



Newfoundland and Labrador College for Medical Laboratory Science
P.O BOX 39057, St. John's, NL A1E5Y7
www.nlcmls.ca

Council/ College /CSMLS Update

Council Update:

Quality Assurance and the Newfoundland and Labrador Council of Health Professionals

The Newfoundland and Labrador Council of Health Professionals (NLCHP) is required to establish a Quality Assurance (QA) Program under section 21 of the Health Professions Act (HPA) and continues to make improvements to the program.

1. The NLCHP-QA Program New Development:

Though it is the mandate of the Health Professions Act (HPA) to regulate continuing competency for health professions under the HPA, it will be the function of the QA Committee to ensure compliance with the competency standards set by the health professions colleges. **Programs for continuing competency will be monitored for their relevancy to current skills, the standards of care and professionalism for the profession with the intent directed toward improving client care.** The aim of the NLCHP-QA Program is to utilize a process of assessments (self, peer, and third party) to ensure that registrants meet the standards of practice for their health profession.

To assist in this mandate and ensure that registrants meet the standards of practice the Health Council QA committee in conjunction with the Colleges are establishing a **Registration-Supervisors/mentors policy**. Section 28 of the Health Professions Act identifies the discipline specific Colleges responsibility to establish the Supervisory requirements for various categories of registrations. The regulations associated with the HPA allow for applicants who are graduates of an approved school but who have not received the results of their national exam and registrants with conditions on their registration, to be supervised/mentored.

Policy:

The nature of the supervision must be established by the respective College.
Supervision/mentorship of a registrant **MUST** be overseen by a registered health professional within the same health profession who has no conditions or restrictions on their registration.



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Discipline specific Colleges MUST establish criteria to become a supervisor/mentor.

Discipline specific Colleges MUST define roles and responsibilities of the supervisor/mentor and the registrant.

Discipline specific College MUST approve the supervisor/mentor.

Supervisors/mentors, registrants and the College MUST sign a contract outlining an understanding of the limitations on the registrant, registration and the requirements for supervision. A copy of the contract must be forwarded to the NLCHP and placed in the registrants file.

Supervisors/mentor's MUST provide documentation to the College prior to completion of the supervision that the registrant has completed the supervision/mentorship contract and is competent to practice as a beginning practitioner. A copy of this documentation must be forwarded by the College to the NLCHP and placed in the registrant's file.

Supervisors/mentors MUST have education specific to supervision/mentorship as identified by the College.

This policy will be adopted by the Colleges once it is approved by the Health Council.

2. Privacy and Confidentiality Policy Adoption:

The Colleges under the NLCHP have adopted a Privacy and Confidentiality Policy developed by the Health Council in conjunction with the Colleges. This policy will be available on our web site. Schedule A "Oath of Confidentiality" at the end of this policy is for those who are in solo practice like private labs. Members of our College who work for Health Authorities already sign an oath of confidentiality so they are not required to sign Schedule A.

Privacy and Confidentiality –Principle 1-Accountability

Health professionals and/ or organizations are encouraged to review their practices with respect to privacy, confidentiality and consent considerations. In reviewing you or your organizations current



practices it is important to specifically identify the roles and responsibilities and clearly document these for the health professional, organization and the client.

Title: Privacy and Confidentiality

Approval by: NLCMLS Board

Date: March 12, 2016

Policy:

Personal and personal health information collected shall be limited to that which is necessary to carry out treatment/services for clients. Information should be accurate and complete.

Health professionals, and other individuals who are engaged in providing or supporting the provision of services/treatment for clients (including clerical support, housekeeping and other staff and contractors) must ensure that information that they become aware of as a result of their interaction with or supporting the health professional is kept private and confidential.

Health professionals, and other individuals who are engaged in providing or supporting the provision of services/treatment for clients (including clerical support, housekeeping and other staff and contractors) must sign an oath of confidentiality.

