



# MSCLS NEWSLINKS

Michigan Society for  
Clinical Laboratory Science

Volume 22, Number 2  
March/April 2010

## Registration Is Now Open!



### NEW CHALLENGES...NEW DECADE Michigan Society for Clinical Laboratory Science Annual Meeting & Exhibits April 14 - 16, 2010 • Kellogg Center • East Lansing, MI

*In addition to dozens of sessions with topics on practical laboratory skills and new technologies, the keynote addresses will describe how our work is deeply involved in the care and health of people across the globe as well as provide a valuable update on significant changes to our professional credentials.*



On Tuesday's Keynote, Micah Kephart, will bring stories from his personal experience of working in Africa addressing the AIDS crisis and Wendy Arneson will speak about PEPFAR, and international relief effort to increase laboratory capacity in third world nations with a high incidence of AIDS.



*Along with booths from vendors who support the efforts of our organization to provide continuing education, the MSCLS Exhibits on Wednesday and Thursday will also have a booth dedicated to the relief of earthquake victims in Haiti.*

*The luncheon address on Wednesday will focus on the humanitarian organization "Doctors Without Borders" presented by Karen Poster-Verrill.*



On Thursday, Linda Gorman (left) will provide an update on what the NCA/ASCP merger means to you: MT?CLS?MLS?MLT?CLT!



On Friday, Linda Goossen (right) will describe her three week visit to China where she learned about the integration of Chinese and Western medicine.

**Visit [www.mscls.org](http://www.mscls.org) for program details.**

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## Thank You Sponsors and Volunteers!

*The Michigan Society for Clinical Laboratory Science gratefully acknowledges the following organizations for their generous support of speakers and/or direct financial contributions towards the 61st MSCLS Annual Meeting.*

Abbott Laboratories  
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*Without the contributions of the above organizations, we would not be able to offer this comprehensive, quality program.*

### Thank You to the 2010 MSCLS Annual Meeting Planning Committee

The work of the following individuals who volunteered their time and effort to make this meeting possible for the betterment of everyone in our profession is appreciated.

Lisa Moore, General Chairperson  
Ric Benson                      Lindsay Hengsbach  
Denise Elwart                 Carey Loveland  
Gwennan Engen              Kevin McGlinchey  
Alicia Estlak                  Cathy Rodger  
Jean Garza                      Gordon Schipper  
Paul Guthrie



*Michigan  
Society for  
Clinical  
Laboratory  
Science*

## MSCLS Newslinks

A bi-monthly publication of the Michigan Society for Clinical Laboratory Science. Deadlines for articles are the 10th of Feb, Apr, Jun, Aug, Oct, & Dec. Articles must have name of author. Anonymous letters will not be published. The editor reserves the right to edit all materials submitted for publication. Articles appearing in *Newslinks* represent the opinion of the author and may not represent the opinion of the society.

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**MSCLS Leadership:** Visit our web site at

[www.mscls.org](http://www.mscls.org)

for a complete listing and contact information for all MSCLS board members and a wealth of other information on the Society.

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# Clinical Laboratory Science

An Educational Section for Case Studies and Technology Updates  
Articles from members are welcomed. Submit to editor at address on page 2

## Three Part Series: Creating an Effective Request for Proposal for Instrumentation Purchases



### Series 2: Vendor Response and Analyzer Specifications

Kevin McGlinchey

*Editor's Note: MSCLS member Kevin McGlinchey is the Hemostasis Marketing Manager for Trinity Biotech. We are grateful to him for proving this insightful series on a topic that those laboratorians who move up the career ladder will eventually encounter: the new instrument acquisition process.*

When it comes to purchasing instruments, writing a Request for Proposal (RFP) and writing an *effective* Request for Proposal are not one in the same. Much time, thought, and effort is required by the person heading up the RFP process in order to create an effective and powerful RFP that will place your laboratory in a strong purchasing position for years to come. Throughout this discussion, there will be several acronyms and terminology used to describe the RFP process (displayed in Table 1).

