



College of Medical
Laboratory Technologists
of Ontario

ANNUAL REPORT 2012

Mega Ends Policy (Mission Statement)

The College of Medical Laboratory Technologists of Ontario (CMLTO) exists for the protection of the public's right to safe, high-quality health care through self-regulation and leadership of the medical laboratory technology profession.

High Level Ends Policy 1 – Public Interest

The public has access to transparent, objective, impartial and fair regulatory practices and processes.

High Level Ends Policy 2 – Ethical and Competent Medical Laboratory Technologists (MLTs)

Medical laboratory technologists, in their various capacities, are competent, ethical, accountable and professional in their practice.

High Level Ends Policy 3 – Health System Collaboration

The effectiveness of the health system is advanced through CMLTO's regulatory mandate to collaborate with other Colleges, health professions, members, and stakeholders.

Sub-End 3A The scope of practice of medical laboratory technologists is optimized.

Sub-End 3B Medical laboratory assistants and technicians are regulated in the Province of Ontario for the protection of the public.

Sub-End 3C Health care inquiry, policy, and planning are influenced as CMLTO's information, corporate knowledge, and expertise are shared.

2012 CMLTO Council Members

Denise Evanovitch, President, Professional
Jan Maxwell, Vice-President, Professional
Mansura Begum, Vice-President, Public

Ayo Adediji, Public
Mohini Basran, Public
Paula Curti, Professional
Susie Davies, Professional
Samantha Kimball, Professional
Bill Kocmarek, Professional
Eva Lloyd, Public
Joseph Merhi, Public
Meerna Nsouli, Professional
Jim O'Leary, Professional
Karen Persad, Professional
Anna Robinson, Professional
Robin Thompson-McAvoy, Academic
Robert Warren, Public

2012 CMLTO Committee Appointments

Executive Committee

| | |
|-------------------|--------------|
| Denise Evanovitch | President |
| Jan Maxwell | Prof, V.P. |
| Mansura Begum | Public, V.P. |
| Samantha Kimball | Prof |
| Joseph Merhi | Public |

Patient Relations Committee

| | |
|----------------------|--------|
| Karen Persad (Chair) | Prof |
| Susie Davies | Prof |
| Ayo Adediji | Public |
| Mohini Basran | Public |
| Elizabeth Mercuri | NCCM |

Registration Committee

| | |
|-----------------------|--------|
| Jim O'Leary (Chair) | Prof |
| Paula Curti | Prof |
| Robin Thompson-McAvoy | Prof |
| Eva Lloyd | Public |
| Joseph Merhi | Public |
| Robert Warren | Public |
| Masi Basiri | NCCM |
| Sandra Dimou | NCCM |
| Shauna Dowsley | NCCM |

Quality Assurance Committee

| | |
|---------------------|--------|
| Jan Maxwell (Chair) | Prof |
| Paula Curti | Prof |
| Mansura Begum | Public |
| Geeta Seocharan | NCCM |
| George Broukhanski | NCCM |
| Christine MacKay | NCCM |

Inquiries, Complaints & Reports Committee (ICRC)

| | |
|-----------------------|--------|
| Anna Robinson (Chair) | Prof |
| Robin Thompson-McAvoy | Prof |
| Mohini Basran | Public |
| Robert Warren | Public |
| John Tarbush | NCCM |
| Darlene Collett | NCCM |
| Debra Browning | NCCM |
| Tony Wong | NCCM |
| Kelly McPherson | NCCM |

Fitness to Practise Committee

| | |
|-----------------------|--------|
| Meerna Nsouli (Chair) | Prof |
| Bill Kocmarek | Prof |
| Eva Lloyd | Public |
| Vacant | Public |
| Helen Meaney | NCCM |
| Rosanne Janicki | NCCM |

Discipline Committee

| | |
|-----------------------|--------|
| Bill Kocmarek (Chair) | Prof |
| Meerna Nsouli | Prof |
| Ayo Adediji | Public |
| Mansura Begum | Public |
| Vacant | Public |
| Rhonda Borchardt | NCCM |
| David Hancock | NCCM |
| Shaker Farhat | NCCM |
| Viola Freeman | NCCM |
| Maimin Xu | NCCM |

Legend

Prof = Professional Member
 Public = Public Member
 NCCM = Non-Council Committee Member

President's message



This past year as Council President of the College of Medical Laboratory Technologists of Ontario (CMLTO) was a very busy and successful year for me, the Council and CMLTO staff.

