



### PaLM Rounding

In the Spring, we will start Leadership Rounding with staff. Through this scheduled, structured activity, we hope to help improve safety, quality and the staff experience.

Through these 1:1 conversations we hope to get to know the work that you do and to discuss how things are going and what you think we can do to improve our services. Please consider what you would like to share with us and for those we don't have an opportunity to meet us directly on any given visit, please speak with your team about any topics which are important to you.

Our objectives are to observe our operations in order to make better decisions, to spot and recognize success, to identify opportunities to reinforce our mission, vision and values, and to listen to staff. We want to listen, to understand and to help improve.

Dr. David Driman    John French

### National Medical Laboratory Week 2023

National Medical Laboratory Week 2023 is just around the corner, and we cannot be more excited to celebrate the outstanding work of medical laboratory professionals across LHSC & St. Joseph's. As part of our efforts to recognize and honour your invaluable contribution to healthcare, we have filmed some informative and engaging videos showcasing the work of phlebotomists, transfusion medicine, and pathology. These videos provide a glimpse into the vital role medical laboratory professionals play in patient care and highlight the importance of their work in the healthcare system. We are proud to stand with all medical laboratory professionals, and thank you for your tireless efforts in ensuring the accuracy and reliability of laboratory results. Keep an eye on LHSC social media channels and intranet between April 9-15 to see PaLM featured.

LONDON HEALTH SCIENCES CENTRE

## SOCIAL INSIGHTS REPORT

**NATIONAL MEDICAL LABORATORY WEEK**  
Between April 11 and April 14, four different posts were shared across Facebook, Instagram, Twitter and LinkedIn that highlighted National Medical Laboratory Week. Content this week included two videos featuring Dr. Hops in the labs, a written feature on PaLM, as well as a Pathologists' Assistants Day feature.

**31.8K People Reached**  
**1.6K Engagements**  
**24K Video Views**

**SENTIMENT**  
All posts were met with positive engagements, specifically with positive "reactions" on each platform, and several positive comments.

**COMMENT HIGHLIGHTS**

"Thanks for the explanation! I've always wondered how far my bloodwork went." - M.F.

"I have blood cancer. The women and men who work in the blood lab at the cancer clinic are top notch!!! It takes everyone to help keep us as well as possible. Thank you." - A.E.

"I'd hate to guess how many tubes of my blood you've processed. Thank you all. #healthcareheroes" - M.B.

"The PaLM team at LHSC do such wonderful work, often behind the scenes and not noticed or appreciated as much as it should be. Happy National Medical Laboratory week to all who work in this field across the country, and a huge thank you to the dedicated and committed lab team at LHSC for the excellent work you do!" - J.F.

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## Microbiology

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The three-year anniversary of the pandemic was commemorated this March. The microbiology laboratory has reached a new milestone. Over 2 million COVID-19 tests have been registered, with 1.88 million processed within our laboratory. Overall, 126,000 tests were cancelled, with an overall positivity rate of 6% spanning the duration of the pandemic. In pre-pandemic terms, the microbiology laboratory has performed an equivalent of approximately 147 years' worth of respiratory virus testing within the last three years compared to our historical testing volumes. We would like to convey our appreciation and gratitude to everyone who has participated in patient care.

### TLA: Leave Your Mark

We invite everyone to take a minute to reflect on our old lab space and look to the future. We have a space in SRA where lab staff can add a handprint, sign their name, write a message. The wall in SRA will be covered by the walk-in fridge. The wall should remain in place/unpainted but covered up. Feel free to make your mark. Please ensure all messages remain professional and tasteful.

## Pathology

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Construction for the Tracking Transformation Project is currently underway and on schedule with a planned go-live date at the end of May 2023. This tracking process will help to streamline workflow and standardize processes throughout the lab.

Pathology is currently recruiting four new Anatomical Pathologists. This will be a net increase of three clinical academic appointments in the department. Applications are still being accepted and we hope to have the positions filled by the summer.

The Anatomical Pathology Residency Program just completed a successful CaRMS match. Medical students Josh Del Papa and Yueyang Li will be joining the Residency Program in July 2023.

