

I would like to thank the ICPI for the travel award which I used to attend the ASCP's 2009 Leadership Exchange in Philadelphia. I gained valuable insight on how effective laboratory supervisors manage and improve staff performance in a fair, non-judgemental manner. With respect to patient safety and laboratory errors, I learned about various types of pre-analytical, analytical, and post-analytical errors that can occur, how to apply certain methods such as root cause analysis and others to identify the sources of error, and how to use statistical methods to measure laboratory performance. With respect to laboratory inspections, I learned about current regulatory requirements, how to respond and correct internally and externally identified deficiencies, how to prevent deficiencies by performing periodic self-reviews, and how to interact with inspectors in a professional and confident manner. Overall, this experience will make me a better resident and future practicing pathologist.