="text-align: center;"><b>Dr. Carney Matheson</b> Associate Professor of Anthropology and Forensic Examiner and Scientific Officer (Paleo DNA Lab)</p> <hr/> <p>The emergence and reemergence of infectious diseases, an increasing rate of antibiotic-resistant variants of pathogens, and the threat of bioterrorism underscore the importance of bacterial genomes and infectious diseases, fundamental knowledge on the structure, organization, and evolution of bacterial genomes to better understand future testing.</p> <hr/> <p>Sponsored by: <b>Oxoid Inc.</b></p>
1000 - 1100	<p><a href="#">Refreshment Break &amp; Exhibits</a></p>
1100 - 1200	<p style="text-align: center;"><b>CSI Case Studies</b></p> <p style="text-align: center;"><b>Dr. Carney Matheson</b> Associate Professor of Anthropology and Forensic Examiner and Scientific Officer (Paleo DNA Lab)</p> <hr/> <p>Move over CSI, Northwestern Ontario has the real deal: Lakehead University’s Paleo-DNA Laboratory. Hear about the forensic marvels of DNA analyses on severely degraded and ancient samples from around the world.</p> <hr/> <p>Sponsored by: <b>Oxoid Inc.</b></p>
1200 - 1230	<p><a href="#">Lunch</a></p>
1230 - 1330	<p style="text-align: center;"><b>Clot Signature Curves</b></p> <p style="text-align: center;"><b>Marc Lauzon</b> National Applications Specialist - Coagulation Beckman Coulter Canada Inc.</p> <hr/> <p>When confronted with an unexpected or unusual result in the Coagulation Laboratory, there are many actions Laboratory Technologists might typically take. Often overlooked, is a useful tool that is standard on many coagulation analyzers: Clot Signature Curves. Learn more about them and other troubleshooting techniques to investigate problems.</p> <hr/> <p>Sponsored by: <b>Beckman Coulter Canada Inc.</b></p>
1330 - 1345	<p><a href="#">Refreshment Break</a></p>
1345 - 1445	<p style="text-align: center;"><b>Clinical Utility and Laboratory Aspects of D-Dimer Testing</b></p>

**Appendix B**



**KRR RLP Fall Symposium  
September 14, 15 & 16, 2009**

**Income:**

Booth Space:	\$19,280.00
Sponsorship:	\$1,000.00
Registration:	\$190.00
Cookbook Sales	\$15.00

**Total Received: \$20,485.00**

**Expenses:**

Accommodation:	\$9,301.60
Catering:	\$8,522.03
Chili CookOff	\$209.16
Other Expenses	\$102.32
Transportation:	\$3,126.44

**Total Expenses: \$21,261.55**

**2009 KRR RLP Fall Symposium -\$776.55**



KRR RLP Fall Symposium  
September 14, 15 & 16, 2009  
**Evaluation Form - Exhibitors**

	Unsatisfactory			Excellent	
	1	2	3	4	5
<b>KRR RLP:</b>					
Registration Process				17%	83%
Communications				17%	83%
Welcome Packages				33%	67%
Onsite Assistance				17%	83%
Organization				17%	83%

	Unsatisfactory			Excellent	
	1	2	3	4	5
<b>Symposium:</b>					
Location of Conference				17%	83%
Timing of the Conference				33%	67%
Booth Pricing				33%	67%
Exhibit Area			17%	17%	67%
Facilities: Food				33%	67%
Service & Accommodation				17%	83%

	Not Enjoyable			Very Enjoyable	
	1	2	3	4	5
<b>Social Events:</b>					
Chili CookOff				33%	67%
Mix & Mingle			16%	17%	67%
Wine Tasting			33%	17%	50%
Wednesday Dinner				50%	50%

	Unsatisfactory			Excellent	
	1	2	3	4	5
<b>Overall Rating of Conference:</b>				<b>33%</b>	<b>67%</b>

6 Exhibitors responded

## Appendix B



KRR RLP Fall Symposium  
September 14, 15 & 16, 2009  
**Evaluation Form - Delegates**