Procedure:

1. The health practitioner identifies the purpose for which information is to be used prior to the request for personal or personal health information. The information collected shall be limited to that which is necessary for the identified purpose.
2. Consent is required of the client for the collection, use or disclosure of personal information. The consent can be written, verbal or implied. If the consent is verbal or implied this must be documented in the client file.
3. Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.
4. Personal information shall be accurate, complete and up to date as is necessary for the purpose for which it is to be used.



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5. Clients may access their file. A client can challenge the accuracy and completeness of the information in their file and have it amended as appropriate.

6. Health professionals, and other individuals who are engaged in providing or supporting the provision of services/treatment for clients (including clerical support, housekeeping and other staff and contractors) must sign an oath of confidentiality. See Schedule A for health professionals in **solo practice**, the practitioner is encouraged to sign the oath as an affirmation of their understanding of their responsibility for the maintenance of privacy of client information.

References: Personal Health Information Act, Newfoundland and Labrador (2011)
<http://assembly.nl.ca/Legislation/sr/statutes/p07-01.htm>

Policy History: Approved March 12, 2016

Schedule A

Oath of Confidentiality

I, the undersigned understand that I may have access to or inadvertently become aware as a result of my employment personal information and or personal health information (called “information”) related to the provision of client treatments and or services. I acknowledge that access to, use of as well as security of such information are my responsibility and such obligations are outlined in the NL Personal Health Information Act (2011) and PIPEDA (2011, Canada).

I further acknowledge that I will not share this information except as required in the course of my duties and or as required by law.

I confirm that I have read and understood the policy on Privacy and Confidentiality.

Name _____

Date: _____

Witness: _____

Date: _____



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College Update:

1. Tech Educational Program

In accordance with the Council of Health Professionals, the QA Committee will utilize a process of assessments (self, peer, and third party) to ensure that registrants meet the standards of practice for their health profession and ensure compliance with the competency standards set by the health professions colleges. **Programs for continuing competency will be monitored for their relevancy to current skills, the standards of care and professionalism for the profession with the intent directed toward improving client care.**

In keeping with the QA Committee's standard and our Professional Standard that states "The MLT is committed to life-long learning to maintain and enhance competence in areas of professional practice", the College has updated its Tech Educational program document to read "Members should obtain at least 2(two) credit hours from the Tech Education chart from Category 3 "Lab Related Professional Learning category per year" effective January 2016.

2. Standards of Practice Adoption

The NLCMLS Board adopted our current Standards of Practice in 2013 from work that was completed by the College of Medical Laboratory Technologist of Alberta.

Currently the **Canadian Alliance of Medical Laboratory Professionals Regulator (CAMPLR)**, which includes the NLCMLS, has established national standards of practice for medical laboratory technologist. These standards have been already adopted by most provinces and the NLCMLS Board recommends we adopt these national standards as well.

How were these Standards of Practice developed?

National Standards of Practice for a profession are congruent with, and supportive of labour mobility as described by the federal *Agreement on Internal Trade, 2009*, and may provide standardization of other regulatory requirements, such as inquiry, complaints and disciplinary process, outcomes and inter-provincial learning. They have been developed voluntarily by the members of the Canadian Alliance of Medical Laboratory Professional Regulators (CAMLPR) in consultation with stakeholders. CAMLPR members reviewed the various provincial Standards of Practice documents, discussed common themes, similarities and differences in wording, and present this document as our National Standards of Practice for MLTs.



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National Standards of Practice define the minimum expectations for an MLT's professional practice across Canada. Provincial regulatory bodies established under provincial statutes may choose to adopt this document as their own, or may have their own Standards of Practice. Provincial Standards of Practice are approved by the respective College governing bodies, and these provincial standards will govern in disciplinary matters within the mandate of the regulatory body. Further, detailed professional practice standards, specific to the local workplace environment, could be developed within the framework of this document.

Each Standard of Practice is followed by a list of 'indicators' which illustrate how each Standard of Practice is applied. Indicators are guidelines to assist in determining if a specific Standard of Practice has been achieved. Indicators may not be applicable in all settings and are not exhaustive, nor are the Standards of Practice listed in order of importance.

