



NEW HAVEN SECTION 305 FISCAL YEAR 2008-2009

www.asqnewhaven.org



ASQ New Haven Newsletter

January 2009 Issue

PAY FOR PERFORMANCE WITH JIM JUDSON

This month's presentation will show how important it is to get your just pay for performance rendered in Healthcare Quality. Today we cannot take for granted the work needed to assure that everyone is getting the best care in health at hospitals and associated facilities, enduring and assuring a fine executed quality strategy. With the rising costs of healthcare and insurance premiums it is not only a requirement to assure great quality it's the financial sound way. With the economy hitting the skids, we do not need to suffer further in our healthcare arenas for poor performance. This presentation will touch the important criteria in meeting and assuring great quality healthcare.

Jim is currently the Director of Quality Improvement Patient Relations at The Hospital of Saint Raphael. His role includes regulatory oversight, performance improvement initiatives, patient safety activities and oversight of patient relations. He supports the Continuous Readiness Committee and the Quality Improvement/Patient Safety Committee.

From 2002-2006 Jim was the Administrative Director, Quality Management/Clinical Outcomes for Norwalk Hospital. While there his duties included Quality Management liaison to hospital with a focus on regulatory preparation and compliance and development of a clinical outcome program for all clinical areas. He was also Oversight of the Infection Control Department and Patient Safety. Additional responsibilities included support to all Peer Review Committees and subcommittees, including the Peer Review of the Medical Staff. He provided support to the Medical Staff office as it related to providing quality data for the privilege and reappointment process.

From 2000-2002 he was Administrative Manager, Quality/Risk Management at Norwalk Hospital where

He was the Quality Management liaison to Division of Nursing, Department of Psychiatry, Department of Medicine and Department of Emergency Medicine. He was the educator and facilitator to assure hospital-wide compliance with JCAHO, State of Connecticut DPH and HFCA Conditions of Participation standards, group facilitator of multiple hospital committees including Medication Use CQI, Pain Management Steering Committee, and Patient Complaint Review Committee, and investigator of patient complaints. Responsibilities also included patient complaint investigation, patient grievances and analyzing patient complaint trends.

MEETING CONTACTS AND DIRECTIONS

Date: January 21, 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 January 19th*

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

Sometimes I feel we should be compliant to an ISO9001:2008 QMS. Member satisfaction, quality programs, and providing (delivering) quality information would be our main objectives.

Information (communicating) to our members is a priority for the New Haven Section this year. We are accomplishing this through our web site. We also provide "live" programs for the monthly membership meetings.

Because of the economic climate, we may experience a slight decline in membership and a decrease in monthly meeting turnouts. However, even with our present membership level we usually have less than a 10% turnout at these meetings. This has been true for at least the past few years. While this % is not much different from many other section turnouts, I would like to see the New Haven Section have greater turnouts (continual improvement). Formal surveys for the most part have proven, time and again, to be a waste of "resources". We simply do not get the responses.

While I recognize that other priorities often prevent people from attending, it would be nice to get some feedback. For those of you who generally do not attend, some input would be appreciated. I would like to get some factual information. If you think our programs do not suit your needs, if you never plan on attending for whatever reason, if you have any suggestions, if you do not like the meeting day, etc, please let me know by email nsqueglia@snet.net so we can take any necessary "corrective action".

In the meantime, I want to wish everyone and their loved ones a very happy and enjoyable New Year.

Nick Squeglia

NOVEMBER'S MEETING SUMMARY

November's meeting with Ed Miller gave us an interesting look into Lean Manufacturing as a strategy of basic considerations, behaviors and tools in improving execution of company strategies. He demonstrated how elevating Lean as a company strategy engages the whole enterprise especially senior leadership and their teams.

His Model of Lean basically applies a typical manufacturing base that either produces to feed distributors or the user. In this line of approach it's expected that we try to do what we minimally need to

get the job done efficiently and on time. We often have to be very creative in competing with speed of production when scheduling the manufacturing flow.

To understand the concept of lean it must be adopted and executed under a policy of deployment known as Hoshin Kanri or strategy execution. Big gaps in this execution makes you only work harder to be part of the solution. It almost means that you need to change your behavior and culture to think and live lean.

In a Lean Execution Strategy everybody must be on the same page. They must be willing to be engaged at all possible levels. In managing lean we should encourage questions from everyone don't just tell them what to do. We need to be supportive instead of controlling. Focusing on the process instead of worrying about just the results.

In executing this Lean Strategy we should take serious note that Lean is not just a series of Kaizen Events. Kaizen is a tactic and should not be your plan. Lean is also not an event, it's a Business System! It's not a just an improvement or show of manufacturing progress, it's a way of work.

As part of a Lean Strategy we need to know that whatever the process we seek to show to be lean it must be a stable one. In efforts to reach this stability we may find that we might have to renew our thinking and assure good strategic execution. We need to assure that we have goals set forth that show accountability and measurement. Cross functionality and alignment of all players to seek a communal improvement with a shared control are other features to consider.

In Hoshin Kanri it is important to focus on the functions of the process, by aligning all functions in the same depth. It also needs to be done real time do and as early as possible. With Hoshin it becomes a must do that can't fail. It is not however a management by objective..

When planning Hoshin you first must deploy, then execute, review, check and adjust; all in that order. In deploying Hoshin it's almost like a defined mechanism that shares a matrix of techniques. Each Hoshin gets a plan with a means of success. In the mindset that continuous improvement never ends, Hoshin helps to break down those silos of disjunction to get the job done.

In measuring lean key performance indicators need to get management involved for again that continuous improvement and Hoshin affect. Drive by Kaizen is not

real improvement. For real improvement you must drive by why you need to do this task.

Ed went on saying that a lean strategy is often a vicious cycle of change between past beliefs and values against one's behavior towards change. He also dug into other aspects of Lean as a strategy that were very enlightening. I found his style of engaging the audience asking for their experiences as equally interesting. Having to hear some good success stories as well as obstacles out there made it another great learning meeting for those of the lean ilk.

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**

ASQ PROGRAM SCHEDULE FOR 2009

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
JANUARY 21, 2009	PAY FOR PERFORMANCE	JIM JUDSON	BRAZI'S	HEALTH CARE
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>

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

BRAIN TEASER: If a cork is put into a glass of water, the cork will almost always drift to the side of the glass. There is one simple way, however, to get the cork to float in the center of the glass (the horizontal center, not the vertical). What is it? Water, the glass, and the cork are all that is required.

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

Audit Chair and Past Chair:

Jim Zelem (203) 392-3049

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: The reason that a cork drifts to the side of a glass is that it floats to the highest point. Since water "clings" to the glass, the highest point is around the edge of the water. To get the cork to float in the middle of the glass, all you have to do is fill the glass as much as possible. The water will form a convex shape above the glass, with the highest point at its center. This is where the cork will settle.