



NEW HAVEN SECTION 305 FISCAL YEAR 2008-2009

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ASQ New Haven Newsletter

September 2008 Issue

KEEPING YOURSELF SAFE IN THE HOSPITAL WITH JULIE PETRELLIS

Keeping Yourself and Your Family Safe in the Hospital Health care is a tremendously complex process that requires the attention and participation of all members of the health care team, including the patient and his/her family members. Research shows patients who are involved in their care get better results and are more satisfied with that care. This presentation will provide the audience with tips to ensure they will get the right care, at the right time, in the right way and without medical errors.

Objectives:

- Learn what affects health care quality and what you can do to improve your outcomes
- Learn the questions to ask to make more informed health care choices
- Learn about resources to increase your knowledge of patient safety and hospital care

Julie is currently the Director of Clinical Data support of the Connecticut Hospital Association. She direct activities of the Toward Excellence in Care (TEIC) program, a Joint Commission performance measurement system that served as one of five pilot organizations for development of the JCAHO Core Measures program. This program collects, analyzes and reports data on processes of care in hospitals related to heart attack, heart failure, pneumonia, surgical care complications and pregnancy related issues. The results are transmitted to national databases for Joint Commission and the Centers for Medicare and Medicaid Services and posted publicly.

Julie works with CHA Data Services to collect and report other data to hospitals for performance improvement initiatives, as well as on the Staff of CHREF Patient Safety Organization (PSO) working with all not-for-profit acute care hospitals in Connecticut. PSO works with hospitals on multiple collaborative efforts to decrease adverse events in hospitals such as pressure ulcers and

multi-drug resistant organisms.

Julie is a member of the Connecticut team in the first Patient Safety Improvement Corps training program developed by AHRQ and VA National Center for Patient Safety. She also serves as liaison to the Joint Commission, American Hospital Association, CT Department of Public Health, the Institute for Healthcare Improvement, and the National Healthcare Safety Network for quality and patient safety initiatives and issues.

Julie serves as a CHA staff consultant to the Infection Control Coordinators, Physician Executives, Quality Managers; meeting with them regularly to discuss issues of concern.

Julie previously was employed in a variety of positions in Connecticut and Pennsylvania including Quality Management Coordinator, Director of Social Work and Continuing Care, Nursing Department Business Manager, Critical Care Director, Nurse Manager and Executive Director of a Nurse Staffing Agency. She has a Masters in Nursing and Organizational Behavior, University of Hartford, Hartford, CT, with a BS in Nursing from Villanova University, Villanova, PA.

MEETING CONTACTS AND DIRECTIONS

Date: September 17, 2008.

Place: Brazi's Restaurant.

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

Dinner: Chicken, Beef or Fish.

Cost: \$25.00. *RSVP by September 15th*

ONLINE RESERVATIONS: www.asqnewhaven.org

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

James.Petropoulos@AtlanticInertialSystems.com;

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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

Every once in a while I emerge as Section Chair. And, here I am again. In addition to our monthly membership meeting programs and our newsletter, greater emphasis is being placed on our website. Jay Krishnamoorthy, our Internet chair, has already updated and added a great deal of information. The job opportunity section has been expanded and other sections have been added that include educational resources. I urge you to regularly visit this site and for your convenience, make it a desk top icon.

For those living or working on the shoreline there was a discussion of a possible subsection coined "Shoreline East". Meetings would be held in the Guilford, Madison, Clinton areas for example. The population on the shoreline has grown considerably over the past 10 years. While this is on the back burner at this time, to even give this any further consideration please let me know if you are interested...Hope to see you at the next meeting.--Nick Squeglia

LAST MAY'S MEETING SUMMARY

Last May Dr. Javier Mont provided us with an interesting perspective on the differences between analytical and enumerative studies. Dr. Mont worked as an engineer/consultant/project manager in the petroleum, energy management and automotive industries. He's currently working as an Operational Excellence Leader for Covidien, Surgical Devices. He's in charge of deployment of Six Sigma and Lean within Divisional Engineering. He holds a PhD degree in Industrial Engineering and has recently moved to Connecticut with his wife and three kids.

Dr. Mont began telling us some interesting past revelations so to speak in seeing the light of process analysis. He has totally immersed himself in Deming's philosophy, and tries to adhere as much as possible to his fourteen points. His agenda basically entailed a review of enumerative vs. analytical studies and some assessment of Dr Deming's "Out of the Crisis". He gave a basic assessment of six sigma for use in substantive process

improvements and also discussed the Gap in current mainstream process improvement practice (e.g. Six Sigma) vs. what is needed.