In 2012, our shared commitment to public protection

remained strong as ever as we met challenges in the changing health care sector head on by focussing on:

- enhanced professionalism
- strengthening competencies and behaviours for safe and effective MLT practice
- reaffirming our values and professional commitment to the public
- fostering interprofessional collaboration
- the regulation of medical laboratory assistants and medical laboratory technicians
- facilitating health human resource planning.

In order to achieve its goals, the CMLTO Council renewed the College's Strategic Framework in 2012, to guide its work for the next three years.

The following strategic themes established in the Strategic Framework provide a road map to success.

Empower professionalism

Promote quality care

Shape the future

Advance regulatory best practice.

Our previous accomplishments and the work begun in the past year, provide an excellent foundation to lead self-regulation forward in the practice of medical laboratory technology.

I am particularly proud of the accomplishments and goals met in 2012. I invite you to read about CMLTO's achievements in depth starting on page 3.

As self-regulated professionals, we have embarked on a journey to excellence in our drive to protect the public interest.

Denise Evanovitch, MLT

President

Registrar and Executive Director's message



When looking back on 2012, I am struck not only by the sheer number of objectives that CMLTO achieved successfully, but by how they were made possible through consultation and collaboration with

members, partners and stakeholders.

Protecting the public interest is an enormous responsibility shared by CMLTO and its members. The CMLTO provides leadership and enforces regulatory standards; MLTs practice competently, ethically, professionally and collaboratively.

Every day we work to uphold our obligations to the people of Ontario. CMLTO must provide programs and services required by law to enable MLTs to meet the high standards that ensure the accuracy and quality of medical laboratory tests.

In collaborating with sector stakeholders like other regulators, associations, educational institutions, and government, CMLTO engages in knowledge exchange and is able to offer innovative solutions to health system challenges. In much the same way, MLTs engaging in interprofessional collaboration are able to offer their unique knowledge and skills to ensure patient safety and improve outcomes.

Collaborating within the broader health care system or as part of a patient's care team, means working together to build understanding. CMLTO and its members are leveraging strengths to accomplish extraordinary things, all in the best interest of the people of Ontario.

Kathy Wilkie, BHA, MLT

Registrar and Executive Director

CMLTO achievements

Ensuring that Ontarians are receiving high quality health care and test results is top of mind for CMLTO. As self-regulating health practitioners, MLTs are held accountable by legislation, standards of practice and a code of ethics. CMLTO's projects and initiatives lead self-regulation of MLTs forward in the interest of public safety in accordance with the legislation. It strives to achieve strategic outcomes to protect the public interest and contribute to a high-quality health care system.

Engaging with members for the future

In October, the CMLTO hosted representatives from the Canadian Society for Medical Laboratory Science (CSMLS), the Ontario Society of Medical Technologists (OSMT), and the Clinical Laboratory Management Association (CLMA), Trillium Chapter to discuss its "Enhanced Professionalism" initiative.

Each organization shared current and potential initiatives that will contribute to enhanced professionalism. The group also explored the possibility of leveraging each organization's mandates and efforts in support of interprofessional collaboration.



(L-R) Barry Vermeersch, CLMA Trillium Chapter Director; Kathy Wilkie, CMLTO Registrar and Executive Director; Tricia VanDenakker, CSMLS President; Christine Neilsen, CSMLS Executive Director; Blanca McArthur, OSMT Executive Director; John Tzountzouris, CMLTO Member Relations and Policy Specialist; Denise Evanovitch, CMLTO President; Shari Batson, OSMT President; and Nicholas Paul, CLMA Trillium Chapter President.

Extending regulation in the field

CMLTO continued its groundwork to implement voluntary rostering for medical laboratory assistants and medical laboratory technicians.

Operating fairly

CMLTO is subject to Ontario's fair access law under the *Regulated Health Professions Act, 1991* (RHPA), which outlines its obligation to have transparent, objective, impartial and fair registration methods and requirements.

As the overseer of licensing in 40 regulatory bodies for Ontario professions, the Office of the Fairness Commissioner (OFC) reviewed and assessed CMLTO's registration processes in 2012. In its report, the OFC found that CMLTO once again demonstrates many commendable practices.

