

Quality Quest

www.time2meet.com/asq1508/index.shtml

November 2006 Volume 48 Issue 3

ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING
Monday, November 13, 2006

Speaker: James Clark
Chief, Pharmacy Service, VAMC Bay Pines, Florida

THE VHA's TRANSFORMATION TO A WORLD-CLASS HEALTHCARE SYSTEM

The Veteran's Health Administration (VHA) is made up of 154 hospitals and 875 outpatient clinics. To much of the public, the image of VA hospitals is not very favorable. For decades the VA Health Care System was thought of as the system of last resort and one in which quality of patient care and cost efficiencies were not thought possible. This huge system had deteriorated so badly that Congress considered disbanding it altogether in the early 1990s.

Instead, the VHA was reinvented in every way possible. In the mid-1990s, Dr. Kenneth Kizer, VA Undersecretary for Health, installed the most extensive electronic medical records system in the U.S. Underused hospitals were closed, resources reallocated and a culture of accountability and quality measurements was instituted. Advanced technologies were encouraged and supported including robotics, bar coding of medications and computerized radio logic imaging services. Using advanced robotic technologies, VHA transformed the practice of pharmacy and the dispensing of medication to a highly refined science. Economies of scale and improved customer service were realized by consolidating mail order prescription filling to large centers (CMOPs). Prescription fill accuracy rates are now reported at 99.997% while private sector accuracy rates are around 97%. At the same time clinical practices were improved at the hospitals and the quality of patient care soared to unprecedented levels.

Now, VHA's radical overhaul has caught the attention of the healthcare industry. VHA has outranked private-sector hospitals on patient satisfaction surveys conducted by the National Quality Research Center (University of Michigan) and it spends an average of \$5,000 per patient per year, vs. the national average of \$6,300 per patient per year. The VHA is a dramatic example of what can happen when you have the will and leadership to make positive change.

James Clark, RPH has served as the Bay Pines Chief of Pharmacy Service since 2002, and at other VA locations since 1985. He has personally contributed to the impressive reforms of the VA. Mr. Clark has achieved recognition through several national awards of distinguished service, including the AMVETS Award, POW's Award, and Vietnam Veteran's of America Award. He is a graduate of Medical College of Virginia, B.S., Pharmacy (1973), and Ohio University, Masters of Business Administration (1989), Fellow of the American Society of Consulting Pharmacists, Member of the American Society of Health System Pharmacists, and Past President of the South Puget Sound Society of Hospital Pharmacists.

A MESSAGE FROM YOUR CHAIR

“It is more important to be doing the right things than to be doing things right.”
Ken Blanchard (author of “The One Minute Manager”)

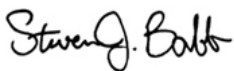
Dear members:

Ken Blanchard makes an interesting point that might stop some of us “quality types” dead in our tracks. Hmm...more important to do the right things, than everything right? We do often strive to do everything right—after all isn’t that the whole point of excellence? Of course, Ken’s point is that we can’t lose sight of the big picture, and we must also fashion our human systems (eg Quality Management Systems) to keep us focused on the real priorities at hand.

Grace Duffy, speaker at our October meeting and Vice President of ASQ, had a lot of interesting things to say about human organizations, her long and steady experience at improving them, insights about her personal encounters with Dr. Joseph Juran, Dr. W. Edwards Deming, and Phillip Crosby, and even the relevance of anthropology (one of her degrees). We are grateful for her participation in the meeting. Thanks again, Grace.

Next month you’ll have two great opportunities. Jim Clark, Chief of Pharmacy Service at Bay Pines VA Medical Center, will tell us how the VA completely re-invented its critical services using quality principles. Secondly, APICS will hold a Six Sigma Seminar on November 15 (the first of four seminars). Your Section is a cooperating organization, with the result you can attend for a reduced cost. Please see the more detailed notice elsewhere in this newsletter.

Your Board continues to seek ways to serve you, and we remain grateful for the ideas and requests that you offer. We look forward to seeing you at the November dinner meeting.



Steve Babb
Chair, ASQ Section 1508

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, November 13, 2006*
Hilton Tampa Airport Westshore
2225 North Lois Ave
Tampa, FL.

Due to the board meeting running from 4:30-5:30, Registration for the meeting will not start until 5:30.

