

**Lucia M. Berte**  
**MA, MT(ASCP)SBB,DLM**  
**CQA, CMQ/OE (ASQ)**

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***LABORATORIES MADE BETTER! P.C.***

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**WORK EXPERIENCE:**

2007 to present	President, <i>Laboratories Made Better! P.C.</i> Providing consulting services for laboratory quality management
1996 to 2006	Consultant, quality systems in the health care environment
1999 to 2006	Instructor, Information Mapping, Inc.
1996 to 2000	Transfusion Service Technologist, part time Elmhurst Memorial Hospital
1988 to 1996	Director, Laboratory Quality Assurance, and Manager, Transfusion Service Elmhurst Memorial Hospital
1979 to 1988	Technical Director, Blood Bank Elmhurst Memorial Hospital
1978 to 1979	Special Projects Coordinator Aurora Area Blood Bank, Aurora, Illinois
1977 to 1978	Specialist in Blood Banking Program Milwaukee Blood Center, Milwaukee, Wisconsin
1975 to 1977	Blood Bank Supervisor Northwest General Hospital, Milwaukee, Wisconsin
1974 to 1975	Medical Technologist Generalist Northwest General Hospital, Milwaukee, Wisconsin

**EDUCATION:**

1983	Master of Arts degree in Management, Health Care Administration Central Michigan University, Mount Pleasant, Michigan
1974	Bachelor of Science degree in Medical Technology University of Wisconsin—Milwaukee

## CERTIFICATIONS

### American Society for Quality

Certified Quality Auditor	CQA	15655, 1996
Certified Manager of Quality and Organizational Excellence	CMQ/OE	03063, 1998

### American Society for Clinical Pathology

Diplomate in Laboratory Management	DLM	00107, 1990
Specialist in Blood Bank	SBB	01534, 1978
Medical Technologist	MT	093979, 1974

## PROFESSIONAL MEMBERSHIPS

### American Society for Clinical Pathology [\* Appointment continues to present]

- Director / Faculty — Workshops for Laboratory Professionals (1981\*)
- Member — Editorial Advisory Board, *LABMEDICINE* (2004\*)
- Member — ASCP Member Council (1987\*)
- Author — Quality Corner column, *LABMEDICINE* (2005-2009)
- Member — Commission on Publications (2003 - 2006)
- Member — Laboratory Practice Committee (1999-2001)
- Member — Laboratory Quality Management Activities Committee (1992-1997)
- Project Editor — Tech Sample (1993-1996)
- Member — AMS Administrative Board of Directors (1991-1995)
- Member — Clinical Pathology Quality Assurance Committee (1990-1995)
- Member — AMS Plan and Scope Committee (1992-1994)
- Member — Laboratory Management Examination Committee (1990-1994)
- Member — CCE Council on Special Topics (1990-1993)
- Member — AMS/CCE Teleconference Committee (1987-1992)
- Chair — AMS Teleconference Committee (1990-1991)

### American Association of Blood Banks

- Consultant — Quality Management Subcommittee of the Standards Committee (1999-2011)
- Representative — International representative to Accreditation Program (1999-2006)
- Member — Committee on Evaluation of International Variances (1999-2006)
- Assessor — Accreditation Program Committee (1997-2006)
- Consultant — Quality Systems Subcommittee of the Accreditation Program (1999-2001)
- Liaison — AABB liaison to NCCLS (1998-2001)
- Co-Chair — Quality Systems Subcommittee of the Accreditation Program (1996-1999)
- Member — Accreditation Program Committee (1996-1999)
- Member — Annual Meeting Program Committee (1995 - 1999)
- Member — Standards Committee (1993 - 1999)
- Chair — Transfusion Service Quality Assurance Committee (1993 - 1997)
- Member — Technical Quality Assurance Committee (1991 - 1997)
- Member — Continuing Education Committee (1988-92)
- Inspector — Committee on Inspection & Accreditation (1983 - 1996)

### American Society for Quality — Member (1996\*)

- Member — Health Care Division
- Member — Quality Audit Division
- Member — Quality Management Division