#### Table 1: Acronyms and Terminology

- RFP= Request for Proposal
- RFQ= Request for Quotation
- RFI= Request for Information
- RR= Reagent Rental
- CPR= Cost Per Reportable
- CPRR= Cost Per Reportable Result
- FSE= Field Service Engineers
- TS= Technical Support

The key message to take home from this quick article is that in order to create an effective RFP, one must consider and then believe that the RFP is about much more than just pricing.

There are four key components found in effective RFP's: Instructions to vendor for their response, Evaluation Criteria, Vendor Response, and Analyzer Specifications. The second piece in this three part series will focus on Vendor Response and Analyzer Specifications.

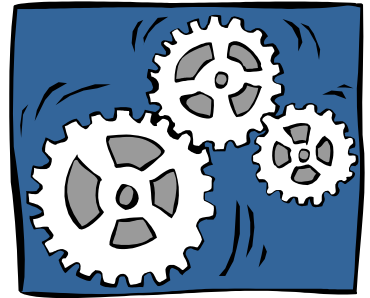
#### Vendor Response

In order to receive consistent and thorough responses from each vendor, be sure to request the information be put together in the following order:

1. Table of Contents
2. Executive Summary (written or PowerPoint): Should include non-technical summary of proposal, overall scope and timelines, summary of available products, summary of R&D, and fiscal year reports (at least most recent)
3. Background and Financial: Vendors should supply organizational chart, key contact information for RFP, previous year audited financial statements, and a site visit information request form (include questions about the facility size, test volumes, analyzers in use, LIS, key contacts, number of years they have been a customer)
4. Plans for improvements to systems: Ask vendor to specify all planned upgrades or replacement instrumentation that is coming down the pipeline
5. Vendor Partnerships: Should define all partnerships and the length of the currently used agreement, who actually builds the instrumentation and consumables, who is actually making the reagents, and future plans for mergers or acquisitions relative to the product line being quoted
6. Product Line Information: Ask when the product was first developed, internal development or from outside source, internal development or from an acquisition
7. Integration Specifications: Must be able to integrate with the organization's existing systems, other vendors' systems, external data bases, and equipment used throughout your organization and affiliated entities.
8. Warranties, Maintenance, Support: Present specific

questions relating to system support, system maintenance, hardware maintenance, system manuals, and warranties

9. **Clauses:** Use the clause section to your full advantage! Make vendors initial each clause. Clauses can relate to all of the following: Acceptability of performance by end users, use of diagnostic software (if available), uptime guarantees, free software upgrades for life of instrumentation, response time guarantees, order must be filled with latest model available at time of delivery, no charge for shipping, installation, training, site preparation for installations, installation timelines, delivery schedules
10. **Request for Quotation (more on this later):** Freight on Board (FOB), make payments in stages (down payment, payment upon delivery, payment upon clinical acceptance), make sure to write down every single item included (manuals, mouse's, printers, stylus, etc.), make sure to address taxes within the RFQ portion, and define the timeline for submittal of RFQ
11. **Training Programs:** Clearly define how many people will be trained by vendor both on-site and off-site (if applicable), ask for additional training slots in case employees leave hospital, ask for cost of additional training programs in case need arises, and make sure to state that vendor is paying for everything (travel, lodging, meals)
12. **Service:** Request actual Service contracts, specify business hour or 24 hour, ask for rates for Service provided during off hours, specify guaranteed times for responses (phone, on-site, parts replacements, uptime), ask about downtime for PM's and length of time it will take FSE to complete PM, and specify use of remote diagnostics



### Analyzer Specifications

Be sure to include everything: general parameters, reagents, site requirements, temperature requirements, sample size restrictions, sample types, LIS interface, and, of course, the ever useful "Miscellaneous". The more thorough you are asking for these specifications; the fewer headaches you will face later when it comes to install and train on the instrumentation.