## Laboratory Medicine

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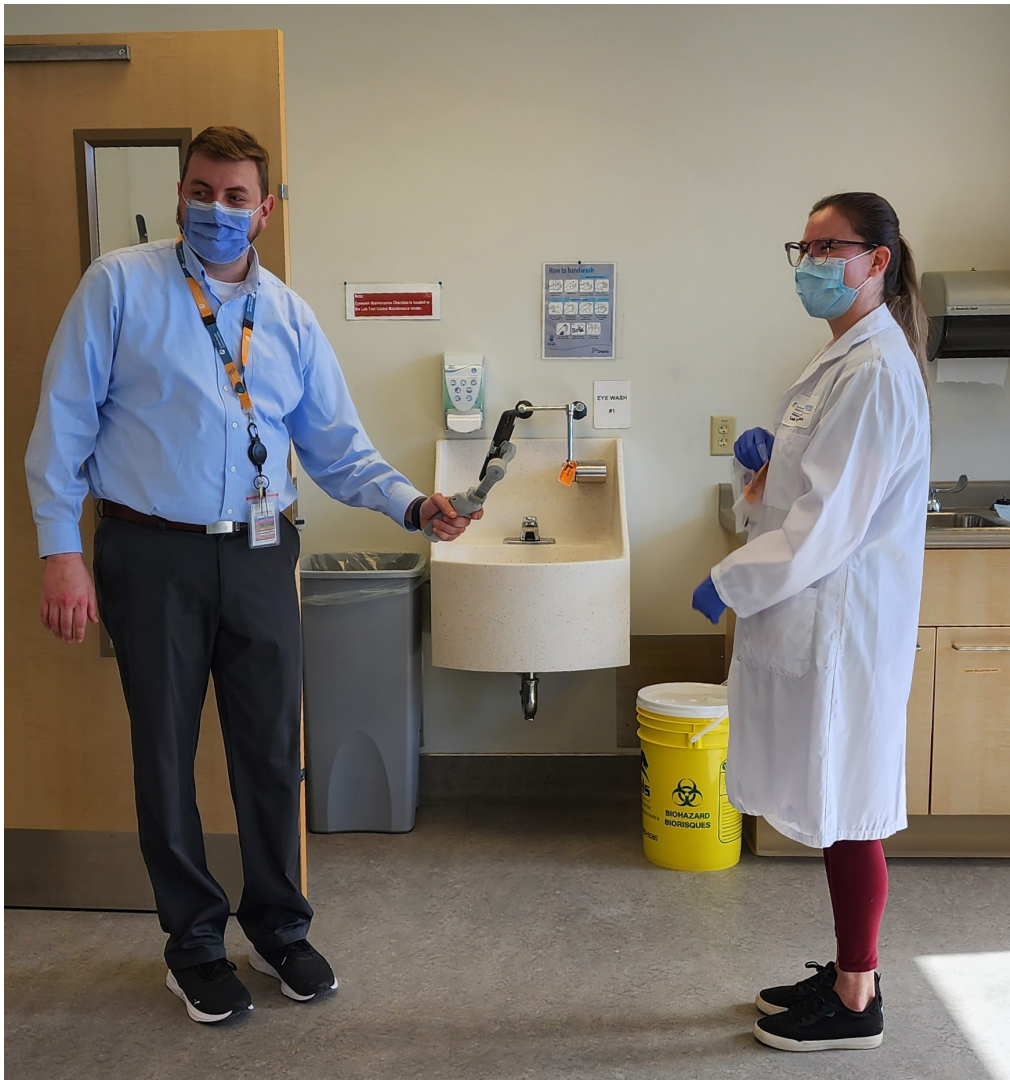
We received a donation for a new Mass Spectrometer. Thank you to Dr. Ian Chin Yee, Dr. Chai Phua and Dr. Matt Nichols for representing PaLM and LHSC so well. We can't wait to see the difference this will make for patients with myeloma. In case you missed it, here's a recording of the donation announcement and presentation entitled 'Advancing Care for Patients with Multiple Myeloma'.

<https://youtu.be/EysDs3Rf3Fo> (presentation starts at 32:31)



## New Hires in PaLM in Q4 (January to March 2023)

New Hires	Job Title	Department Name
Mary Lianne Grecia	Medical Lab Technologist	Pathology
Onela Esho	Medical Lab Technologist	Cytogenetics
Jessa Castillo	Medical Lab Technologist	Pathology
Janine Jackson	Pathologists' Assistant	Pathology
Eunhyung Lee	Medical Lab Technologist	Transfusion Medicine
Julie Smith	Project Consultant	PaLM
Tracey Pocius	Administrative Assistant	PaLM
Rebecca Pardy	Lab Clerk	Pathology
Karla DeVries	Medical Secretary	Pathology



People in image: Irina Bacanu, MLT and Greg Gladysz, Videographer