

Behind-the-scenes look at how COVID-19 specimens are tested in the North Dakota Department of Health Laboratory. #IamASCLS #Lab4Life #WeSaveLivesEveryday #Labvocate #COVID19



American Society for Clinical Laboratory Science
March 31 - 6

"That's when the two Dakotas renewed a bond old as humanity: When the chips are down, turn to your friends and neighbors." ❤️
#IamASCLS #Lab4Life #WeSaveLivesEveryday #Labvocate #PeopleHelpingPeople #COVID19

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Jan Malcolm
Commissioner
Minnesota Department of Health
Office: 651/201-5810 |



Goal: Every symptomatic person should be tested for COVID19

- Building an integrated capacity to maximize our testing, tracing and research efforts to control the spread of the COVID19 virus.
- State of Minnesota entered into an agreement with the Mayo Clinic and the University of Minnesota to create an infrastructure for coordination and maximization of all testing resources across the state.
- Testing Command Center (TCC) to fully use the testing capacity in Minnesota and to support CLIA-certified COVID testing laboratories around the state in quickly scaling their testing capacity.



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Dear Speaker Pelosi, Minority Leader McCarthy, Majority Leader McConnell, and Minority Leader Schumer:

The American Society for Clinical Laboratory Science (ASCLS) writes you on behalf of the tens of thousands of professionals in laboratories tonight trying to keep their fellow Americans safe by skillfully detecting the deadly virus causing this global pandemic. Since clinical laboratories were first notified by the CDC on January 20, 2020, they have been monitoring and preparing as best they could for this worst-case scenario.

ASCLS believes we are unlikely to see the needed SARS-CoV2/COVID-19 testing capacity for at least a month and perhaps more, even under the best of circumstances.

The unfortunate and casual use of the term "test" to describe several complex steps (many of them manual) and components has led to a fundamental misunderstanding by the public and policy makers about the availability of testing and the best ways to ensure the public's health.



One Vision One Voice

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State of Minnesota COVID-19 Testing Response

- Late January 2020, the first cases of COVID-19 started to appear in Minnesota.
- It became apparent that the need for COVID-19 testing was going to become an important aspect of monitoring the disease and protecting the public.
- Minnesota Governor's Testing Task Force was created in order to coordinate and stand-up testing statewide.
 - This transitioned into another task force coordinated by the Minnesota Department of Health and representing testing providers statewide.
 - This group, which met regularly addressed various testing types and all the related supply chain issues and impacts on other clinical laboratory testing.
 - A reporting dashboard was developed.
 - A related Minnesota Hospital Association task force developed testing prioritization criteria as demand increased and supply of testing opened up.



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High Level Responsibilities:

- Establish policies for **prioritization of testing resources**; which groups have highest priority for testing.
- Define **when to use PCR and/or serology**.
- Work with stakeholders to establish a **reimbursement structure** for testing performed utilizing State funds.
- Designate an individual to represent MDH on the COVID Testing Command Center and convey policy decisions to the appropriate stakeholders.
- Use clinical and other data from repository/ies to understand **health equity/disparity issues** related to COVID testing and disease burden, inform case investigation and follow-up or wrap-around services provided to positive cases, and target public health resources to limit the spread of disease.

The strength and resiliency of the laboratory community continues (*we are all in this together*)



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Erin Talks about COVID-19 "Testing" Sites

There have been too many misleading headlines about COVID-19 "

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Dr. Rodney Rohde shares the importance of [#MedicalLaboratory](#) professionals with the public! Happy [#LabWeek2020!](#) [#IamASCLS](#) [#Lab4Life](#) [#Labvocate](#) [#WeSaveLivesEveryday](#)

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Dr. Pat Tille sharing her expertise! [#IamASCLS](#) [#Lab4Life](#) [#Labvocate](#) [#WeSaveLivesEveryday](#)

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The COVID-19 crisis has brought to light the nationwide shortage of [#MedicalLaboratory](#) scientists and technicians. [#IamASCLS](#) [#Lab4Life](#) [#Labvocate](#) [#WeSaveLivesEveryday](#) [#TellYourStory](#) [#HeroesinLabCoats](#)

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OneCentraCare | To listen then serve, guide and heal.

Laboratory Services: No Longer Backstage

May 26, 2021 • 4 Minute Read
[Central Clinical Partners Rural Health](#)

Taking Laboratory Services for granted may have been easy in the past, but that all changed last year. Since the pandemic, gratitude for people like Cindy Johnson and her Lab Services colleagues prevails across all 38 counties they serve.

"Laboratory professionals play an essential role on the healthcare team and are unsung heroes that I am proud to call 'family.' This past year we have all been challenged both personally and professionally, but we are definitely stronger together and I appreciate the commitment to fighting this pandemic. Because our work does matter."



