Recognizing our Employees Who Serve With Enthusiasm, Integrity and Dedication

By Anne Marie Mullin, Chief Executive Officer

Every April is National Medical Laboratory Professionals Week, a time to celebrate our medical laboratory professionals and pathologists who play a vital role in every aspect of health care. For 21 years, Laboratory Alliance has shown its support and gratitude for the hard work performed by our laboratory professionals and their support teams. The week is highlighted with special events, appreciation gifts and employee donations to area non-profit groups.

Another goal of Laboratory Professionals Week is to inform and educate medical colleagues and the public about the medical laboratory and the impact these dedicated skilled professionals have on overall patient care. Since laboratory professionals work behind the scenes, few people know much about the critical testing they perform every day.

In part because of the field’s low visibility, it has been an ongoing challenge to recruit laboratory professionals. Laboratory management report high vacancy rates across the nation, with the Northeast region reporting the highest overall vacancy rate — nearly 10 percent — when compared with the other regions.

According to its website, the Bureau of Labor Statistics projects a nationwide need for a 13 percent average increase in medical laboratory technicians (MLTs) and medical technologists (MTs) between 2016 and 2026. This is nearly double the 7 percent average increase in all occupations.

Then consider this: a substantial increase of 22 percent in demand/growth for medical and clinical laboratory technologists and technicians between 2012 and 2025 is projected by the U.S. Department of Health and Human Services, Human Resources and Service Administration.

Given that we have an increased need for medical laboratory professionals at a time that there are already high vacancy rates, industry groups predict the profession is suffering from a workforce shortage that is approaching crisis levels for medical laboratory technicians, medical technologists, cytologists, histotechnicians and histotechnologists.

How we are meeting the challenge

For two decades, Laboratory Alliance has been directly impacted by the scarcity of qualified New York state-licensed medical technologists and medical laboratory technicians. The key to resolving the shortage may be through greater awareness of laboratory career opportunities. Laboratory Alliance has been telling anyone contemplating a two- or four-year degree in science to choose clinical laboratory technology (CLT) and there will be a career waiting upon graduation. A challenge considering that a recent survey reported that out of 4,500 high school seniors, 75 percent did not know the profession exists.

Laboratory Alliance’s recruitment efforts include print advertising, radio underwriting announcements, notices on our website homepage and on hospital career pages, and LinkedIn social media posts. Posters, publicity and brochures targeting students and their families are distributed at career fairs, healthcare trade shows and at Laboratory Alliance’s patient service centers.

Also, we network with colleges that offer medical laboratory technician / medical technologist degrees, including Upstate Medical University and SUNY Broome.

Currently, Laboratory Alliance is a business partner with the Syracuse City School District. As a business partner, we help develop the professional and technical skills of students enrolled in the clinical laboratory technology program at Henninger High School. This program provides students with a pathway to complete the CLT program offered through SUNY Broome, obtain New York State licensure as a medical laboratory technician, and employment with our organization.

Laboratory Alliance has been preparing for the MT/MLT shortage for some time. As we are forced to look at ways to operate our labs with fewer licensed personnel, I thank everyone at Laboratory Alliance for stepping up to the challenge. Laboratory Alliance’s employees are a testament to hard work, diligence and professionalism. Each of us should be proud to be part of the clinical laboratory profession.
A Million Miles a Year Transporting Specimens

By David Dollinger, Manager, Transportation Department

When we think of laboratories and how they operate, most are focused on testing and subsequent results, the technicians’ responsibilities and conditions inside the facility where sample research and measurements take place. Few give much thought to how the samples arrive at the facility. However, sample transport is an important part of a successful laboratory operation. A healthy and timely sample is vital to accurate analysis. Laboratory Alliance has a very busy Transportation Department that tallies over a million miles with its fleet each year. For 2018, the actual number of miles driven was 1,159,000 miles.