Standards of Practice reflect the expectations of competent practice by the members of a recognized professional organization which have been adopted by provincial health regulatory Colleges, and define the levels of performance against which actual professional practice can be compared.

Standards of Practice:

- Guide the professional practice of MLTs.
- Represent the minimum standards of professional behaviour and ethical conduct expected of all MLTs.
- Apply to MLTs at all times in all dimensions of professional practice, including technical and nontechnical fields such as education, administration, quality assurance, and research.
- Define the measure by which the quality of performance of an individual MLTs professional practice is judged; they provide an overview of the expectations on MLTs.
- Specify the standards against which MLT's performance will be judged when undertaking the activities required for safe and effective professional practice.
- Promote the continuing competence of MLTs by helping members identify opportunities for professional practice improvement.



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Standards of Practice will evolve from time to time in response to regulatory, legal, and ethical expectations and are adopted only after stakeholder consultation.

Why are Standards of Practice important to medical laboratory technologists? The Standards of Practice were developed to define performance expectations for the delivery of quality services by MLTs, to provide guidance for MLTs and others in evaluating and maintaining competence, and to inform the public and others about the professional standards to which MLTs are held accountable.

These Standards of Practice define the general attributes that MLTs must have in order to be considered competent. They articulate the minimum standards for the profession and are designed to reflect public interests, and may be referenced in complaint resolution and professional discipline hearing proceedings.

Essential Competencies and Indicators:

Medical laboratory technologists must be able to demonstrate knowledge, skill and appropriate judgments in the competencies described in this document, and maintain the standards for both (a) the services delivered, either alone or in collaboration with a multidisciplinary team, and (b) any services rendered under the member's direction and supervision

Each Standard of Practice is followed by a list of 'indicators' which illustrate how each Standard of Practice is applied. Indicators are guidelines to assist in determining if a specific Standard of Practice has been achieved. Indicators may not be applicable in all settings and are not exhaustive, nor are the Standards of Practice listed in order of importance.

Standards:

Professional Conduct and Accountability

Medical laboratory technologists are expected to meet the ethical, legal and professional expectations of practice and are accountable to the patient/client, themselves, the employer and the health regulatory College. Medical laboratory technologists strengthen excellence in professional practice by supporting the development and use of new knowledge.

Medical Laboratory Technologists shall:



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- Use a client-centered approach to facilitate and deliver safe and comprehensive medical laboratory services to patients and clients.
- Understand and comply with the ethical, legal and professional expectations of their practice.
- Exercise independent judgment, assume responsibility and accept accountability for professional practice and fitness to practice.
- Practice within the scope of their professional competence and adhere to institutional and laboratory policies and ensure processes are performed according to approved procedures.
- When requested to practice beyond their scope of practice, follow appropriate processes, and seek appropriate support and guidance to protect the public.
- Assume responsibility for professional development and invest time, effort and resources to maintain and enhance competence in areas of professional practice.
- Protect the public, above all other considerations, by promoting and maintaining high standards in professional practice, and reporting unsafe practice or professional misconduct.
- Protect the client/patients' welfare and right to respect, autonomy, dignity and comply with applicable privacy legislation and policies relating to confidentiality and access to information.
- Maintain first aid training if involved in direct patient contact in order to intervene in the case of an emergency when an emergency department is not on site.

Knowledge and Skill

Medical laboratory technologists possess in-depth scientific knowledge of the current theory, techniques, and clinical application of medical laboratory procedures, and integrate this with knowledge from other laboratory specialities. To ensure ongoing enhancement of knowledge and continued competence over the span of their professional career, medical laboratory technologists maintain an up-to-date knowledge of trends, new and emerging diseases, and evolving practices in medical care that impact laboratory services.

