



NEW HAVEN SECTION 305 FISCAL YEAR 2008-2009

www.asqnewhaven.org



ASQ New Haven Newsletter

February 2009 Issue

EXPECTATIONS VS REALITY WITH JIM ROADY

Jim Roady was with Lacey Manufacturing Company in Bridgeport, CT for the better part of 17 years. He served in several roles beginning as an Engineer in Training in 1990 and ending as Medical Products Manager in late 2006. During his tenure at Lacey Jim was exposed to numerous areas of manufacturing including metal stamping, molding, welding, wire forming and assembly. He was certified as a 6-sigma Green Belt in 2002 by Ethicon Endo-Surgery/Johnson and Johnson. Jim has since joined the Divisional Engineering group at Covidien, formerly US Surgical, in North Haven providing engineering support to several international manufacturing plants.

This month's presentation will be largely non-technical in nature and provided primarily for entertainment value. The purpose of the presentation is to reinforce the idea that we should be open to all outcomes from a process and not anticipate the results.

It should also be noted that Jim is a multi-award winning magician having placed in his first stage competition at the age of 12. He is a member of the Academy of Magical Arts, the Magic Castle, in Hollywood, California and the Society of American Magicians. Jim has performed in a variety of venues ranging from close-up magic for small groups to performing large stage illusions for banquets.

MEETING CONTACTS AND DIRECTIONS

Date: February 18, 2009.

Place: Brazi's Restaurant.

Time: Networking: 5:30; Dinner: 6:00; Speaker: 7:00.

Dinner: Chicken, Beef or Fish.

Cost: \$25.00. *RSVP by February 16th*

ONLINE RESERVATIONS: www.asqnewhaven.org

CONTACTS: Jim Petropoulos (203)250-3751 or email:

James.Petropoulos@AtlanticInertialSystems.com;

Bill Folsom: (860)-565-3678 or email:

William.Folsom@dcma.mil.

DIRECTIONS TO BRAZI'S RESTAURANT

From the North: Take I-91S to I-95S at the Long Wharf Exit #46 for Sargent Drive. Brazi's is behind the Mobil Gas Station across from the ramp.

From the South: Simply take I-95N to Long Wharf Exit #46 and take a left off the ramp. Then take a left at the next light under the highway, then a left down Sargent Dr. Follow the rest of the directions as *From the North*.

MESSAGE FROM THE CHAIR

At our last Section Leadership Committee meeting, we started a very meaningful approach to being of help to small businesses and out members.

Suggestions were brought up in the past but for the most part these were things we could not realistically carry out. We can offer our know how to all by directing them to the sources via our web-site. For example, if a small business wants to contract out internal auditing to AS9100, ISO 13485, ISO 9001:2008, we can direct them to the proper source for assistance as well as possible monetary subsidization. Or they may want assistance in getting registered at a very reasonable cost, both from the selection of a registrar and the consultant. Federal and state funding assistance is available and we can direct you to to the proper sources.

Links that we think will also be of help will be posted. Jay is starting to put things together for the website.

Many small companies are now contracting out internal auditing. They are finding this very practical. There are many advantages to doing this. Also, a number of small

businesses are contracting out their Management Representative. For ISO9001:2000 some third party auditors had a problem with this-not the registrars-the auditors. This was officially ruled to be acceptable. Unless ruled otherwise, this ruling is being carried over to ISO 9001:2008.

It should be remembered that opinions in auditing abound. Unfortunately, a lot of these opinions come from published articles. And, from there they proliferate. I heard where for every 10 auditors we have at least 11 opinions on a particular requirement. Well-a bit exaggerated-but the idea is there.

Dealing with registrars (third party) auditors is generally easier than dealing with second party (customer) auditors, in that the client can appeal decisions by the registrars auditor.

Again for a small company there are many advantages to contracting out IQA, MR, and consultant. I am talking about bottom line dollars in addition to getting someone that is continually up-date and experienced.