Influencing legislation

The Health Professions Regulatory Advisory Council (HPRAC), which provides independent policy advice to the Ontario Minister of Health and Long-Term Care on matters related to the regulation of health professions across the province, asked CMLTO and the other stakeholders for advice on the issue of mandatory revocation provisions and treatment of spouses by health care professionals.

The CMLTO submission detailed its belief that it is not necessary to amend the provisions of the RHPA in any way as there is already a mechanism for dealing with issues of sexual abuse and the treatment of spouses, which can accommodate the various perspectives of all the health professions regulated under it.

The CMLTO is of the view that by leaving the particulars and context of each case to be reviewed and weighed by the Inquiries, Complaints and Reports Committee (ICRC) at each College, there would be no need to provide alternatives to the mandatory revocation provisions. The zero-tolerance philosophy related to sexual abuse can be preserved without the need for an outright ban on the treatment of spouses.

Sharing knowledge and collaborating

The Federation of Health Regulatory Colleges of Ontario (FHRCO) announced in May that it elected **CMLTO Registrar and Executive Director Kathy Wilkie** to serve as one of its Officers.

CMLTO **collaborated with other FHRCO members** to develop and launch an online tool to help interprofessional teams coordinate care within the expanded (and overlapping) scopes and authorities established by the *Regulated Health Professions Statute Law Amendment Act*. Interprofessional teams using it will be able to quickly and safely resolve questions of individual or professional roles and responsibilities. The tool is customizable to unique point-of-care circumstances and assists team members in decision making for issues regarding:

- record keeping
- transfer of care
- provision of specific elements of patient care.



Council approved the redefinition of CMLTO electoral districts to align them with LHINs rather than District Health Councils.

The **Canadian Alliance of Medical Laboratory Professionals Regulators (CAMLPR)** met in Montreal in October. CAMLPR is comprised of the Registrar/Executive Directors of the MLT regulatory bodies from Alberta, Manitoba, New Brunswick, Nova Scotia, Ontario, Quebec and Saskatchewan. Discussions focussed on approving bylaws and the exchange of information and sharing knowledge about regulatory trends, leading practices, policy and legislation.

CMLTO Registrar and Executive Director Kathy Wilkie made a presentation at the **International Policy Governance® Association's (IPGA) 2012 Conference** in June. The IPGA is a forum for responsible and ethical governance by organizations, like the CMLTO, which use the Policy Governance® system.

CMLTO staff presented "Self-Regulation of Medical Laboratory Professionals" at the **Gamma-Dynacare Medical Laboratories 2012 Learning Symposium** in Ottawa, in September to approximately 130 laboratory professionals from Gamma-Dynacare in Ottawa and Brampton and a number of Eastern Ontario Regional Laboratory Association (EORLA) personnel .

CMLTO's operational framework concept for the establishment of a voluntary roster for medical laboratory assistants and technicians was presented to a group of MLTs from across Canada at the **Canadian Society for Medical Laboratory Science (CSMLS) LABCON 2012** conference in Gatineau, Quebec.

This year **CMLTO staff responded to numerous consultation requests** from other health regulatory Colleges, professional associations, and educational institutions at the local, provincial and federal level.

The **CMLTO was actively involved** in a variety of external committees and working groups including:

- Allied Health Professional Development Fund Advisory Committee
- Canadian Alliance of Medical Laboratory Professionals Regulators (CAMLPR)
- Canadian Institute for Health Information (CIHI) Health Human Resources-Medical Laboratory Technologists Data Base (MLTDB) committee
- Canadian Medical Association Assembly of Health Science Professions
- Canadian Society for Medical Laboratory Science (CSMLS), including:
 - National Certification and National Regulatory Councils
 - Project Advisory Committee to assess the integration of internationally educated health professionals in Ontario
- Federation of Health Regulatory Colleges of Ontario (FHRCO), including:
 - Board of Directors and Executive Committee
 - Accessibility for Ontarians with Disabilities Working Group
 - Interprofessional Collaboration Working Group
- Mohawk College of Applied Arts and Technology, Medical Laboratory Technology Bridging Program Advisory Committee
- Ministry of Health and Long-Term Care Health Professions Database (HPDB)
- Ontario Regulators for Access Consortium
- Quality Assurance Working Group
- Quality Management Program-Laboratory Services (QMP-LS) Advisory Council.
- Social Media Working Group (intercollege collaborative project).

