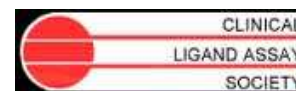




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Laboratory Audits for Quality Improvement, Lucia Berte  
Ongoing Competence Assessment of Laboratory Staff, Lucia Berte  
Health Care Reform and the Clinical Laboratory: Issues in 2010 and  
Beyond for Laboratory Professionals and Patients, Jeff Jacobs

Benchmarking Performance: How to Become a Leader in Labor  
Productivity and Expense, Paul D. Camara and Sharon Brommer  
Leveraging the Billing Process to Develop your Outreach Program  
Successfully, P. Thomas Hirsh

**Microchip Diagnostics/Autoimmune Disease/POCT/Biomarkers**

Microchip Diagnostics Assays, Anubhave Tripathi  
Predictive and Prognostic Value of Laboratory Tests for  
Autoantibodies, Eric S Hoy  
Autoimmune Vasculitis – A Difficult Diagnosis, Eric S Hoy  
Progress in Prenatal Screening for Down Syndrome, GERALYN M  
Lambert-Messerlian

**POCT Workshop**

Point of Care Glucose Testing How Do We Measure Up, What  
Standards Apply and Where are We Headed, Jeffrey a DuBois  
Are Glucose meters Accurate and Precise Enough to meet Clinical  
Needs?, Martha E Lyon  
POCT for Creatinine: Benefits and Challenges, William A Clarke

**Quality**

Revenue Cycle Lean Improvements, Charity M Robbins  
Improving PAP Turnaround Times – Engaging Staff and Improving  
Market Advantage, Jason Newmark  
Employee Engagement – What Does it Look Like, Glenn Surprenant  
Sure Fire Methods to Slash Your Lab's Reference and Send-Out  
Testing Costs, Sharon Scott  
Using Bar Code Technology to Improve Patient Safety, Nancy Smith

Challenges and Opportunities in Molecular Diagnostics of Cancer,  
Dan Jones  
Laboratory Quality Control Based on Rick Management, James H.  
Nichols  
Meeting the Challenges of Early Morning Phlebotomy Draws and the  
Need for Rapid Turn-Around-Times, Mary Ellen Cortizas, Lori  
Sanin, Stacey Melanson

**Emerging Technologies**

BAC's on Beads; A Novel Application for Molecular Karyotyping,  
Christopher Williams  
Microchip Diagnostic Assays  
Future Roles of Mass Spectrometry: Microorganism Identification &  
Immuno-MS, Scott Kuzdzal  
Therapeutic Drug Management in Oncology: Optimization of  
Chemotherapeutic Efficacy, Salvatore Salamone  
Diagnostic Technologies Used in the Treatment of HIV, John Hickey  
Imaging of Cardiovascular Physiology: Cardiac MRI Techniques,  
Raymond Y. Kwong  
Hematology Case Studies "Beyond the Cube" Dawn Robertson

High Throughput SMA Carrier Testing and Prenatal Diagnosis:  
Reference Laboratory Based Clinical Testing Program,  
Narasimhan Nagan  
Addressing Sample Integrity Issues with Proper Sample Selection  
and Novel Blood Collection Tubes, Jeffrey Chance  
Update on Autoantibody Testing: Anti-CCP, ANA Testing, and the  
Rest of the Alphabet Soup, Michael Astion  
The Use of Emerging Technologies in the Laboratory Diagnosis of  
Clostridium Difficile Infection, Denise Uettwiller-Geiger

**Phlebotomy**

LEANing the Lab: Pre-Analytical Process Improvement at  
Dartmouth, Jonathan Park  
An Approach to Adding Professionalism in Phlebotomy, Lynn  
Romagnoli, Sue Antell, Michele Baker

Pre Analytical Variables in Laboratory Testing, Kathleen Finnegan  
Challenging Case Studies in Hematology, Kathleen Finnegan  
How Pre-Analytic Measures Can Affect Test Results..Let Me Count  
the Ways, Becky J Socha  
Phlebotomy: An Update on Education, Becky J Soch

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