A good source for overall Quality Management System auditing is the Body of Knowledge in the CQA exam. The Indiana Quality Council has the materials for about 70 dollars.

What is a small business? Five hundred or less is considered a small business for subsidization eligibility. However, for contracting out internal auditing, companies less than 100 should definitely consider it.

Anyway--if we can be of help---let us know. You can always contact me directly at nsqueglia@snet.net.
Regards...Nick Squeglia

NEW MEMBERS! WELCOME ABOARD!

JEFFREY ABELLI
ANDREI BADEA
CATHY-SUE BAKER
JOHN J. BOZZUTO
RYAN C. CATANIA
KIM GROSS

KARA KEATING
SHELLY M. MOORE
KIM A. OLSON
FELICIA PIEL
KATHRYN TEMPE

JANUARY'S MEETING SUMMARY

January's meeting Jim Judson gave an in-depth view of the latest healthcare performance criteria which is being used to assure quality first. He discussed the various watch dog groups like JACHO and the Center for Medicare/Medicaid Services (CMS) who set tight guidelines for our healthcare industry to follow.

Jim told us that particularly CMS has recently implemented "disincentives", such as eliminating payments for negative consequences of care. These disincentives were carefully put together with established rules and standards to poignantly assess practically every activity of the healthcare industry down to the most intimate detail. Anything that doesn't meet these tough standards and interpretations CMS often uses their heavy hand to refuse payment.

The drive behind CMS is their structured evidence based approach for instilling the best medical practices and prevention through Core Measures. With these Core Measures they can assess the rate of compliance for each healthcare facility to reveal repeatable problems and track progress. He gave an example of what to expect from these Core Measures regarding heart patients, like if and when did they receive aspirin upon arrival. Some of the data points they examine appear esoteric and perhaps too structured. As a result in order to keep ahead of the curve each healthcare facility has to act succinctly to meet these Core Measures to assure a positive review. No one wishes to get any disincentive to cause payment forfeiture.

In response to meeting CMS demands many healthcare facilities have set up a step by step approach to assure all bases are covered. A variety of topics were discussed such as the timeliness and how they administer antibiotics and various prescription drugs. What steps need to be followed with medications 24 hours after a major operation. What measures are being employed to prevent blood clots due to the sedentary position of the patient. Often CMS may evoke disincentives even after several weeks after the operation, if certain steps have not been followed through.

CMS reviews all possible data info in a certain time frame as collected by each healthcare facility all of which needs to be carefully documented. He pointed out that many of the doctors find CMS imposed requirements as too detailed, towards being insulting and infringing on their professional respect. Nevertheless these CMS agreements have made everyone quick learners that without proper documentation to the lowest level, it often spells no payment.

In these recent efforts by CMS they have helped to transformed Medicare from a passive payer to an active purchaser of high quality and efficient healthcare. This movement has brought about a change to drive a nationwide Pay for Performance (P4P) to assure high efficiency and quality at hopefully a low cost. In fact many healthcare organizations whose performance

exceeds these standards are often given a better piece of the pie on price. Poor performers only prove to show less paid for services rendered if not at all. In this latter case when no payment is offered no matter what follow up is made, they exert what is known as a “Never Event”. Usually in these cases they refuse payment because of the severe volatility of the poor performance, such as an object left in a patient during surgery.

Jim brought up another aspect on P4P with Designated Related Groups (DRG) where money is already allotted using ailment and condition codes. He further remarked that these DRGs codes are structured along how these

ailments come in and not exactly what they are. As a result medical fraud abuse often rears its ugly head.

Jim then went on to discuss some details regarding price tags of common occurring problems faced with healthcare facilities across the country numbering in the billions! Example pressure ulcers or bedsores statistically top the list at \$11 billion a year, all non-reimbursable. To assure that proper payment is given for the right and quality healthcare, it begs everyone in the administration cycle to follow a strict and rigorous documentation procedure. Without proper documentation, you might as well be running a volunteer pro bono business.