Communicating with members and stakeholders

An article about CMLTO's mandate appeared in a special supplement titled, "Careers in Healthcare - Highlighting Canada's Allied Health Professions," *[Alright]*. distributed in the July 20, 2012, issue of the National Post.

CMLTO released its **3rd Annual Medical Laboratory Technologists: 2012 Health Human Resource Exploration report** to analyze health human resource (HHR) planning needs. As required by legislation, demographic and practice-specific data are collected during initial registration and annual renewal processes. The report investigates MLT practice, employment facility and status, and the provision of MLT education to aid in future HHR planning. CMLTO is analyzing emerging trends from three years of data collection.

Based on discussion with MLTs and building on the themes presented in the CMLTO White Paper: *Empowering Enhanced Professionalism*, CMLTO released its **Enhanced Professionalism Position Paper** in April.

The position paper:

- defines the components of enhanced professionalism
- highlights its importance in support of the evolution of the health care system
- presents a case for the collaborative efforts of stakeholders in the profession to assist in this transformation.

In an effort to deliver the most current and useful information for members and applicants, CMLTO reviewed and updated its career map for internationally-educated MLTs.

College of Medical Laboratory Technologists of Ontario

Public protection through regulation: Medical laboratory technology professionals

How often has a medical appointment resulted in your doctor saying to you, "I'd like to run a few tests?" Physicians base the majority of their decision-making about diagnoses and treatments on lab tests. How often have you thought about the self-regulated health professionals performing those tests or the quality of the results?

In Ontario, approximately 7700 medical laboratory technologists (MLTs) conduct nearly half a million lab tests each day. Each MLT is a regulated health care professional and together they comprise the fourth largest group of regulated health professionals in Ontario.

The College of Medical Laboratory Technologists of Ontario (CMLTO), the governing body for medical laboratory technologists in Ontario, ensures that MLTs meet strict competency and ethical standards, and are held accountable for their conduct and practice. It sets the standards for entry to practice to the profession and investigates complaints regarding the professional conduct of its MLT members. Qualified individuals must be registered with the CMLTO to work as MLTs in Ontario.

CMLTO's role, programs, and governance all contribute to making the medical laboratory technology profession accountable. The CMLTO ensures you can have confidence in the MLTs performing your lab tests and protects your right to safe, high-quality health care through self-regulation of the medical laboratory technology profession.

MLTs may practice in specialized areas like transfusion science (e.g. performing tests associated with tissue and organ transplant), genetics (e.g., studying chromosomes, DNA and RNA, from cells of body fluids and tissues to diagnose genetic diseases) and cytology (e.g., studying and identifying normal and cancerous cells). The results from these tests help other medical practitioners diagnose, treat and monitor many medical conditions.

Expected to maintain their competence throughout their careers, MLTs continually enhance their knowledge and skills, and participate in the quality assurance program. They are required to share their knowledge and information with other health care team members, thus enhancing interprofessional collaboration (coordinated patient-centred care provided by diverse health professionals working together).

"Being part of a regulated health profession in Ontario means that legislation, regulations, bylaws, a code of ethics, standards of practice, and practice guidelines collectively establish a framework for our practice and ensures that our work protects the public's right to safe, high-quality health care," says CMLTO Registrar and Executive Director Kathy White.

MLTs must understand and comply with the professional, legal and ethical requirements governing their practice, including applicable provincial and federal statutes, regulations and agreements.

MLTs who do not maintain the standards of practice may be investigated by the CMLTO's Inquiries, Complaints and Reports Committee, which may refer the matter to a Panel of the Discipline Committee for a hearing. An MLT may face fines, suspension and/or revocation of his or her right to practice if found to have committed an act of professional misconduct.

The CMLTO exists to ensure the public receives quality laboratory services from competent and ethical professionals. It protects the public's right to safe, high-quality health care through self-regulation of the medical laboratory technology profession.

Learn more about how the CMLTO ensures the quality of the services that MLTs provide in labs throughout Ontario.

Margaret Gaudin is the Corporate Communications Specialist at the College of Medical Laboratory Technologists of Ontario (CMLTO).

For more information, call the College of Medical Laboratory Technologists of Ontario (CMLTO) at 1-800-323-9672 or visit www.cmlto.com.

