AAVLD Committee Report
(Note: Please attach any additional pages necessary for the following subtopics and your minutes / narrative)

_Laboratory Administration, Management & Personnel (LAMP)_____
Committee Date

_Lisa Shipp_____ _____
Committee Chair Co-chair if applicable

_Kim Ramm_____ _____
Nominees for upcoming chair / co-chair Nominees for upcoming chair / co-chair

Committee Statement of Purpose:

AAVLD Laboratories share a common quality system focused on improving awareness and delivery of veterinary diagnostic services. However, each entity is unique in its physical and business structure. The LAMP committee strives to share best practice strategies in administration, management, process engineering and implementation, and personnel management by sharing and demonstrating solutions to various problems encountered in the daily activities of a veterinary diagnostic laboratory. Information shared between members is often revised and executed within the structure of the home organization, thereby contributing to the goal of continuous improvement.

Strategy(ies) for Committee Activity Supporting AAVLD Strategic Plan (Please List):

- Share lab updates – provide descriptions of successes and/or failures over the past year as well as lessons learned
- Share business process improvements with suggested strategies for implementation
- Discuss funding strategies and marketing opportunities at local/regional/national/international levels
- Increase communication and awareness between lab administrators in order to be better problem solvers

Items for Review by the Executive Board (Please List):

N/A

Action Items for the Committee (Please List):

- Increase awareness of and attendance to the LAMP committee
- Encourage the participation of more administrators in the AAVLD

Laboratory Administrative Management Personnel (LAMP) Committee Minutes 2015

Chair: Lisa Shipp
Co-Chair: Kim Ramm
Meeting dates: Saturday October 24, 2015 1:00 pm - 3:00 pm; Sunday October 25, 2015 8:00 am - 12:00 pm; Providence, Rhode Island
Number of attendees: 15 on Saturday; 13 on Sunday

Prior Year Minutes

LAMP committee minutes from 2014 were approved as written.

Membership / Attendance

Membership requirements for the LAMP committee include paid membership in AAVLD, either full or associate, and a desire to learn and share administrative concerns that impact all veterinary diagnostic labs.

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Presentations

"IT Buzz Words - and How We Can Apply Them" – presented by Scott Ross, Cornell

- Cloudification - Cornell uses Amazon Web Service (AWS) for their entire University. They were then able to get rid of some servers and free up time for staff that were maintaining them.

- Attributes of Cloud Computing
    - No capital expenditure
    - Pay as you go and only for what you use
    - Can scale up or down as needed
    - Improves time to market
    - Allows you to focus your engineering resources on what differentiates you instead of managing the undifferentiated infrastructure resources

The concern for AWS is not IT security but a contract problem - it must be negotiated

- Tableau is a dashboard that can be used to make the most of the information that you're already collecting. One example of the possibilities that Scott demonstrated was a map of the U.S. and pins were dropped in the locations that Cornell receives samples. It will also show the total number of accessions from that location.

Tableau allows you to make smarter decisions because it's based on actual data.

"Leading Change" presented by Kim Ramm, Cornell

There are four personality types that you deal with when implementing change.

- **Chargers**- innovative, loud. Anxious to move forward
- **Critics**- long timers of the organization, had power at one time, they know the reason why whatever you're trying to implement won't work
- **Bystanders** - waiting to see what happens before they decide which side of the fence they'll be on
- **Victims** - the change is causing them extreme anxiety

Strategies for dealing with these personality types:

Chargers: have face to face discussions, provide a project timeline, and explain why everyone needs a chance to catch up to them

Critics: listen to their thoughts, call their bluff when necessary, divert them with something they are passionate about, require them to provide metrics for decision making

Bystanders: this will be the majority of people, help them prepare for the change by having training sessions

Victims: need special handholding and possibly extra training time; benefit from one-on-one discussions.

"Opening a Satellite Laboratory: Trials and Tribulations" presented by Dr. Rick Fredrickson, University of Illinois

The University of Illinois has opened a satellite clinical pathology laboratory inside of a 40 vet practice in Buffalo Grove (suburb of Chicago). This is one of three very large referral clinics in the Chicago area. With the large number of clinicians and established clientele, it made good financial sense to partner with Veterinary Specialty Center (VSC).

Illinois has 2 former governors currently in prison and therefore the procurement procedures are very tedious and slow. Purchasing clinical pathology equipment that was used in Urbana lab was the goal to keep the labs operating the same as much as possible – but it was a nightmare.

Once the lab was up and running, the numbers of samples coming in were nothing like what had been promised to us. After much frustration, the problem was that the techs didn't want to walk the samples to the lab. They had always run their own samples so they wanted to continue to do a familiar procedure. They also felt like the lab took too long to give them results. They were used to bedside analyzers that produced results in a couple of minutes, not the 30 minutes that the lab was taking. Since then the lab has won them over and provided the quality that they were missing out on with so many handheld instruments. Having a full time clinical pathology in the building has created a bridge between the lab techs and the VSC staff.

"Implementation of a Large Scale LIMS System" presented by Becky Callan, Cornell

Cornell changed from UVIS to VetView and Becky told us how they handled the project.

Each section was required to assign 'super users'. These were users that were going to learn the entire system, not just perform their section duties. This allowed for deeper knowledge of the system within each section. To achieve buy-in, each section was asked to create a wish list of items that the prior system didn't offer but was something they wanted from the new system.

They enlisted the help of a campus project manager to keep the process moving. This would allow the lab employees to continue to perform their duties and have someone else focus entirely on moving the project forward.

They had extensive notification of the upcoming change to the clients and employees. Banners were placed in the lab that had a countdown to going live. The website and billing statements included the countdown as well to keep the clients up to date.

Laboratory Updates

The laboratory updates are performed as a round table discussion. Topics included:

- Open positions in the laboratory
- New facilities and remodeling of current buildings
- Changing to new LIMS or recent change in place
- AIV emergency preparedness
- IT

The meeting room met the needs of the committee.

Meeting attendees

Name	Organization	LAMP member	E-mail
Sarah Raynak	Michigan State	Y	raynak@dcpah.msu.edu
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