Based at our Operations Center at Electronics Business Park in Liverpool, we manage a fleet of 28 vehicles. Twenty of the cars are driven by our couriers, who drive the majority of the miles covering 30 routine routes every day. Rounding out the fleet are four cars used by our phlebotomists who call on patients in their homes, three driven by our sales and account representatives to call on healthcare providers, and a cargo van that assists in transporting our staff and equipment from our Facilities and Information Systems Departments.

Maintaining a fleet of this size requires special skills and teamwork. Dispatcher Brad Seamon helps organize the constant rotation of vehicles for preventative maintenance. We average 167 oil changes, 35 sets of new tires, 156 sets of brake pads and nearly 80 sets of rotors each year. Add the miscellaneous needs like windshield wiper blades, over 200 gallons of windshield washer fluid and more than 500 car washes per year, all of which help keep our fleet looking sharp and running smooth.

Supervisor John Capoto and Brad oversee the extensive courier network that enables Laboratory Alliance to customize the pick-up and delivery service for all of our customers. Our couriers drive more than 3,100 miles daily. Of the 30 routes they drive every day, our couriers make 730 office stops and stay in contact with dispatch throughout the day via pager phones. In addition, we have six daily stat routes, averaging 95 to 100 calls per day, that require a specimen to be picked up and delivered to the lab within an hour. Specimen pick-ups from physician offices are routinely scheduled primarily Mondays through Fridays, with a growing number of offices open on weekends. Arrangements for Saturday or Sunday pick-ups are made in advance with our Transportation Department, as are requests for special pick-ups, such as specimens that must remain frozen or require stat delivery.

Our team of dedicated and hardworking couriers makes it possible to cover so many miles each day. When they see a slowdown on the highway, they call the dispatcher who can alert our other drivers in the area. They might adjust their driving pattern to accommodate a customer or work an extra hour to wait for a specimen at an office that closes late. Many of our 48 couriers have returned to work following retirement from long-time careers. Their work ethic is remarkable. Even during the worst weather, they do their best to adapt and help other employees shovel out their cars so they can get home safely. They adjust their own schedules to arrive early or stay late to accommodate the department. Most importantly, they take time to understand the needs of our customers and the processes in the laboratory.

Managing a very busy Transportation Department is challenging and requires constant reaction based on needs and requirements. Ensuring that patient care remains our highest priority takes teamwork.
Laboratory Alliance prefers to obtain its skilled workers by promoting from within the company. Dozens of employees have earned their medical laboratory technician (MLT) and medical technologist (MT) licensures while working at Laboratory Alliance. **Jessica Spicer** will take the MLT certification test in April. She recently completed a two-year online degree program with SUNY Broome.

“Originally I wanted to be a nurse, but when I learned more about the role of the laboratory in patient health, I saw that I could be the first person to treat the patient,” said Jessica. “Med techs are first in line to present the result to the doctor or nurse. They are the first person to help the patient.”

Jessica started at Laboratory Alliance nine years ago after she earned an associate degree in medical assisting at Bryant & Stratton College in Syracuse. While working in Laboratory Alliance’s Central Receiving Department, she registered the specimens coming into the lab. She saw she could build a career at Laboratory Alliance, so she applied for a two-year online associate degree in clinical laboratory technology. New York State requires all laboratory MTs and MLTs to be licensed.

“Each semester SUNY Broome offered a specific course in the program, so I stayed on track, working full time and taking classes,” Jessica said.

“Sometimes I worked nights and took classes in the day, then when classes shifted, Laboratory Alliance offered me the flexibility to change my hours to accommodate the course.”

Jessica is the breadwinner for her family. She continued full-time hours and changed positions in the laboratory, moving from central receiving to referral testing to technical processing. Currently working with a limited license until her exam in April, Jessica is now in the Microbiology Department, where she hopes to stay for a while.

“The job skills required for microbiology closely match my own personality – it demands time management and organizational skills,” Jessica said.

