



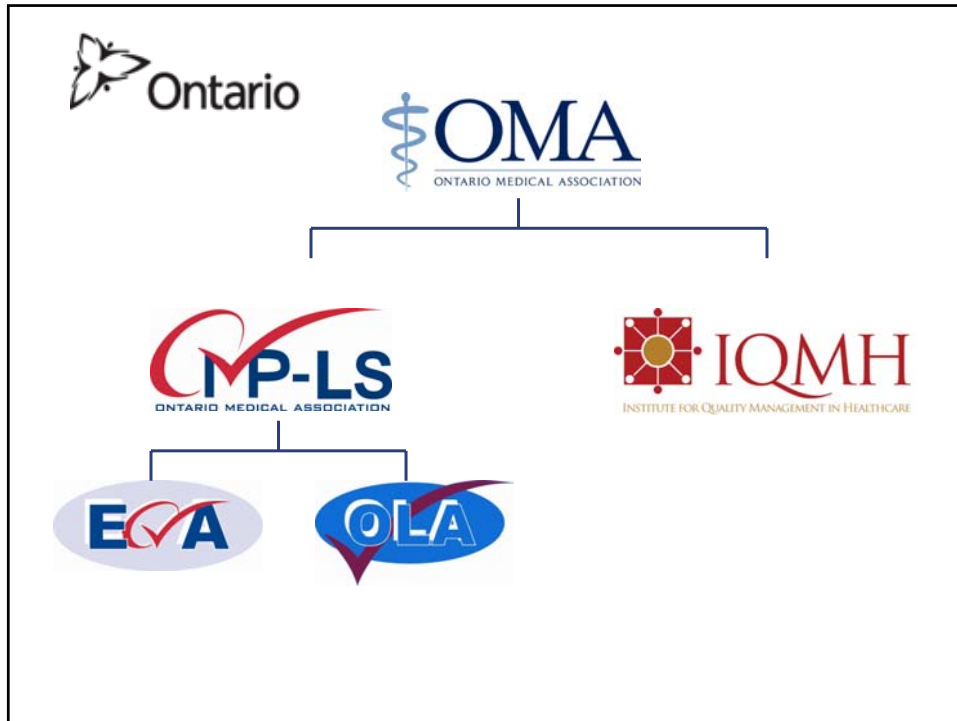
Unexpected Benefits of ISO 15189

Eight years of ISO 15189 in Ontario Give Both
Labs and Med Techs a Top Reputation and
Better Access to Resources and Funding

Who is OLA?

Ontario Laboratory Accreditation

- Ten years old
- Mandatory pioneer in a voluntary world
- Based on ISO principles
 - ISO 15189:2007
 - ISO 15190:2003
 - ISO 15189:2007
 - ISO 15190:2003



What is Accreditation?

A peer-review process by which an authoritative body ensures that laboratories meet explicit quality management criteria, in order to give formal recognition that the laboratory is competent to carry out examinations.



What is Accreditation?

Accreditation is a means to an end...

with the goal being a smoothly running quality management system

...that ensures quality and competence



OLA's Accreditation Standard

- Based on ISO Standards
 - 15189:2007 *Medical laboratories – Particular requirements for quality and competence*
 - 22870:2006 *Point-of-care testing – Requirements for quality and competence*
 - 15190:2003 *Medical laboratories – Requirements for safety*



OLA's Accreditation Standard

- Augmented by national standards, law and generally accepted principles of good practice, such as CAN/CSA Z902
- Applied universally to all laboratories
- Reviewed and updated regularly



OLA Values

- **Responsible**
- **Objective**
- **Consistent**
- **Transparent**
- **Open-minded**
- **Respectful**