Medical Laboratory Technologists shall:



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- Demonstrate knowledge of the current theory, technique and clinical application of laboratory analyses, which is relevant, adequate, and appropriate to an area of professional practice and are skilled in the performance of those procedures.
- Integrate the principles, techniques, and methodologies of evidence based medical laboratory science to professional practice.
- Demonstrate competence in judgmental and interpretive skills to ensure the accurate, precise, and verifiable performance of laboratory analyses and the timely reporting of results.
- Adhere to institution-specific policies, procedures, and protocols and must recognize and deal with abnormal situations related to test results, methods and quality control.
- Display professional behaviour that is appropriate to the situation.
- Promote and implement interdisciplinary and interprofessional professional practice by effectively sharing knowledge with clients / patients, colleagues and other healthcare practitioners.
- Demonstrate the ability to adapt to the changing needs of the clients / patients, the profession and the health care system.

Application of Knowledge and Skill

Medical laboratory technologists combine the competent performance of tests, based on the current principles of medical laboratory sciences, with the accurate and timely reporting of results to provide reliable information for the diagnosis/monitoring of each patient/client. Medical laboratory technologists collaborate and communicate effectively with clients / patients, medical laboratory technologists and other health care providers to ensure the safe and effective delivery of service.

Medical Laboratory Technologists shall:

- Evaluate and analyze relevant information to facilitate continuous improvement of the laboratory process in the interest of quality patient care.



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- Treat all clients / patients with courtesy and respect, ensuring that their rights are protected and their consent obtained to facilitate the provision of safe, effective and comprehensive medical laboratory services.
- Apply the principles, techniques, and methodologies of evidence based medical laboratory science knowledge acquired through experience, clinical analyses, and research findings to professional practice.
- Recognize troubleshoot and document equipment, instrument and reagent malfunction and initiate corrective action in a timely manner; are proficient with the use, operation and maintenance of the equipment employed.
- Follow appropriate guidelines, protocols and local institutional policies to ensure that only adequate and appropriate specimens are procured and used for laboratory testing.
- Collaborate effectively with health professionals and patients to ensure best practice and patient centered care, including the provision of appropriate instructions regarding collection, transportation, documentation and storage of specimens.
- Understand the principles and perform analytical techniques on a variety of specimens and ensure accuracy of analyses by using appropriate quality assurance protocols.
- Understand and interpret references ranges (intervals), critical values, and detection limits of each technique.
- Understand and identify the cause of interferences and adverse effects and take appropriate action, and respond to any adverse event and disclose the event to the appropriate authority to mitigate harm and prevent reoccurrence.
- Analyze data for the purposes of quality control and verification of test results.
- Evaluate the technical sufficiency of test results and ensure that reports are issued in an appropriate and timely manner.



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- Demonstrate competence in safe professional practice in compliance with relevant current provincial and federal legislation, safety and infection prevention and control principles, practices, and policies, established institutional policies and procedures, and environmental consideration
- Provide leadership to other members of the health care team with regard to process-related, quality and safety issues.
- Manage resources and communicate effectively and respectfully in meeting the needs of patients / clients.

Quality Management

Medical laboratory technologists demonstrate an understanding of quality management principles and apply these in the delivery of medical laboratory services supporting optimal patient care.

Medical laboratory technologists shall:

- Engage in continuous improvement; demonstrate critical thinking to analyze, synthesize, and apply information to improve the quality and effectiveness of service.
- Maintain established standards for quality control in specimen procurement, preparation, analysis, interpretation and reporting.
- Recognize non-conformance, identify and communicate recommendations for laboratory service and process improvement.
- Operate within the context of a quality system approach to external quality assessment (EQA), internal quality programs, internal quality audits and accreditation programs.

Summary

While the essential competencies are presented in sections as discrete activities, the MLT must recognize that in practice these competencies are implemented as part of daily processes and do not stand alone. MLTs must utilize a combination of their knowledge, skill, judgment and attitude to adjust to changing circumstances and evolving environments.