“This is such important work. I work with very smart people, some who will be approaching their retirement years. I want to learn everything I can from them. I am challenged, I have job security and job mobility. I see a future at Laboratory Alliance.”

Jessica is one of more than a dozen employees who are continuing their education while working at Laboratory Alliance. More than 30 percent of our employees have been with the company since it was started in 1998, and many of them have committed to education programs while working.

Jessica plans to return to school in the future to pursue a four-year MT degree. As an MT, she will be eligible to work in a management position. In the meantime, she may use the extra time in her schedule to mentor high school students who are considering a laboratory profession.

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**Medical Laboratory Professionals Week Planned for April 21-April 27**

Laboratory Alliance will celebrate Medical Laboratory Professionals Week (MPLW) by recognizing our employees for their contributions to the health of our community.

This is an annual celebration of medical laboratory professionals, who play a vital role in ensuring timely, correct diagnoses and in improving patient outcomes. Seventeen professional medical associations have come together to organize the week to show support and gratitude for the important work performed by laboratory professionals and celebrate the positive impact of this work on overall patient care.

Medical laboratory personnel play an integral role in healthcare delivery. Join us in recognizing the professionals who stay at the leading edge of the changes occurring in laboratory management and healthcare today.
As the U.S. healthcare system has evolved, people have had to take a more active role in the care they and their loved ones receive. Fortunately, taking more responsibility for understanding your care and communicating with your healthcare provider can help extend your healthy years.

Preventive medicine is one area of healthcare in which all consumers can exercise more responsibility and control. Getting regular screening tests for common health problems is a simple and effective first step.

Screening tests can give you and your healthcare provider the information needed to identify health risks and take preventive measures before they become more serious problems. Screening tests include self-checks, clinical exams, non-laboratory tests (such as imaging tests), and laboratory tests. The focus here is on laboratory screening tests.

Getting routine tests performed even though you have no symptoms can help detect problems early and help you benefit from easier and more effective treatment. It can sometimes even prevent disease. It’s easy to take these tests for granted, but their power to keep you healthier longer should not be underestimated.

For example, if you are at-risk for type-2 diabetes, catching the disease in its early stages may help you prevent or manage the condition with diet and exercise alone. Without early detection by a routine screening test, you could miss the opportunity to prevent diabetes, which could result in serious complications and a need for more intensive diabetes management.

To get the maximum benefit from preventive medicine, approach wellness visits prepared to discuss your health outlook and family and medical history with your healthcare provider.

Staying Healthy

Screening Tests for a Healthier Life

Screening tests play a large role in preventive medicine and are an important part of a physical exam.

They have two major benefits:

- **Encouragement to make positive changes**: Even if you are healthy, you can learn to guard your health more closely if a test reveals, for example, a borderline high cholesterol level. Test results can help you take steps to reduce your risk and the likelihood that you will develop a life-threatening disease or disabling condition.

- **Early detection**: Even before symptoms are recognized or increased risks are identified, screening tests help detect disease in its early and most treatable stages.

### Recommendation for Screening Tests for Adults Ages 30 to 49

- High Cholesterol
- Obesity
- Diabetes
- Breast Cancer
- Cervical Cancer
- Colon Cancer
- Prostate Cancer
- Human Immunodeficiency Virus (HIV)
- Chlamydia and Gonorrhea
- Tuberculosis
- Hepatitis B

### Recommendation for Screening Tests for Adults Ages 50 and Up

- Diabetes
- High Cholesterol
- Obesity
- Thyroid Dysfunction
- Osteoporosis
- Breast Cancer
- Cervical Cancer
- Prostate Cancer
- Colon Cancer
- Human Immunodeficiency Virus (HIV)
- Hepatitis C
- Hepatitis B
- Chlamydia and Gonorrhea
- Tuberculosis

To take full advantage of your screening tests and obtain the best preventive care, you should:

- Know your family health history and make sure your doctor knows it.
- Know which immunizations you have had and make sure your doctor also knows.
- Know which health problems you are at risk for and make sure you tell your doctor.
- Increase your awareness of medical tests that are of value to you.
- Talk to and work with your health care provider to maintain your health; this includes identifying lifestyle changes that will improve your health and encouraging your health care provider to discuss screening tests with you.
- Review your health insurance plan and talk to your insurance provider; know what your health care plan does and does not cover and understand the processes for getting referrals and reimbursements.
- Always be willing to ask your health care providers questions or suggest clarification if they say something you don’t understand.

You will get the best preventive care if you approach your visits from a base of knowledge about yourself and your health. Remind yourself that it’s your health and you owe it to yourself to fully comprehend your care.

Lab Tests Online — at labtestsonline.org — is designed to help you, the patient or caregiver, understand the what, why, and how of laboratory testing. It is a helpful reference tool for general health and laboratory medicine articles.
New Test Available for Pertussis
Commonly Known as Whooping Cough

By Paul A. Granato, Ph.D., DABMM, FAMM
Director of Microbiology

Laboratory Alliance’s Microbiology Department now offers a new polymerase chain reaction (PCR) test for the simultaneous detection of *Bordetella pertussis* and *Bordetella parapertussis* in nasopharyngeal specimens.

The new PCR replaces our previously used molecular test for pertussis and requires the use of a new specimen transport collector, called Universal Transport Medium (UTM). This new pertussis test allows for shorter turn-around times and has the added ability to detect *B. parapertussis*.

**Background**

Pertussis, also known as whooping cough, is a bacterial infection of the respiratory tract that is most commonly caused by *Bordetella pertussis*. A less serious form of the disease is caused by *Bordetella parapertussis*.

Prior to the availability of an effective vaccine, pertussis was a major pediatric pathogen, particularly in infants, where the mortality rate was high.

Even though an effective vaccine is widely available, pertussis is an endemic disease in the United States, with peaks in disease incidence occurring every three to five years, sometimes resulting in occasional widespread epidemics.

For example, in 2010, 27,550 cases of pertussis were reported to the Centers of Disease Control, resulting in 27 deaths, 25 of which were babies. Many more cases go unreported because most patients have milder forms of the disease and may not seek medical attention.

**Symptoms**

Pertussis is characterized by a chronic or persistent, non-productive cough that often produces coughing paroxysms. These paroxysms can be so intense that the child is gasping for air which is then followed by a large inspiratory breath sounding like a “whoop,” hence the name whooping cough.

Even though pertussis is generally regarded as a childhood disease, adults can become infected as their immunity wanes years following childhood vaccination. Some studies have shown that immunity drops to 70% within 5 years following vaccination.

Usually adult infections are less severe but any individual who has an annoying and persistent cough may be a candidate for having pertussis infection. Importantly, adults who have waning immunity following childhood vaccination can develop low-grade infections that serve as important reservoirs of transmission to susceptible children and newborns that may subsequently cause outbreaks of disease. Because of this, it is now recommended that adults should receive a booster shot vaccination against pertussis every 10 years.

**Diagnosis**

The most reliable test for establishing the laboratory diagnosis of pertussis is the use of a molecular gene amplification assay, called polymerase chain reaction or simply PCR. Other methods, such as culture and a direct specimen immunofluorescent test, have been used over the years but they have been proven to be insensitive compared to the PCR assay.

The PCR test is performed from a patient’s nasopharyngeal specimen that is transported to the laboratory using Universal Transport Medium (UTM). UTM can be obtained by contacting Client Services at Laboratory Alliance of Central New York at 315-461-3008.