*Please look for the last piece of this three part series: Pricing and Closing Thoughts*

## **MSCLS Moves to Online Voting!**

There is an exciting new change in our election and voting processes...

**MSCLS is going electronic!**

To vote for candidates in the upcoming MSCLS election, log onto the website: <https://votingplace.net/mscls> and sign in with your ASCLS membership number. You can log on to the site only once, so be sure to complete the ballot before logging off the site. Voting is secure and completely confidential.

**Voting will be open from March 2 – March 16<sup>th</sup>.**

For this and future elections, if you cannot vote online please contact Carey Loveland, 5363 Drumheller Rd., Bath, MI 48808 to request a paper ballot prior to the voting period. Those who request a paper ballot will not be able to vote on-line.

Thank you!

**MSCLS Nominations Committee**



## **Lab Techs Save Lives; but should the commitment really end when we clock out ?**

**Desiree Maun,  
Student Representative**

A few months ago, I gave a career presentation about the role of the Lab Tech to a group of middle school students. After my introduction, one of the students asked me why I chose to get into the laboratory profession. I told her that I have always enjoyed helping people and working in the lab allows me to take part in the accurate testing, diagnosis, and treatment people. I shared the "A Life Saved" video that I retrieved from the ASCLS website. Although I had seen this video before, watching it again reiterated how important every job within the laboratory is. I spoke with a few of my coworkers and asked them why and how they chose to get onto this profession. All of their responses were different but had one thing in common – they wanted to help people.

Soon after, I happened to meet a young woman suffering with sickle cell disease. As we got to know each other better, she started sharing her story with me. She told me how painful this disease is. I learned about sickle cell disease in class and had a good understanding of the pathophysiology of this disorder, but the physical pain that people suffering with this disorder have to endure was unimaginable. She said that she has been getting hospitalized numerous times per year for as far back as she could remember and received many blood transfusions. She compared the pain during a crisis to someone repeatedly stabbing her with multiple knives at one time. She has suffered from numerous infections and has had her spleen and gallbladder removed. She is constantly weak, short of breath, and fatigued. She relies on a home nurse to help her to complete normal daily activities. She also suffers from visual problems due to retina damage sustained during repeated crisis episodes. Through all of this, she remains optimistic and says how grateful she is to the people who donate blood which has kept her alive for so many years.

I had to ask myself, "Am I doing everything that I could be doing to help people? After all, that was the major driving force that brought me into this profession!" This inspired me to see what I could do to host a blood drive. I spoke with Reverend Craig Tatum from First Salem Missionary Baptist Church in Battle Creek about the possibil-

ity of hosting a blood drive. Without any hesitation he asked what we needed to do to get started. He even took it a step further by inviting Reverend Timothy Troxler from Macedonia Missionary Baptist Church to do a First Salem and Macedonia collaboration to reach out to the community and save lives. This event will take place in March and we hope that it will be the first of many to come.

I think that most of us, if not all of us, working in the laboratory entered this profession with a common purpose- TO HELP OTHERS AND SAVE LIVES. There are so many ways that we can reach out and help others beyond the laboratory. Donating blood is just one of them. People's lives within our communities and around the world are dependent on volunteer help. LABORATORIANS: Let us find it in our hearts to commit to changing a life by saving it or maybe even uplifting it. At any time, the roles can change and we may become one of the patient's in need! If you cannot give blood, give some time or maybe even a few dollars. There are many wonderful non-profit organizations that can use our help. If you want to help but you are just not sure how to go about doing it, please feel free to contact me at [desirees-maun@yahoo.com](mailto:desirees-maun@yahoo.com). We entered this profession with a purpose and our commitment should not end when we clock out to go home for the day!

### **"A Life Saved", an ASCLS video filmed in Grand Rapids, Michigan**



In this 12 minute video, a young boy, who was diagnosed with acute promyelocytic leukemia (M3), and his family provide their thoughts and feelings about their experience.