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WE SALUTE ALL MEDICAL LABORATORY SCIENTISTS AND OTHER HEALTHCARE WORKERS FOR THEIR SELFLESS DEDICATION AND RELENTLESS EFFORT TO CONTINUOUSLY SERVE AMIDST THE THREAT OF COVID-19.
#UNSUNGHEROES



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Together, We Move Forward with Hope



TOGETHER, WE MOVE FORWARD WITH HOPE.

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QUADRUPLE AIM

- Improve the health of the community
- Enhance the patient experience
- Reduce the cost of care
- Improve provider and staff well-being



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Our Best Begins With Me Culture Concepts



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Why Be Here Now is important?

We all get distracted. However, taking time to recognize what those distractions are can help us be more present with the people we are with.



OUR BEST BEGINS WITH Me CONVERSATION

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What three things can you do to improve your ability to **BE HERE NOW**?

- Notice how often you are distracted and think about what tends to distract you the most.
- Notice what you spend the most time thinking about and how this affects you and the people you are with.
- What is the value and benefit when you're able to **Be Here Now** more often at work and at home?

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One of the best ways to practice Be Here Now is through listening.

Tips for being an effective listener include:

- Listen for potential and meaning
- Listen to learn
- Listen with empathy



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Don't judge

It's common to make assumptions when listening, but that can distract us from what's important in a conversation. So avoid making judgments and you'll find it's easier to demonstrate compassion and empathy.



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Assuming positive intent is important at work, but it's also valuable at home with family and friends. When you're optimistic and looking for what's positive, you'll approach conversations with an entirely different attitude!

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Filters

No two people see things the exact same way.
Why? Because our filters influence what we see and think.

Filters can be shaped by our personal values, beliefs, biases, moods and life experiences.

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FILTERS



What Do You See?



FILTERS



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Bringing it to Life



Be mindful of your thought patterns and be careful not to lock in or lock out other perspectives.

Try using phrases like:

- "Tell me more"
- "Help me understand"
- "I am seeing this differently and curious to hear more"

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mood elevator

when our thinking is clear and we're our best self

when our thinking is unreliable and we are not our best self

- grateful
- wise, insightful
- creative, innovative
- resourceful
- hopeful, optimistic
- appreciative, compassionate
- patient, understanding
- sense of humor
- flexible, adaptive, cooperative
- curious, interested
- impatient, frustrated
- irritated, bothered
- worried, anxious
- defensive, insecure
- judgmental, blaming
- self-righteous
- stressed, burned-out
- angry, hostile
- depressed

OUR BEST BEGINS WITH Me

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Worst Day Ever? By Chanie Gorkin

Today was the absolute worst day ever and don't try to convince me that there's something good in every day because, when you take a closer look, this world is a pretty evil place.

Even if
Some goodness does shine through once in a while satisfaction and happiness don't last.
And it's not true that it's all in the mind and heart
Because
True happiness can be attained only if one's surroundings are good
It's not true that good exists I'm sure you can agree that the reality creates my attitude
It's all beyond my control
And you'll never in a million years hear me say today was a very good day

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Worst Day Ever? By Chanie Gorkin

Today was a very good day
And you'll never in a million years hear me say it's all beyond my control
My attitude creates the reality
I'm sure you can agree that
It's not true that good exists only if one's surroundings are good
True happiness can be attained
Because
It's all in the mind and heart and it's not true that satisfaction and happiness don't last.
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OUR BEST BEGINS WITH Me

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WHAT SHADOW DO YOU CAST?

Each of us casts our own shadow, and in doing so we influence those around us.

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ACCOUNTABILITY LADDER

1. Vision
2. Planning
3. Details

POWERFUL

↑

↓

POWERLESS

4. Problem
5. Drama

Get On With It

Find Solutions

"Own It"

Acknowledge Reality

Wait and Hope

Excuses

Blame Others

Unaware

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Challenge yourself to show appreciation

Who do you appreciate the most in your life and how do you share it with them?

What can you do today to share more appreciation with the people you value in your life?

WHAT I APPRECIATE
ABOUT YOU IS...

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“

No matter how good or bad you think life is, wake up each day and appreciate your life.

Someone, somewhere is fighting to survive”

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CentraCare Staff Support Team: We Are Here For You!

Laboratory Team Weekly Tips:

The Greater Good Science Center – Science Based Insights for a Meaningful Life

Day to Day Support – batteries running low?

Benefits of Gratitude

SMART Program – Stress Management and Resilience Training

10 Ways to Make Your Time Matter

EMOTIONAL
PPE:
Resources for You
During COVID-19

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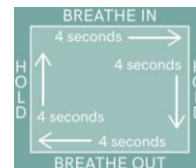
Laboratory Team Weekly Tips:

The Science of Happiness

Get Moving!

Work-Life Balance

Box Breathing



EMOTIONAL
PPE:
Resources for You
During COVID-19

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Your Well-being Checklist

Six simple steps to help you power down, rest and recharge.