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Definitions

Accountability: Taking responsibility for decisions and actions, including those undertaken independently or collectively as a member of the health care team, i.e., an obligation or willingness to accept responsibility and the consequences of one's decisions and actions, and acting in the best interest of the patient/client

CAMLPR: The Canadian Alliance of Medical Laboratory Professional Regulators (CAMLPR) is a voluntary alliance of medical laboratory technologist provincial health regulatory authorities. Provincial health regulatory authorities are created and defined by provincial legislation and statute. The purpose of CAMLPR is to clarify a mutual understanding of the criteria for registration in each province in which medical laboratory technologists (MLTs) are regulated with a view to ensuring that all regulated MLTs have the same competencies at the entry to practice level regardless of which province they are first registered in or where they were trained, and that the public is, therefore, adequately protected.

Client / Patient: An individual, family and/or substitute decision-maker, patient, group, agency, employer, colleague, other healthcare practitioner, or stakeholder who is a recipient of an MLT's professional and health services.

Client-centered: An approach which recognizes the MLT's expertise and values the respect for and partnership with individuals receiving an MLT's professional and health services. A collaborative approach whereby the client's own experiences and knowledge are central and carry authority within the client- professional relationship.

Code of Ethics: A document which reflects a set of guiding principles and values on the collective moral standpoint of a profession on which its practitioners rely.

Collaboration: Working cooperatively with members of the health care team to achieve the best possible outcome for the patient/client.

Competence: The collection of knowledge, skills, judgments, and attitudes required by an MLT during their professional career. Competency is the extent to which an MLT successfully translates their knowledge, skills, judgments, and attitudes into professional services resulting in safe, effective and ethical client / patient outcomes.



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Consent: a person's right to accept or refuse treatment, assuming that they have mental capacity to do so. Consent is further defined in legislation in all Canadian provinces.

Continuing Competence: An ability to effectively apply current knowledge, skills and attitudes in professional practice, resulting from professional development processes undertaken by an MLT.

Indicator: Guidelines which illustrate how each Standard of Practice may be applied, and assist in determining if a specific Standard of Practice has been achieved.

Medical Laboratory Technologist: A regulated health care professional, with a defined Scope of Practice and protected professional title, as prescribed by provincial legislation.

Professional Development: The acquisition of new knowledge and skills by all types of facilitated learning for the purpose of professional development.

Professional Misconduct: Professional behaviour or actions that contravene, among others, the standards of professional practice.

Professional Practice: The practice of medical laboratory technology in accordance with professional, legal and ethical standards.

Quality Control: A single or set of laboratory procedures intended to ensure that the performed laboratory service adheres to a defined set of quality criteria.

Quality Management: A manner of providing laboratory services that inherently includes the ongoing evaluation of services provided and the results achieved as compared with accepted standards.

Scope of Practice: A profession's Scope of Practice encompasses the activities its practitioners are educated and authorized to perform. The overall Scope of Practice for the profession sets the outer limits of practice for all practitioners. The actual Scope of Practice of individual practitioners is influenced by the settings in which they practice, institutional requirements, and the needs of their clients / patients.

Standards of Practice: An expectation reflecting a general agreement on competent practice by the members of a recognized professional organization which have been adopted by provincial health



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regulatory Colleges, and define the levels of performance against which actual professional practice can be compared.

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3. Spring Symposium:

This year the Spring Symposium will be taking place at the Glynmill Inn in Corner Brook on Saturday April 16th, 2016. The Webinar Registration and lecture sign in sheet is available on the NLCMLS website.

4. Board Elections 2016:

The nomination form for the election of Board Members for 2016 is now available on the NLCMLS web site. All nomination must be received by June 30, 2016.

5. Awards 2016:

Nominations for the MLT Award of Merit and Professional Recognition Award are now open. The deadline for nominations is June 1st, 2016.

CSMLS Update:

CSMLS 2016 Membership Renewals – National Fees MLT \$ 159.00 PLI Fees – MLT \$ 13.00
College Fees \$60.00 (No Change)

Presented by: Curtis J. Martin, President NLCMLS on behalf of the Board