Laboratorians, the hematopathologist and the hematology/oncology physician, also share their part in this particular case. This poignant and moving story helps to demonstrate the active, vital role that laboratorians play every day in every lab in the country. The video is intended to inspire and empower members of the laboratory profession to articulate the importance of their contributions to healthcare.

See the video at:

[www.ascls.org/leadership/ppc/LifeSavedVideo.asp](http://www.ascls.org/leadership/ppc/LifeSavedVideo.asp)



## Proposed Bylaws Changes

Denise Elwart  
Bylaws Chair

At the Winter Board of Directors meeting, the Board approved the following two amendments to the Bylaws to be sent to the membership for adoption. The proposed amendments will be discussed at the MSCLS Annual Membership meeting, to be held April 15th, from 5:30-6:30 at the Kellogg Center. A Bylaws ballot will then be sent to eligible voting members following the annual meeting. The proposed Bylaws changes are:

### 1. Article V. Officers, section: B. Eligibility for Office:

#### CURRENT BYLAW:

1. Professional and Emeritus members of the Society shall be eligible to hold office provided they have been an active or emeritus member of this Society for at least two years immediately prior to nomination.

2. To be eligible for the office of President or President-elect, they shall also have been a professional or emeritus member of ASCLS for five years prior to election, and have served as an officer, director, or standing committee chair of this Society or another constituent society of ASCLS within the five year period.

#### PROPOSED CHANGE:

1. Professional and Emeritus members of the Society shall be eligible to hold office provided they have been an active or emeritus member of this Society for at least two years **at the time of taking office**.

2. To be eligible for the office of President or President-elect, they shall also have been a professional or emeritus member of ASCLS for five years **prior to taking office**, and have served as an officer, director, or standing committee chair of this Society or another constituent society of ASCLS within the five year period.

Rationale: When the Bylaws were initially passed, members renewed their membership on their individual anniversary date. Currently, ASCLS memberships all renew on August 1st. Since our elections occur about 7 months after the renewal date, it is actually creating a delay in eligibility so that potential candidates have to wait 3 years (6 for President) before becoming eligible to run for office,

which was not the intent of the original Bylaws. By changing the requirement to the time of taking office, members will be eligible for office after belonging to the Society for 2 years (5 for President).

### 2. Article XVII. Amendments, sections C and D:

#### CURRENT BYLAW:

C. Bylaws changes that have been approved by the Board of Directors shall be distributed to the membership at least thirty days prior to the annual membership meeting, discussed at the Annual membership meeting and mail ballots submitted to the membership within thirty days following. Mail Ballots must be post-marked for tabulation forty-five days (45 days) following the annual meeting.

D. Adoption of amendments to these Bylaws shall require a two-thirds vote of the votes cast by mail ballot.

#### PROPOSED CHANGE:

C. Bylaws changes that have been approved by the Board of Directors shall be distributed to the membership at least thirty days prior to the annual membership meeting, discussed at the Annual membership meeting **and ballots submitted to the membership within thirty days following**.

D. Adoption of amendments to these Bylaws shall require a two-thirds vote of the votes cast.

Rationale: Removing the specific requirement to use mail ballots for members to vote on amendments will allow the Society to use other methods of balloting, such as on-line voting.

Any questions or comments on the proposed amendments can be directed to me at [dmelwart@comcast.net](mailto:dmelwart@comcast.net), or to your District Representative (see [www.MSCLS.org](http://www.MSCLS.org) if you do not know who your representative is).





## President's Message

**Terri Pauken**

### Greetings and Salutations!

I have a lot of new and exciting news to report this month. The Board of Directors has been working hard to bring new and updated services to our members this year. One of the updates is the new online voting system that we are implementing for our election and voting process...MSCLS is going electronic! Isn't that wonderful? The first electronic vote is for the candidates for the 2010-2011 Board of Directors. The voting line will be open from March 2 – March 16, 2010. Thank you to the nominations committee for putting this very important election together. See page 4 for additional details on online voting.