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New York State Influenza Surveillance Reports Generated Weekly

The New York State Department of Health (NYSDOH) collects, compiles, and analyzes information on year-round influenza activity in New York state and produces this weekly report during the influenza season (October through the following May). Reports are available online at health.ny.gov/diseases/communicable/influenza/surveillance/

Weekly Influenza Surveillance Report during the week ending March 2:

- Influenza activity level was categorized as geographically widespread. This is the 12th consecutive week that widespread activity has been reported.
- There were 6,889 laboratory-confirmed influenza reports, a 28% decrease over last week.
- Of the 3,265 specimens submitted by World Health Organization/National Respiratory and Enteric Virus Surveillance System clinical laboratories, 916 (28.06%) were positive for influenza. 908 were influenza A and 8 were influenza B.
- Of the 71 specimens tested at Wadsworth Center, 65 were positive for influenza. 44 were influenza A (H1), 21 were influenza A (H3).
- Reports of percent of patient visits for influenza-like illness (ILI) from ILINet providers was 3.30%, which is above the regional baseline of 3.10%.
- The number of patients hospitalized with laboratory-confirmed influenza was 1,221 a 17% decrease over last week.
- There were no influenza-associated pediatric deaths reported this week. There have been four influenza-associated pediatric deaths reported this season.

National influenza surveillance data is available on CDC’s FluView website at cdc.gov/flu/weekly.
A Look at Laboratory Alliance’s Histology Services

It’s all about the cells

Laboratory Alliance’s histology services provide clients with leading-edge diagnostic technology, quality service and unsurpassed accuracy. Histology involves the examination of sampled whole tissues under the microscope. These specimens require initial tissue preparation, then are treated and analyzed using techniques appropriate to the type of tissue and the investigation required.

Critical components of our service

- Our affiliated pathologists and technologists have years of experience and expertise in anatomic pathology
- Sensitive to your patients’ needs
- Customized to meet the specific requirements of your practice
- State of the art laboratory with continuous evaluation of new technology and equipment
- Extensive courier network for customized pick-up/delivery service

Histopathology

Our histotechnologists and histotechnicians are certified by the American Society for Clinical Pathology and licensed by New York State. They perform histopathology services, including:

- Routine paraffin processing and hematoxylin-eosin stained slides
- Special stains including microwave technology
- Extensive menu of over 100 comprehensive immunohistochemical stains and in situ hybridization techniques

About Histology

Histology is the branch of biology which studies the tissues of animals and plants using microscopy. It is commonly studied using a light microscope or electron microscope, the specimen having been sectioned, stained, and mounted on a microscope slide.

The ability to visualize or differentially identify microscopic structures is frequently enhanced through the use of staining.

Histopathology, the microscopic study of diseased tissue, is an important tool in anatomical pathology, since accurate diagnosis of cancer and other diseases usually requires histopathological examination of samples. Trained physicians, frequently licensed pathologists, are the personnel who perform histopathological examination and provide diagnostic information based on their observations. The trained personnel who prepare histological specimens for examination are histotechnicians, histotechnologists and their support workers. Their field of study is called histotechnology.
New Employees

Please welcome our new employees

At our Operations Center
Angelina Butler – Laboratory Office Assistant
Daniel DuBois – Medical Laboratory Technician
Daysi Gonzalez – Histology Technical Assistant
Sandra Nichols-Kinney – Phlebotomist
Lisa Risley – Medical Technologist
Krystyna Valentín – Technical Processing Assistant

At our Rapid Response Laboratory at Crouse Hospital
Puspa Bhattarai – Laboratory Office Assistant
Katlyn LaManna – Technical Processing Assistant
Corrinne Spaulding – Medical Laboratory Technician

At our Rapid Response Laboratory at St. Joseph’s Hospital
Sangita Dahal – Technical Processing Assistant
Jesalyn Farruggio – Technical Processing Assistant
Katharine Martinson – Technical Processing Assistant
Nicole Spangenburg – Technical Processing Assistant