### Clinical Laboratory Management Association [\* Appointment continues to present]

- Member — Patient Safety and Quality Committee (2004\*)
- Member — (1990\*)

## PROFESSIONAL MEMBERSHIPS, contd.

### **Clinical and Laboratory Standards Institute (formerly NCCLS) [\* Appointment continues to present]**

- Chair — Subcommittee on Quality Management System (2009\*)
- Chair — Work Group on GP02-A6—*Laboratory Documents: Development and Control* (2011\*)
- Member — Work Group on Key to Quality (2011\*)
- Member — Consensus Committee on Quality Systems and General Laboratory Practice (2002\*)
- Observer — U.S. Technical Advisory Group for ISO/TC 212 WG1 (1997\*)
- Chair — Work group on GP26-A4— *Quality Management System: A Model for Laboratory Services* (2009-2011)
- Observer — Subcommittee on GP35—*Quality Indicators* (2008-2009)
- Chair — Work group on GP21-A3—*Training and Competence Assessment* (2007-2008)
- Chair — Subcommittee on GP32—*Nonconforming Event Management* (2006-2007)
- Member — Work Group on GP27-A2—*Using Proficiency Testing to Improve the Clinical Laboratory* (2005-2006)
- Chair — Workgroup on GP2-A5—*Laboratory Documents: Development and Control* (2005-2006)
- Advisor — Area Committee on Health Services (2001-2006)
- Chair — Work Group on HS1-A2—*A Quality Management System Model for Health Care* and GP26-A3—*Application of a Quality Management System Model to Laboratory Services* (2004)
- Member — Work Group on GP22-A2—*Continuous Quality Improvement* (2003-2004)
- Chair — Work Group on GP21-A2—*Training and Competence Assessment* (2003-2004)
- Advisor — Area Committee on General Laboratory Practice (2001-2003)
- Member — Subcommittee on HS-10—*Application of Quality System Model to Inpatient Medication Usage* (2002-2003)
- Chair — Work Group on GP26-A2—*Application of a Quality Management System Model to Laboratory Services* (2002-2003)
- Chair — Work group on GP2-A4 —*Clinical Laboratory Technical Procedure Manuals* (2001- 2002)
- Member — Subcommittee on HS1-A *Quality System Model for Health Care* (2000-2002)
- Member — Subcommittee on GP-26-A *Quality System Model for Healthcare* (1997 - 1999)
- Member — Subcommittee on GP-21—*Training Verification* (1993–1994)

### **International Organization for Standardization [\* Appointment continues to present]**

- Member — ISO/TC 212 Work Group 1, Quality and Competence in the Clinical Laboratory (2004\*)
- Co-Leader — Project Team for revision of ISO 15189: *Medical Laboratories—Particular requirements for quality and competence* (2006-2012)

### **ACHIEVEMENTS [\* Appointment continues to present] Educator in over 250 programs**

- Author of ASCP *LABMEDICINE* journal's *Quality Corner* (2005-2009)
- Certified Instructor, Information Mapping®, Waltham, Massachusetts (1999-2006)
- Member, Editorial Advisory Board for Medical Laboratory Observer Magazine (1989-1999)
- Clinical Faculty, The University of Illinois/LifeSource Specialist in Blood Bank program (1987 – 1995)
- Chair, Blood Utilization Review Subcommittee of LifeSource Medical Advisory Committee (1989 – 1993)
- Clinical Faculty, The University of Illinois Department of Medical Laboratory Sciences, Medical Technology Program (1989 – 1992)
- Faculty, The Blood Center of Northern Illinois/Michael Reese Medical Center Specialist in Blood Bank Program (1984—1986)