I am happy to report that Ruthann Ciszewski has joined our Board of Directors as Point of Care Scientific Assembly. Thank you, Ruthann for giving your time and dedication to MSCLS. Speaking of positions available, if you are interested in participating on the Board of Directors next year, you can contact our president elect, Andrea Hickey at [andreahickey@gmail.com](mailto:andreahickey@gmail.com). We are always looking for new members to join the board.

The student forum committee has worked hard to bring another service to our student members. I am pleased to announce that we will be offering a student forum scholarship this year. The purpose of this scholarship is to provide students with financial aid to attend the MSCLS Annual Meeting. The recipients of this award will get up to 3 days registration and/or up to 2 days hotel stay based on funds available. This is open to all MLT and MLS students. Good luck to all that applied!

This year, MSCLS will host a fund raising event at our annual state meeting in East Lansing to benefit the Haiti earthquake victims through Randolph World Ministries (RWM). RWM was founded by an ASCLS member, Tim Randolph. Each year Tim and 12 volunteers travel to Haiti for a month in the spring to update laboratories and teach native laboratory workers lab techniques. Tim also returns to Haiti by himself during his vacation time from teaching CLS at Saint Louis University. We will

have a spot set up at our membership booth where we will be taking donations, medical supplies and toiletries. We will also be selling MSCLS t-shirts for a cash donation. Please visit the Randolph World Ministries website at [www.randolphworldministries.org](http://www.randolphworldministries.org) to read more about the wonderful service Tim provides through his ministry. We will also have information on our website with a list of items needed at [www.mscls.org](http://www.mscls.org).

Celebrate National Medical Laboratory Professionals week (NMLPW) April 18-24, 2010. Don't know what to do? You can go to the ASCLS website and download tools and find ideas to help celebrate the week and promote our profession. There is a free promotion and planning guide that has many ideas you can use. As always you can access this website through our own MSCLS website at [www.mscls.org](http://www.mscls.org).

I have had many members contact me with concerns about the changes resulting from the ASCP/NCA merger to form the BOC - Board of Certification. ASCLS is working hard to bring you all the information you need about this issue. Our own Sharon Bobryk is working with ASCLS to provide a new service to our members called the "ASCLS is the Answer" campaign. This new campaign has been approved by the ASCLS Board of Directors and will be put in place very soon. They will be building a webpage and developing a "professional response team" that will be trained to answer all of your questions. In the meantime, if you have any questions you need answered you can contact me at [tepauken@cocmast.net](mailto:tepauken@cocmast.net) and I will do everything I can to get you the answers you need.

Last, but not least, is the MSCLS annual meeting. Mark your calendars for April 14-16 to attend the "New Challenges...New Decade" meeting at the Kellogg Hotel and Conference Center in East Lansing. Lisa Moore and her committee have worked very hard to put together a great program. The brochures have been mailed and the Hotel is filling up. Make your reservations today! Hope to see you there!

Plan on attending our next board of directors meeting that will be held on Wednesday April 14<sup>th</sup> at 6:00 pm during the Annual Spring Meeting in Lansing.

Don't worry; SPRING is just around the corner!

**Terri Pauken, MSCLS President**

**Michigan Society for  
Clinical Laboratory Science**

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Laboratory Professionals

**Get Results**

**National Medical  
Laboratory  
Professionals  
Week**

**April 18-24, 2010**

An objective of NMLPW is to educate healthcare professionals, the public, and others about the role of the laboratory professional in patient care. ASCLS has many items available that can be used for this effort.

Go to  
[www.ascls.org/conferences/2010NMLPW/index.asp](http://www.ascls.org/conferences/2010NMLPW/index.asp)  
for a variety of tools to help plan the celebration!