<b>Organization:</b>	Unsatisfactory			Excellent	
	1	2	3	4	5
Registration Process			7%	43%	50%
Scheduling of Sessions & Events			8%	54%	38%
Facilities: Meeting Room & AV				64%	36%
Breakfast			8%	42%	50%
Service & Accommodation			7%	60%	33%
Trade Show and Exhibits					

<b>Program:</b>	Unsatisfactory			Excellent	
	1	2	3	4	5
Speaker: <b>Clement Ares</b>				38%	62%
Topic: Biological Variation				15%	85%
Speaker: <b>Tom Clancy</b>				50%	50%
Topic: Patient Safety				42%	58%
Speaker: <b>Ernie Remillard</b>		8%	42%	42%	8%
Topic: Finance for the Non-Financial Employee				8%	92%
Speaker: <b>Dr. Carney Matheson</b>				8%	92%
Topic: Microbial Genomes				25%	75%
Topic: CSI Case Studies				10%	90%
Speaker: <b>Marc Lauzon</b>			8%	25%	67%
Topic: Clot Signature Curves				40%	60%
Topic: Clinical Utility & Lab Aspects of D-Dimer				60%	40%

	Low Value			High Value	
	1	2	3	4	5
Educational Value				60%	40%
Social Value				53%	47%

<b>Social Events:</b>	Not Enjoyable			Very Enjoyable	
	1	2	3	4	5
Meet & Mingle			8%	69%	23%
Chili CookOff				31%	69%
Wednesday Dinner			14%	43%	43%
Wine Tasting Event				42%	58%

<b>Overall Rating of Conference:</b>	Unsatisfactory			Excellent	
	1	2	3	4	5
				60%	40%

15 delegates responded

**Newsletters**

Reducing Errors in Specimen Labeling and Ordering	2009-01
Protocol for Reporting Laboratory Test Results	2009-02
Lab Results and What They Mean: A Primer for Nursing Personnel and Collection Staff	2009-03
Expectorated Sputum	2009-04
Specimen Packaging and Transport	2008-05
Treatment of Uncomplicated UTI	2008-06
Guideline for Investigation of Suspected Transfusion Transmitted Bacterial Contamination	2009-07
Why is there never enough O Rh-negative blood?	2009-08



## Appendix D

### Regional Meetings 2009

Board of Directors	Regional Laboratory Managers
January 21	January 14
June 12	February 26
June 12 (Annual Meeting)	March 3 April 21 & 22
October 15	June 17
	October 6 & 7
	December 16

### Onsite Visits 2009

Atikokan General Hospital	Dryden Regional Health Centre	Lake of the Woods District Hospital	Red Lake MCM Hospital	Riverside Health Care Facilities, Inc.	Sioux Lookout MenoYaWin Health Centre
March 4	March 17		February 3	March 3	February 25
June 18	May 14		May 12	July 14	June 10
October 14	October 22		October 1	November 5	September 24

## Appendix E

### QMP-LS Non-Conformances per Discipline

	2010	2009	2008	2007	2006	2005	2004	2003
Chemistry*	1	4	0	1	6	2	6	1
Drug Monitoring**	5	4	1	4	10	5	2	5
Endocrinology	0	0	0	0	0	0	2	0
Enzymes	1	0	1	0	1	0	0	2
POCT	0	0	0	1	0	0	0	0
Hematology	1	2	4	5	4	1	0	0
Coagulation	0	2	4	6	0	1	0	1
Morphology	5	0	1	0	7	0	0	0
Transfusion Medicine	0	2	1	2	2	4	1	6
Bacteriology	0	1	6	8	6	4	3	5
Cytology	0	0	0	0	0	0	0	0
Virology	0	0	0	1	0	0	0	0
<b>Totals</b>	<b>13</b>	<b>15</b>	<b>18</b>	<b>28</b>	<b>36</b>	<b>17</b>	<b>14</b>	<b>20</b>