## **AWARDS**

- American Association of Clinical Chemistry Outstanding Contributions to Patient Safety (2007)
- Clinical and Laboratory Standards Institute Excellence in Standards Development Award (2006)
- American Association of Blood Banks Joel Solomon Memorial Award for Quality (2004)
- American Society for Clinical Pathology –Associate Member Section Lifetime Achievement Award (2003)
- Karen Tiegerman Memorial Lectureship, Massachusetts Association of Blood Banks (2000)
- Distinguished Speaker Series, South Texas Blood and Tissue Center (1999)
- Administrative Lecturer Award in memory of W. Quinn Jordan, South Central Association of Blood Banks (1997)
- Distinguished Service Award, ASCP Associate Member Section (1996)
- Chang Ling Lee Memorial Award, Illinois Association of Blood Banks (1994)
- Continuing Education Scholarship, Alpha Mu Tau Medical Technology Fraternity (1981)
- DADE Scholarship for Immunohematology (1977)
- Achievement Award, Alpha Delta Theta Medical Technology Sorority (1974)

## **PUBLICATIONS, *Books, Chapters***

- Understanding the Cost of Quality. In: Harmening DM. Laboratory Management: Principles and Processes, 3rd edition, 2012. St. Petersburg, FL: D.H. Publishing and Consulting, Inc.
- Quality systems in the laboratory. In: Harmening DM. Laboratory Management: Principles and Processes, 3rd edition, 2012. St. Petersburg, FL: D.H. Publishing and Consulting, Inc.
- Quality systems in transfusion medicine. In: Harmening DM. Modern blood banking and transfusion practices, 6th edition, 2012. Philadelphia, PA: F.A. Davis Co.
- Quality Management for Laboratory and Ancillary Services. Advance for Administrators of the Laboratory, posted online on March 2, 2011.  
<http://laboratory-manager.advanceweb.com/features/articles/quality-management-for-lab-and-ancillary-services.aspx>
- Transfusion service manual of standard operating procedures, training guides and competence assessment tools, 2<sup>nd</sup> ed. Bethesda, MD: American Association of Blood Banks, 2007.
- The quality manual preparation workbook for perioperative autologous blood collection and administration. Bethesda MD: American Association of Blood Banks, 2007.
- Quality management and quality tools. In: Saxena S, ed. The blood utilization review committee. Bethesda MD: American Association of Blood Banks, 2006.
- The quality manual preparation workbook for blood banking, 2<sup>nd</sup> ed. Bethesda MD: American Association of Blood Banks, 2005.
- The quality manual preparation workbook for cellular therapy product services. Bethesda MD: American Association of Blood Banks, 2005.

**PUBLICATIONS, *Books, Chapters, continued***

The quality manual preparation workbook for blood banking. Bethesda MD: American Association of Blood Banks. 2003.

Quality systems in transfusion medicine. In: Harmening DM. Modern blood banking and transfusion practices, 5th edition, 2005. Philadelphia, PA: F.A. Davis Co.

**Berte LM**, Nevalainen DE.

The role of quality in blood safety. In: Linden JV, Bianco C, eds. Blood Safety and Surveillance. New York, NY: Marcel Dekker Inc. 2001.

**Berte LM**, Nevalainen DE.

Quality Systems for the Laboratory. Chicago, IL: ASCP Press. 2000.

Quality Management. In: Kurec AS, Schofield S, Watters MC, eds. The CLMA Guide to Managing a Clinical Laboratory. Wayne, PA: Clinical Laboratory Management Association, 2000.

Quality systems in transfusion medicine. In: Harmening DM. Modern blood banking and transfusion practices, 4<sup>th</sup> edition. Philadelphia, PA: F.A. Davis Co. 1999.

Nevalainen DE, **Berte LM**, Callery MF.

Quality systems in the blood bank environment, 2<sup>nd</sup> ed. Bethesda, MD: American Association of Blood Banks, 1998.

Quality management in the laboratory. In: Snyder JR, Wilkinson DS, eds. Management in laboratory medicine, 3<sup>rd</sup> ed. Philadelphia, PA: JB Lippincott Co, 1998.

Overview of a model quality program (Appendix 4). In: Accreditation Requirements Manual, 6th ed. Supplement. Bethesda, MD: American Association of Blood Banks, 1997.

**Berte LM, ed.**

A model quality system for the transfusion service. Bethesda, MD: American Association of Blood Banks, 1997.