At the end of your workday:

- Think of three things that went well today.
- Identify one thing that was difficult, now choose one thing you will do for self-care before you return to work.
- Check on your colleagues before you leave — are they OK?
- How are you feeling? Have you shared it with anyone?
- Thank you for everything you did today to support our patients, their loved ones and each other. Know you are enough.
- **Now, switch your attention away from work so you can relax and be fully present at home.**

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RECHARGE

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WHAT IS OUR PURPOSE?

- Our purpose is our reason why. It's what inspires us to do the work.
- By sharing our individual and team purpose statements we help shape the organization's purpose statement.

We're here for your whole life –
to listen then serve, to guide and heal –
because health means everything.



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What Is Your
PURPOSE?



DRAWN TO HELPING OTHERS



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WHAT IS YOUR
WHY?

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Visibility

Cindy Johnson, MS, MLS(ASCP)^{CM}, ASCLS President



Merriam Webster defines visibility as the ability to see or be seen; the quality or state of being known to the public.

We have been encouraged by ASCLS passionate past presidents to "Be the Face," "Promote the Profession," "Get Out of the Basement," "Share Your Passion," and "Tell Your Story." During the ASCLS-ASCP Joint Annual Meeting in Charlotte last June, President Elect (PE) Maddie Josephs, in response to the PE candidate question, stressed the importance of increasing our visibility as a laboratory profession.

To illustrate how visibility can be integral to professional development, I explore the accomplishments that ASCLS member Jeremy Angell has achieved within a laboratory support services team to heighten engagement and involvement—not only within the laboratory, but as proud members of the healthcare team.

Cindy: Tell me a little bit about your background. How did you find yourself in the leadership role you hold today?

Jeremy: When I share this story, I often quip that the answer is, "By accident." I had recently achieved my biotechnology degree and was exploring next career steps when I received a call from a clinical laboratory in St. Cloud, Minnesota. The director at that time was recruiting for an entry-level phlebotomist/laboratory assistant position. It was, closer to home and the more metropolitan regions of the state. I had worked a similar position in college. It seemed like a good temporary—remember that word, temporary—stop until my career took off. I accepted the position, and my new title and "jacked up and relocated."

While continuing to explore external opportunities, I found myself two years later accepting a newly formed role position within the laboratory support department. With one more year under my belt, it developed into an expanded lead role. Within six months, a changed structure under new direction offered the opportunity to apply for and eventually accept the manager role that has been the bulk of my nearly 24 years at a temporary/CTC/CareCare laboratory employee, a role that continues to evolve and challenge in our ever-changing medical culture.



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Laboratory Advocate: That is, YOU!

Volume 35 Number 6 | December 2021

Cindy Johnson MS, MLS(ASCP)^{CM}, ASCLS Past President



During my ASCLS presidential term (2019-20), I stressed the importance of advocating for the laboratory profession as well as the professional. I challenged you to find your "why"—your purpose, the reason you chose the laboratory profession. Then I encouraged you to share the important work you do and how you impact the lives of others.

The COVID-19 pandemic has created a unique opportunity for the laboratory professional to highlight the essential role we play on the healthcare team, since laboratory testing has been central to understanding this virus. Many of you used social media and various other platforms to educate our governmental officials, healthcare providers, and the public about the differences between a COVID collection site and performing a COVID test.

During the past 20+ months of the pandemic, it has been important in my role as senior laboratory director to advocate for the laboratory team through various outlets. As we all struggled with obtaining reagents and pipettes for COVID testing, due to the supply chain issues, it was critical for members of our Incident Command and senior executive leaders to understand the strain that this pandemic was placing on the laboratory team. As various leaders came to the laboratory to round with the team, it provided a forum for the laboratory staff to educate them on all aspects of laboratory services, from specimen collection, processing of specimens, and testing. Our laboratory team members relayed the message that even though they were working short staffed, they remained focused on providing the best laboratory services possible.

COVID-19 highlights the essential role of the laboratory professional in the healthcare team.

ASCLS member Jeremy Angell, a laboratory support services team manager, shares his story of how he became a laboratory advocate.

How 2 young scientists take on complexity and change in St. Cloud Hospital's lab

CentraCare executive leaders encouraged the medical laboratory to work with its communications department to get their story out to both internal healthcare colleagues and to local communities in Central Minnesota through the local newspaper.

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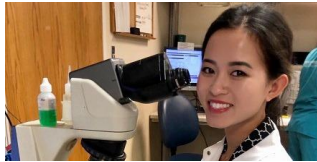
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FIND
YOUR
PASSION

LABORATORYSCIENCECAREERS

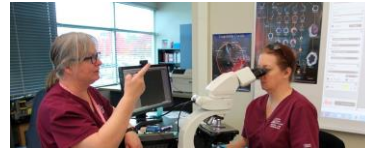


**WE HAVE EXCITING
CAREERS FOR YOU!**

Coordinating Council on the
Clinical Laboratory Workforce



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#IamASCLS
#Lab4Life
#Labucate



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Health Care Heroes

Thank
You

OneCentraCare

To listen then serve, guide and heal.

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CentraCare – Willmar Main Clinic Laboratory Team

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