On explaining the differences between enumerative and analytical studies he first presented their defined characteristics. Enumerative studies are those where analysis on data comes from a sample with a decision to either accept or reject. An analytical study is where analysis is done regarding future material not yet made, usually performed on the supplier. When comparing enumerative and analytical studies each showed a different cause system. The enumerative way usually creates samples from batches whereas the analytical approach creates the sample directly from the production process.

The Gap as he explained was that both gather data at one point, under one set of circumstances and want a prediction of the future under new circumstances. He explained that the risk associated with the extrapolation from the data studies to the future data is not covered by the a-level. It creates an atmosphere of being unknown and unknowable. He also said that many people don't consider this risk because it's either too much work, they don't have the data or they just don't understand.

He went onto discuss assessing stability of prediction using control charts pointing out that processes that are NOT stable are often very difficult to predict. Stable process can use enumerative tests to predict what will happen next. Using an analytical approach both normal and non normal data can be used. It's very powerful yet simple where conclusions for significant changes are readily seen.

I spoke latter with Javier and was impressed with his knowledge of statistics and his wielding of Dr Deming's world. For those who are shy in using process analytical tools I suggest that they look into a variety of courses available in ASQ and other affiliated educational institutions.

ASQ's BOOK OF THE WEEK!

In ASQ's Headquarters Weekly Newsletter our section Chair, Nick Squeglia's book *Zero Acceptance Number Sampling Plans, Fifth Edition* was placed on their *Book of the Week* list. Their write up cited that Nick's book provides a set of attribute plans for lot-by-lot inspection with the acceptance number in all cases as zero. After years of extensive application by government contractors, commercial manufacturing, and service industries, these c=0 sampling plans are now considered stand alone sampling plans. They have continually gained in

popularity for more than 45 years, and today are the norm. The zero acceptance number plans developed by the author were originally designed and used to provide equal or greater consumer protection with less overall inspection than the corresponding MIL-STD-105-E sampling plans. In 2000, the Department of Defense declared MIL-STD-105-E obsolete and recommended the c=0 plans in this book for use in place of them. In addition to the economic advantages, the plans in this book are also simple to use and administer.

NEQC TWO DAY CONFERENCE!

NEQC has put together yet another terrific opportunity for professional development with education seminars and stimulating conference topics to celebrate their 60th anniversary. There will be a two-day NEQC conference on October 14th and 15th. NEQC conference theme is World Class Transformation, a constant strive for the best. Checkout their web site at www.neqc.org for the latest info.

NEW MEMBERS! WELCOME ABOARD!

ANDREI BADEA	KIM A. OLSON
IRENE BIHL	FELICIA PIEL
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LAURA E. FUSCO	AL QUERMORLLUE
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JOYCE MURSKO	HYEKYUNG YANG

JOB OPPORTUNITIES!

Checkout our link below for latest jobs!
<http://www.asqnewhaven.org/employment.html>

ASQ PROGRAM SCHEDULE FOR 2008-2009

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
SEP 17, 2007	KEEPING YOURSELF SAFE IN THE HOSPITAL	JULIE PETRELLIS	BRAZI'S	
OCT 15, 2007	THE STATE OF THE WORKFORCE	BILL VILLANO	BRAZI'S	
NOV 19, 2007	EXECUTIVE LEAN ENTERPRISE	ED MILLER	BRAZI'S	
DEC 17, 2007	NO MEETING	NO MEETING	NO MEETING	NO MEETING
JAN 21, 2008	TBD	TBD	BRAZI'S	
FEB 18, 2008	TBD	TBD	BRAZI'S	
MAR `8, 2008	TBD	TBD	BRAZI'S	
APR 15, 2008	TBD	TBD	TBD	JOINT MEETING W/SOUTHERN SECTION
MAY 20, 2008	TBD	TBD	BRAZI'S	

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.

ASQ New Haven
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Hamden, CT 06517

BRAIN TEASER: If you balanced a broom horizontally on your finger, so that your finger was exactly on the broom's center of gravity, marked that spot and cut the broom in two, then you would have a long and a short piece. The long piece being most of the handle and the short piece being the bristle end and a small part of the handle. If you weighed both pieces, which would weigh more the short or long piece, or would they both weigh the same?

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

Audit Chair and Past Chair:

Jim Zelem (203) 392-3049

Newsletter Chair:

Lawrence Spinello (203) 248-4085

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Jim Petropoulos (203) 250-3751

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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."

BRAIN TEASER ANSWER: The short piece will weigh more! This is due to the torque needed to hold the long piece up. It is the same reason a heavy kid has to sit closer in on a see-saw when he is on it with a lighter friend.