Committee reports

Executive Committee

The Executive Committee mandate is to conduct urgent business in between Council meetings to ensure the objects of the College are met and to contribute to the development of governance excellence by the Council.

In 2012, the Committee held two meetings and one teleconference.

The Committee:

- reviewed and approved the 2011 & 2012 audited Financial Statements
- made recommendations to Council on the composition of Statutory Committees for 2013
- reviewed the 2013 budget.

Discipline Committee

The Discipline Committee considers allegations of professional misconduct or incompetence that are referred for a hearing.

The Discipline Committee's regulatory mandate authorizes panels of the Discipline Committee to hold hearings to consider allegations and determine the penalty to be imposed. Discipline panels are also required to issue a written decision and reasons in each case they hear.

There were no referrals to the Discipline Committee in 2012 and therefore, no hearings were held.

Fitness to Practise Committee

The Fitness to Practise Committee holds hearings to determine if a member is physically or mentally incapacitated.

The Fitness to Practise Committee's regulatory mandate authorizes panels of the Fitness to Practise Committee to hold hearings to determine if a member is incapacitated and to determine the appropriate order to be imposed. Fitness to Practise panels issue a decision and reasons in each case they hear.

There were no referrals to the Fitness to Practise Committee in 2012 and therefore, no hearings were held.

Inquiries, Complaints and Reports Committee

The Inquiries, Complaints and Reports Committee handles all complaints and considers all investigation reports related to the conduct of members.

In 2012, the Committee held four meetings, two in person and two by teleconference. During the year, the Committee held an orientation meeting, and considered three complaints, concluding all three with no further action. The Committee considered Reports related to four other matters which were the subject of previously approved investigations, concluding one with no further action, one with reminders to the member, referring one to an Inquiry Panel and referring one to the Discipline Committee for a hearing. One matter already under consideration by an Inquiry Panel was concluded by having the member sign an appropriate acknowledgment & undertaking with the College. The Committee also approved the appointment of an investigator at the request of the Registrar & Executive Director in six matters.

Patient Relations Committee

The Patient Relations Committee plans, implements and monitors the CMLTO's Patient Relations program, as required by the *Regulated Health Professions Act, 1991*. Through its activities, the Committee strives to foster excellent patient relations by all members.

The Patient Relations program includes measures for preventing or dealing with sexual abuse of patients, educational requirements for members, guidelines for the conduct of members with patients, training for the CMLTO staff, and, the provision of information to the public. In addition, the Committee administers the program, established by the CMLTO, to provide funding for therapy and counselling for persons who, while patients, were sexually abused by members. In 2012, there were no applications for funding.

Patient Relations Committee con'd

In 2012, the Committee:

- developed an interprofessional collaboration case study, including the “six rights of specimen collection” which was introduced through FOCUS and posted on the website
- finalized the content for a proposed “Abuse Prevention” module for the CMLTO’s professional practice learning program
- developed a case study on the release of critical laboratory results
- reviewed and, where necessary, revised documents related to the CMLTO’s sexual abuse prevention plan.

Quality Assurance Committee

The mandate of the Quality Assurance Committee is to ensure the quality of professional practice by developing and maintaining programs and standards to promote continuing competence among members.

The Committee held four meetings in 2012 and:

- completed the Practice Review assessments of 517 of 550 practising members selected randomly, reported the results and those of the voluntary review of the professional practice learning program (PPLP) modules.
- completed the audits of the Professional Portfolios of 498 of 500 members selected randomly, and reported on the development of supporting policies for a competence evaluation program framework.
- issued the *Professional Practice Guide* to 238 new members.
- completed the final draft of the *Ethical Decision-Making Guideline*.

Registration Committee

The Registration Committee establishes and maintains the standards for registration with the CMLTO. The Committee also recommends changes to entry to practice standards in response to changes in the practice of medical laboratory technology.

In 2012, CMLTO received and approved 249 new applications for registration.

During the year, the Committee held four meetings, including a comprehensive orientation session.