**Berte LM, ed.**

Transfusion service manual of standard operating procedures, training guides and competence assessment tools. Bethesda, MD: American Association of Blood Banks, 1996.

Nevalainen DE, **Berte LM**, Callery MF. Quality systems in the blood bank and laboratory environment: Worksheets and transparency masters. Bethesda, MD American Association of Blood Banks, 1996.

Robbins J ed, **Berte LM**, et al.

The quality program supplement. Bethesda, MD: American Association of Blood Banks, 1996.

Overview of a model quality program (Appendix 4). In: Accreditation requirements manual, 6th ed. Bethesda, MD: American Association of Blood Banks, 1995.

Robbins J ed, **Berte LM**, et al.

The quality program. Bethesda, MD: American Association of Blood Banks, 1994.

Nevalainen D, **Berte LM**.

Training, verification and assessment: Keys to quality management. Malvern, PA: Clinical Laboratory Management Association Press, 1993.

Hoffstadter L, DeChristopher P, Perkins J, **Berte L**.

Case studies in transfusion medicine. Chicago, Illinois: American Society of Clinical Pathologists Press, 1992.

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## **PUBLICATIONS *Articles***

Basic antibody identification. In: Shulman IA, ed. Problem solving in immunohematology, 4th ed. Chicago, Illinois: American Society of Clinical Pathologists Press, 1992.

Developing performance standards for hospital personnel. Chicago, Illinois: American Society of Clinical Pathologists Press, 1989.

Quality assurance in the donor room. In: Green T, ed. Donor Room Policies and Procedures. Arlington, Virginia: American Association of Blood Banks, 1985.

The importance of new hire training: Event 2008-C. POL Insight, 2008: Issue 53:4-7

Laboratory quality management: A roadmap. Clinics in Laboratory Medicine, 2007: 27(4): 771-791.

In need of good sleuths. ADVANCE for Medical Laboratory Professionals, 2007: 19(6):19-21.

Patient safety—Getting there from here. CLMR, 2004: 18(6):311-315.

Managing laboratory quality – A systematic approach. Laboratory Medicine, 2004: 35(10): 621-624.

Matlow A, **Berte LM**.

Sources of error in laboratory medicine. Laboratory Medicine, 2004;35(6):331-334.

Nevalainen DE, **Berte LM**, et.al.

Evaluating laboratory performance on quality indicators with the Six Sigma scale. Archives of Pathology and Laboratory Medicine. 2000;124: 516-519.

New quality guidelines for laboratories. Medical Laboratory Observer. 2000;32(3):46-50.

NCCLS GP26-A: A quality system model for health care services. AARC Times 1999; 23(11):44-51.

Integrating quality management into clinical systems. CLMR 1999; 11(4): 197-202.

**Berte LM**, Nevalainen DE.

The laboratory's role in patient outcomes assessment. Laboratory Medicine 1998; 29(2):114-119.

**Berte LM**, Nevalainen DE.

Quality pays — In every business! Transfusion Science 1997; 18(4): 589-596.

Tools for improving quality in the transfusion service. Pathology Patterns: American Journal of Clinical Pathology. 1997; 107 (Suppl 1): S36 – S42.

Nevalainen DE, **Berte LM**.

Pounding the drum for quality — a new beat. CAP Today. March 1997.

**Berte LM**, Nevalainen DE, Peters HJ.

A quality system for the medical laboratory. Journal of Laboratory Medicine, 1997; 21:44-50

A standard operating procedure-based laboratory training program. American Society of Clinical Pathologists *Tech Sample*® 1996; MGM-6.

**Berte LM**, Nevalainen DE.

Self assessment in a quality system. Laboratory Medicine 1996; 2:655-658.

**Berte LM**, Nevalainen DE.

Writing standard operating procedures. Laboratory Medicine 1996;2:514-516.

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## **PUBLICATIONS *Articles, contd.***

**Berte LM, Nevalainen DE.**

Documentation pyramid for a quality system. *Laboratory Medicine* 1996;2:375-377.