Employee Anniversaries

January, 15 years
Richard Russell

February, 20 years
Mark Adkins
Phyllis Leone
Jeff Peterson

March, 5 years
Jennifer Klein
Carrie Long
Jessica Spicer

March, 15 years
Kathleen Scrimale

March, 20 years
Michael Lynch

April, 10 years
Elena D’Anna
Roseanne Ianuzzi
Melissa Ronk
Francis Springer

April, 15 years
John Daucher
Sam Toscano

When you need lab work, Camillus is convenient

Township 5 Medical Buildings
260 Township Blvd., Suite 40
at Hinsdale Road
Monday-Friday 8 am - 4:30 pm
Closed for lunch from 12:15 - 1 pm

Medical Center West
5700 West Genesee St., Suite 209
Monday-Friday 7:30 am - 4:30 pm
Open during lunch
Saturday 8 am to Noon

When your doctor orders blood tests, visit laboratoryalliance.com for directions and hours to our 12 patient service centers.

We’re also in Baldwinsville, Cazenovia, Cicero, East Syracuse, Fayetteville, Liverpool, Pulaski and 3 centers in Syracuse.

No appointment needed!
First come, first served.
Prompt and courteous.
Coming Events

Saturday, March 23
American Heart Association Heart Walk,
SRC Arena at Onondaga Community College

Sunday, April 21 to Saturday, April 27
National Medical Laboratory Professionals Week

Thursday, May 16
Celebrating Life Through Chocolate, to benefit Hospice of CNY, Bella Domani, North Syracuse

Volunteers Eager to Address Community Issues, Create Opportunities and Learn
By Katie Hanlon, Board and Donor Relations Associate, United Way of Central New York

The mission of United Way of Central New York is to improve lives by mobilizing the caring power of our community. One way we’re able to do that is by bringing together community members and leaders through our two affinity groups – Young Leaders United (YLU) and Women United (WU).

YLU began in 2014 to join together young professionals in the Syracuse area and engage them in United Way’s mission and activities. Throughout the year, members are given the opportunity to volunteer, attend leadership and community education events, and engage in social activities.

Embarking on our fifth year, YLU consists of over 200 members from more than 50 companies across Central New York. It’s a wonderful way to meet new people, network, and have fun all while giving back to our community.

With such a positive response to YLU, we had high hopes when we launched Women United in late 2017 and in just one year we already have over 200 members! WU is focused on providing opportunities for women to learn, discuss important issues, understand challenges facing women, and explore ways to have collective impact.

Similar to YLU, we offer monthly volunteer opportunities and quarterly leadership education events. Together we advocate, fundraise, volunteer, and serve as a resource for those endeavoring to solve community issues and create opportunities that make it possible for everyone to thrive.

These affinity groups are a great way for us as community members to have the greatest collective impact. Membership to either group is available to those who contribute a minimum of $250 directly to United Way. Money raised through YLU and WU membership, along with money raised through fundraising events such as YLU’s signature event, Pump It Forward Friday, support our Community Fund, which allocates funding to 87 programs through 33 partner agencies.

For more information on YLU or WU, please contact Katie Hanlon at 315-428-2200 or khanlon@unitedway-cny.org.

When you need lab work... we’re open on Saturday:
From 8 a.m. to noon at these locations:
- Baldwinsville - Village Commons
- Camillus - Medical Center West
- Fayetteville - Northeast Medical Center
- Liverpool - North Medical Center

WE’RE HIRING
LABORATORY PROFESSIONALS

Medical Laboratory Technicians
Medical Laboratory Technologists
Cytotechnologists
Histotechnicians

A career in laboratory medicine is a smart choice for students who enjoy science and want a strong job market upon graduation.
Talk with us about careers in laboratory medicine and visit our website to learn more at laboratoryalliance.com/careers

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- Liverpool - North Medical Center

Comments, suggestions or inquiries should be directed to Joan Rusin, Senior Executive Assistant, 315-448-5416, or by email to joanrusin@lacny.com