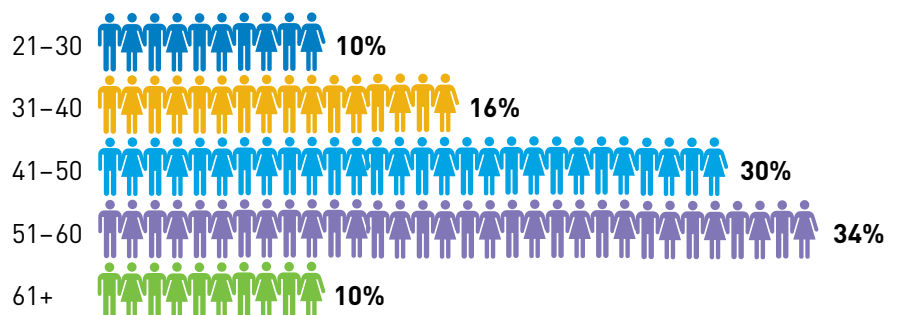
88%

of practising MLTs are employed full time.

CMLTO registration history

| | 2012 | 2011 | 2010 | 2009 | 2008 |
|-----------------|------|------|------|------|------|
| Registered MLTs | 7684 | 7726 | 7724 | 7702 | 7750 |
| Practising | 7203 | 7272 | 7247 | 7215 | 7225 |
| Non-practising | 461 | 454 | 477 | 487 | 525 |
| New applicants | 249 | 284 | 299 | 266 | 279 |

Age distribution of CMLTO members



Financials-2012 Independent Auditor's Report

TO THE COUNCIL OF THE COLLEGE OF MEDICAL LABORATORY TECHNOLOGISTS OF ONTARIO

The accompanying summary financial statements of the College of Medical Laboratory Technologists of Ontario ("the College"), which comprise the summary balance sheet as at December 31, 2012, and the summary statement of operations for the year then ended, are derived from the audited financial statements of the College for the year ended December 31, 2012. We expressed an unmodified audit opinion on those financial statements in our report dated April 9, 2013.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements therefore, is not a substitute for reading the audited financial statements of the College.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of the College for the year ended December 31, 2012 are a fair summary of those financial statements, in accordance with Canadian accounting standards for not-for-profit organizations.



CHARTERED ACCOUNTANTS
Licensed Public Accountants

Toronto, Ontario
April 9, 2013

Summary Balance Sheet

As at December 31, 2012

| | 2012 | 2011 |
|------------------------------------------|------------------|-------------|
| ASSETS | | |
| Current assets | | |
| Cash | \$ 1,687,323 | \$1,282,692 |
| Investments | 3,193,772 | 3,151,468 |
| Prepaid expenses and sundry receivables | 74,165 | 78,691 |
| | 4,955,260 | 4,512,851 |
| Property and equipment | 70,519 | 93,544 |
| | 5,025,779 | 4,606,395 |
| LIABILITIES | | |
| Current liabilities | | |
| Accounts payable and accrued liabilities | 456,271 | 392,839 |
| Deferred revenue | 2,214,570 | 2,167,395 |
| | 2,670,841 | 2,560,234 |
| Deferred lease inducement | 62,125 | 93,187 |
| | 2,732,966 | 2,653,421 |
| NET ASSETS | | |
| Invested in property and equipment | 70,519 | 93,544 |
| Operating fund | 1,212,294 | 949,430 |
| Abuse therapy fund | 60,000 | 60,000 |
| Legal fees fund | 100,000 | 100,000 |
| Contingency fund | 750,000 | 650,000 |
| Strategic challenge fund | 100,000 | 100,000 |
| | 2,292,813 | 1,952,974 |
| | 5,025,779 | 4,606,395 |

Summary Statement of Operations

Year Ended December 31, 2012

| | 2012 | 2011 |
|----------------------------------------------|------------------|------------|
| Revenues | | |
| Membership dues | 2,564,435 | 2,593,196 |
| Investment income | 45,491 | 55,290 |
| Other income | 17,215 | 12,432 |
| | 2,627,141 | 2,660,918 |
| Expenses | | |
| Membership services | 314,913 | 375,202 |
| Council and committees | 192,149 | 204,762 |
| Strategic development and projects | 150,803 | 88,524 |
| Corporate services | 1,601,212 | 1,508,298 |
| Depreciation | 28,226 | 29,155 |
| | 2,287,303 | 2,205,941 |
| Excess of revenues over expense for the year | \$ 339,838 | \$ 454,977 |

Complete audited financial statements are available upon request from the office of the Registrar.

**College of Medical Laboratory
Technologists of Ontario**

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