**Berte LM, Nevalainen DE.**

Quality management for the laboratory. *Laboratory Medicine* 1996;2:232-235.

Nevalainen DE, **Berte LM.**

Quality systems in the blood bank incorporate QC, QA and manage change.  
*Advance for Medical Laboratory Professionals* 1996;8:(9)6-8.

**Berte LM, DeChristopher P.**

Risk management in transfusion medicine. *Medical Laboratory Observer* 1996;3:29-34.

A quality management system for transfusion medicine...and beyond. *Medical Laboratory Observer* 1995;10:61-64.

**Berte L, Nevalainen D.**

Training verification: A new guideline from the NCCLS. *Medical Laboratory Observer* 1995;1:38-42.

Managing quality in the transfusion service. *Laboratory Medicine* 1994;25(2)118-123.

**Berte L, DeChristopher P.**

A phased approach to transfusion reaction investigation. *Medical Laboratory Observer*. November 1992.

The need for performance standards in the clinical laboratory. *American Clinical Laboratory*. August 1992.

Managing risk in transfusion medicine. *MMI Companies, Inc. Advisory*. December 1991.

The making of a certification examination. *Medical Laboratory Observer* 1991;10:38-41.

Quality assurance in transfusion medicine. *Clinical Laboratory Science*. Vol 3, No 5, 1990.

Growing into laboratory quality assurance. *Medical Laboratory Observer*. February 1990.

Organizing laboratory quality assurance. *American Society of Clinical Pathologists *Tech Sample**<sup>®</sup>. 1989:MGM-6.

Finance for non-financial managers. *Medical Laboratory Observer*. September 1989

Making home transfusions work. *Medical Laboratory Observer*. December 1987.

Performance standards for the transfusion service. *Medical Laboratory Observer*. November 1987.

Cost-containment in the blood bank. *American Society of Clinical Pathologists *Tech Sample**<sup>®</sup>. 1987:MGM-2.

Strategic management in blood banking. *Medical Laboratory Observer*. October 1986.

Cutting costs in the blood bank, Part I: A 10 point plan for streamlined operations. *Medical Laboratory Observer*.  
October 1985.

Type and screen: Seven steps to success. *Medical Laboratory Observer*. January 1983.

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## **DISTANCE LEARNING / AUDIOTAPES / VIDEOTAPES**

Quality Management: A 16-part e-learning program. COLA, 2005, updated 2011.

Organizing Your Laboratory for Efficiency and Effectiveness. In-Service Reviews for Clinical Laboratory Science. American Society for Clinical Laboratory Science, 2005.

Quality, patient safety, and you. Oakstone Medical Publishing, March 2005.

Good Manufacturing Practice in the Transfusion Service: An e-learning program. American Association of Blood Banks, 2004.

Champions for Change: Creating a Quality System Model: Videotape. NCCLS, 2000.

Quality: Looking up to the future. Education Reviews, Inc. September, 1998.

Strategies for survival: How laboratorians must reengineer to cope with new laboratory needs: Videotape. American Association of Clinical Chemists and J&J Clinical Diagnostics, October 1996.

Risk management in transfusion medicine. Transfusion Medicine Audio Updates. July 1993.

Quality assurance in hospital transfusion medicine. Transfusion Medicine Audio Updates. June 1992.

Developing performance standards for blood center and transfusion service personnel. Transfusion Medicine Audio Updates. February 1991.

Managing for cost and quality in the transfusion service. Education Reviews Inc. October, 1990.

## **AUDIOCONFERENCES (Over 60 programs since 1982. Listing furnished on request)**

### Most recent:

“GP26-A4: Same Quality System Essentials, Updated Perspective”	CLSI: September 2011
“Key Elements of Laboratory Supplier Management”	ASCP: September 2010
“Quality Indicators: How Do You Know How Well You’re Doing?”	AACC: January 2010
“Understanding the Cost of Quality”	ASCP: March 2009
“Practical Application of CLSI Guideline GP32”	APHL-CLSI: February 2009
“ISO 15189 Accreditation”	CLMA: January 2009