\* Includes Blood Gases

\*\* Includes Drugs of Abuse

### QMP-LS Non-Conformances per Laboratory

	2010	2009	2008	2007	2006	2005	2004	2003
Atikokan General	3	1	2	3	3	1	0	3
Dryden Regional Health Centre	1	1	2	1	5	2	2	3
Lake of the Woods District Hospital	5	7	7	5	7	3	3	6
Red Lake Margaret Cochenour Memorial	1	1	0	2	6	2	0	2
Riverside Health Care Facilities, Inc.	2	1	2	7	6	6	6	2
SL MenoYaWin Health Centre	1	4	5	10	9	3	3	3
<b>Totals</b>	<b>13</b>	<b>15</b>	<b>18</b>	<b>28</b>	<b>36</b>	<b>17</b>	<b>14</b>	<b>19</b>

## Appendix E

### Explanation of Discordant Results 2010

<b>Atikokan General Hospital (AGH)</b>					
Survey	Error	Reference Lab Result	Laboratory Result	Root Cause	Corrective Action Plan
HEMA 1005 BF		Total Nucleated Count : 326	Total Nucleated Count : 985	Transcribed results reversed	Staff shortage. Multiple distractions
HEMA 1005 BF		Total Erythrocyte Count : 1160	Total Erythrocyte Count : 292		
MORPH 1006		Parasitemia level: 0.1 - 5.0	None reported	Staff member did not recognize Malaria	Education performed
COAG 1002- DD		Letter—No Action Required			

<b>Dryden Regional Health Centre (DRHC)</b>					
Survey	Error	Reference Lab Result	Laboratory Result	Root Cause	Corrective Action Plan
ENZY 1007 CM-3		Troponin 4.28	6.16	Unexplained	Continue to monitor
COAG 1002-DD		Letter—No Action Required			

<b>Red Lake MC Memorial Hospital (RL)</b>					
Survey	Error	Reference Lab Result	Laboratory Result	Root Cause	Corrective Action Plan
HEMA 1010 RE		Absolute Reticulocyte Ct 344	124	Samples reversed or wrong sample tested	Staff shortage. Multiple distractions

COAG 1002-DD		Letter—No Action Required			
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**Riverside Health Care Facilities, Inc.  
(RHCF)**

Survey	Error	Reference Lab Result	Laboratory Result	Root Cause	Corrective Action Plan
DRUG 1005 DA		Barbiturates: positive	Barbiturates: negative	Result is too close to the cutoff limit	Vendor notified No consensus among users
DRUG 1011		Alcohol: 78.5	Alcohol: 63.1	Dilution required, not performed	Staff education
COAG 1002-DD		Letter—No Action Required			

**Lake of the Woods District Hospital  
(LoW)**

Survey	Error	Reference Lab Result	Laboratory Result	Root Cause	Corrective Action Plan
CHEM 1001		Magnesium: 0.82	Magnesium: 0.73	Reagent problem	Reagent changed. Staff alerted to bias of AMM
DRUG 1005 DA		Barbiturates: positive	Barbiturates: negative	Result is too close to the cutoff limit	Vendor notified No consensus among users
DRUG 1005-2		Digoxin: 2.2	Digoxin: 1.6	Previous errors: methodology problem	Known bias. Analyzer replacement
DRUG 1005-3		Digoxin: 1.5	Digoxin: 0.7		
MORPH 1011		Presence of “Hairy” cells	No Hairy cells reported	Staff member did not recognize Hairy cells	Education performed
COAG 1002-DD		Letter—No Action Required			

**Appendix E**

<b>Sioux Lookout MenoYaWin Health Centre (SLMHC)</b>					
<b>Survey</b>	<b>Error</b>	<b>Reference Lab Result</b>	<b>Laboratory Result</b>	<b>Root Cause</b>	<b>Corrective Action Plan</b>
<b>MORPH 1011</b>		Presence of “Hairy” cells	No Hairy cells reported	Staff member did not recognize Hairy cells	Education performed
<b>COAG 1002-DD</b>		Letter—No Action Required			