Hospital Acquired Never Events

- Object left in patient during surgery (\$65,000/NE)
 - Air embolism (\$72,000/NE)
 - Blood incompatibility (\$51,000/NE)
 - **Pressure ulcers (\$11,000,000,000/Year)**
 - Falls/Hospital acquired injuries (\$30,000/NE)
-
- Fractures Crushing injury
 - Dislocations Burns
 - Intracranial injury Electric shock

Pay for Performance

- Pay-for-performance (aka value-based purchasing) is a term used to describe health care payment systems which reward doctors, hospitals, and other health care providers for their efficiency.
- Efficiency is usually defined as providing higher quality for a lower cost.
- Pay-for-performance (P4P) is usually discussed in the context of health care reform.
- Other payers for healthcare also will give a “bigger piece of the pie” to those organizations who performance exceeds standards.
 - Do you participate in IHI?
 - Do you participate in Leapfrog?

ASQ PROGRAM SCHEDULE FOR 2009

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
FEBRUARY 18, 2009	EXPECTATIONS VS REALITY	JIM ROADY	BRAZI'S	
MARCH 18, 2009	GLOBAL MARKET	BOB CODY	BRAZI'S	
APRIL 15, 2009	ISO9001:2008	RAND WINTERS & TIM BULTER	CASA NOVA SHELTON, CT	JOINT MEETING WITH SOUTHERN SECTION
MAY 20, 2009	TBD	TBD	TBD	

FOR MORE INFORMATION ON MEETING TOPICS/DIRECTIONS VISIT OUR WEBSITE:

WWW.ASQNEWHAVEN.ORG. THE MEETING Cost covers each dinner. If you're only interested in listening to the speaker there's no charge. Non-ASQ Members are welcome at no additional cost.

JOB OPPORTUNITIES!

Checkout our link below for latest jobs!

<http://www.asqnewhaven.org/employment.html>

BRAIN TEASER: One day, Bob and Hannah were sitting out on their deck, sipping on some drinks. Bob ran into the house, got an empty two-liter bottle from the freezer and a quarter, and returned to the deck. "I bet you money that this quarter will move with nobody touching it." Hannah thought this was a sure win, however, she lost. When Bob placed the quarter on the mouth of the bottle, the quarter began jumping on one side and making popping sounds. How did Hannah lose?

SECTION LEADERSHIP COMMITTEE

Section Chair and NEQC Representative:

Nick Squeglia (860) 767-1784

Vice Chair and Internet/Web Chair:

Jay Krishnamoorthy (203) 453-7313

Secretary and Healthcare Liaison:

Julie Petrellis (203) 294-7319

Treasurer, Membership,

Certification and DRD:

Randy Messinger (203) 294-7319

SMP and Nominating Chair:

Jerry Clupper (203) 387-5121

Newsletter Chair:

Lawrence Spinello (203) 248-4085

Programs and Arrangements Chair:

Jim Petropoulos (203) 250-3751

Placement Chair:

Gene Contardi (203) 795-6914

Publicity Chair:

William Folsom (860)-565-3678

Advisor and Past Chair:

Joseph Valerio (203) 484-6235

Advisor and Past Chair:

Linda Pello (203) 269-3112

MISSION STATEMENT: "PROVIDE NETWORKING, COMMUNICATION AND DEVELOPMENT OPPORTUNITIES TO SUPPORT KNOWLEDGE, SKILLS AND ABILITIES IN QUALITY PRINCIPLES AND CONCEPTS."

Recertification Journals...

Call Randy Messinger at 203-675-5756 for mailing address and to make arrangements.



BRAIN TEASER ANSWER: As the bottle had previously been in the freezer, the cool air inside expanded when placed in a warmer temperature and escaped through the only out, or the mouth. However, while the quarter was blocking this passage way, the cool air could not leave. Therefore, the expanding cold air moved the quarter enough so a little cool air could come out of the bottle. The popping sounds were from the quarter landing back on the bottle.

Do you know someone interested to present for our Dinner Meetings? Contact James Petropoulos by email