Expected Benefits to ISO 15189



94%

Agreed that meeting the requirements
enhanced their service

— Satisfaction Survey 2008

Top Ten Words

Stressful – 42

Educational – 18

Positive – 15

Fair – 12

Learning – 10

Rewarding – 9

Nerve-wracking – 8

Worthwhile – 8

Helpful – 7

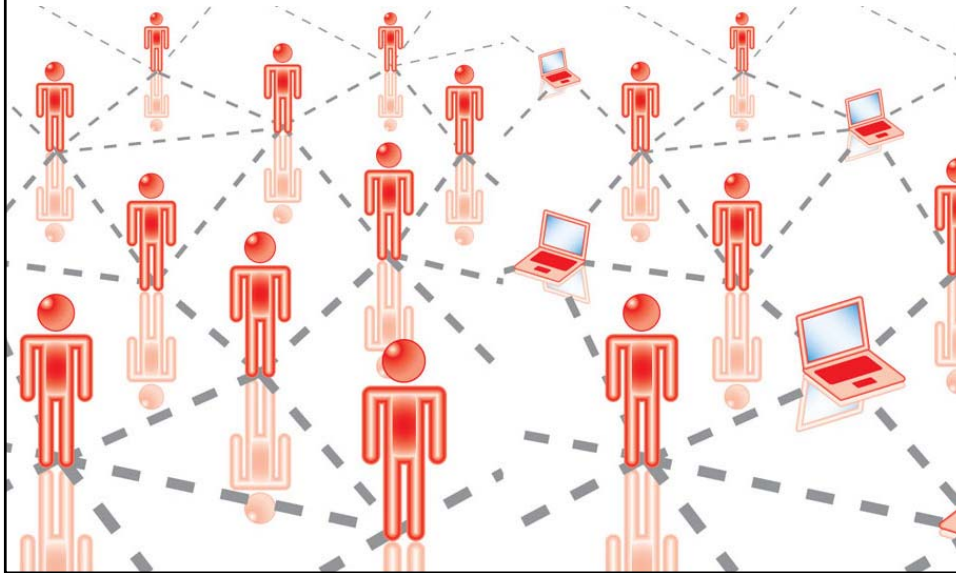
Professional – 7

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2010 — Emerging Thoughts

25 Testimonials



Grounded Theory Data Analysis

Four stages of analysis

Stage	Purpose
Codes	Identifying anchors that allow the key points of data to be gathered
Concepts	Collections of codes of similar content that allow the data to be grouped
Categories	Broad groups of similar concepts that are used to generate a theory
Theory	A collection of explanations that explain the subject of the research



5 Themes

- Transformational change within lab
- Patient safety
- New career niche
- Lab as respected advisors in hospital
- Easier access to funding

Transformational Change

“When the OLA requirements were first delivered to us, they sat on a desk collecting dust. We thought this was just another quality initiative that would just fizzle out and go away.”

“Luckily for our profession the exact opposite happened and everyone in the province embraced the opportunity to make a difference for the patients we serve.”

—Sue Randell, Ross Memorial Hospital

Patient Safety

“In the past, when colleagues asked me if I’m sure that the results of their lab tests are correct I always used to say ‘yes’, and hope I was correct. Now I still say ‘yes’ but I **know** they are correct.”

— *Dr. Robert Lannigan, London Health Sciences Centre*

New Career Niche for Laboratory Professionals

“Never in my 22-year career have I been more proud to be a Laboratory Technologist.”

— *Pamela Calverley, Orillia*

Quality Coordinator is working towards ASQ
Manager of Quality Certification and RABQSA
to be an ISO 9000 Internal Auditor: *Patricia
Burton, William Osler Health System*

Lab as Respected Advisors

“OLA requirements have been used as the ‘Gold Standard’ for the way things must be done in my hospital.”

— *Dr. Douglas Gornall, Toronto East General Hospital*

“Lab Technologists are now sought after throughout the hospital for our expertise.”

— *Pam Calverley*

Easier Access to Resources

“Administrators understand that the standard must be met. It makes it easier for everyone when certain changes must be made, especially when the changes require funding.”

— *Doug Gornall, Toronto East General*



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3 Emerging Themes

- Lab as respected advisors in hospital
- New career niche
- Easier access to funding

Keys to Success

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Engagement Rigour



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Thank you