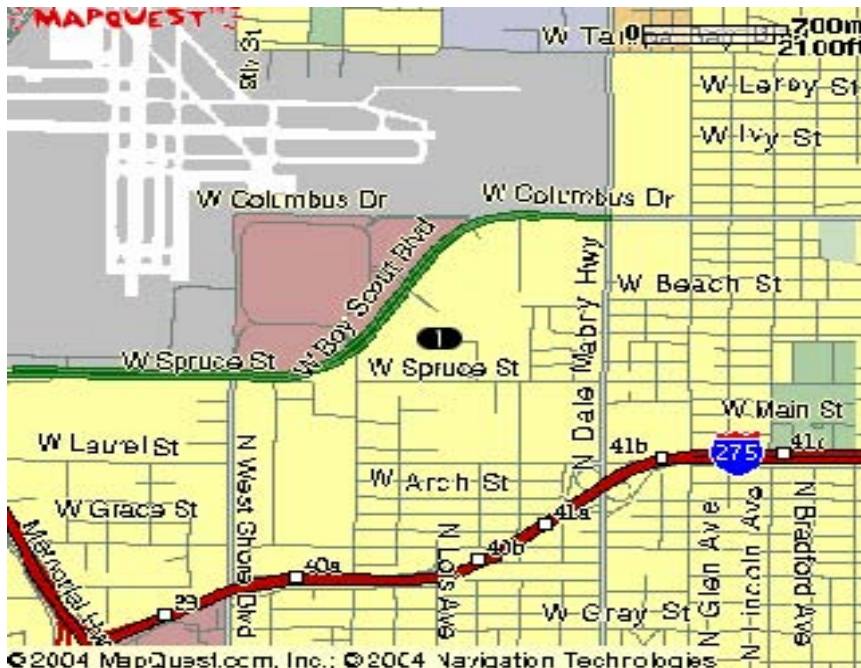
5:30pm **Registration**
5:30-6:00pm **Appetizers/Networking ****
6:00- 6:30 **Pre-Dinner Topic**
6:30pm -7:30 **Dinner**
Salad - Apple and walnut salad with a cider vinaigrette
Entrée - Roasted breast of chicken w/cranberry chutney
Dessert - Apple Pie
7:30pm-8:30 **- Speaker**

**** Appetizers are provided at no cost to members by the section. ****

Directions :

.FROM 275 NORTH TAKE EXIT 40B/LOIS AVE. WHEN EXITING TURN LEFT ONTO LOIS AVE. HILTON IS LOCATED 1/2 MILE ON RIGHT.

FROM TPA - FOLLOW AIRPORT EXIT TO SPRUCE STREET TO THE THIRD LIGHT- LOIS AVENUE. TURN RIGHT AND THE HOTEL IS ON THE LEFT.



On-line Reservations: www.time2meet.com/asq1508/index.shtml

Reservations should be made by 4:00PM, Thursday, November 9, 2006

If you experience a problems using the website for making a reservation, send an e-mail with your phone number, company name and address to Heike.

[Heike @ e-imagestudios.com](mailto:Heike@e-imagestudios.com)

Cancellations should be made by noon on the Friday before the meeting but every effort will be made to accommodate late cancellations. If you have a special dietary request - vegetarian or low fat. - please indicate this at the time you make your reservation. **\$21.00** per member with a reservation or **\$26.00** at the door for guests and members without a reservation. **Only cash or check accepted at the door.**

If you make a reservation and do not attend, the section must still pay for your meal.

In this event you should reimburse the section by sending a **check**, payable to ASQ, for **\$21.00** to our treasurer,
Glen Cavanaugh, 9212 Rustic Pines Blvd. W, Seminole, FL. 33776

Recertification

Recertification Chair: Heike Johnson

Please send all recertification packets to:
Heike B. Johnson, ASQ 1508 Recertification Chair
e-image Digital Studios, Inc.
2106 Climbing Ivy Drive
Tampa, FL 33618-1709

To contact Heike for questions, her e-mail address is as follows: Heike@e-imagestudios.com

CERTIFICATION EXAM DATES 2006

<u>EXAM</u>	<u>EXAM DATES</u>	<u>APPLICATION DEADLINE</u>
CQE, SSGB, CSQE, CQA, CQIA, CCT, CQPA	December 2, 2006	Passed

Certifications available:

CBA - Biomedical Auditor Certification
CCT - Calibration Technician Certification
CHA - HAACP Auditor Certification
CMI - Mechanical Inspector Certification
CMQ/OE - Manager of Quality / Operational Excellence
CQA - Quality Auditor Certification
CQE - Quality Engineer Certification
CQIA - Quality Improvement Associate
CQPA - Quality Process Analyst Certification
CQT - Quality Technician Certification
CRE - Reliability Engineer Certification
CSQE - Software Quality Engineer Certification
SSBB - Six Sigma Black Belt Certification
SSGB - Six Sigma Green Belt Certification

Section News and Local Events

**If you have inputs for the newsletter, please send them to
Camie Williams**

for consideration at c4cwill@tampabay.rr.com.

The deadline for submitting newsletter items is the 2nd. Friday of each month.

**** Anyone who attends 8 of 10 meetings for the September 2006– June 2007 ****
will receive a certificate for a free dinner meeting.

APICS-Sponsored Six Sigma, Lean, and Supply Chain Seminars

Your ASQ Section is in cooperation with APICS (The Association for Operations Management) and the Society of Manufacturing Engineers (SME) for four seminars over the coming months at a reduced cost.

*** Note that each seminar will yield 0.8 ASQ re-certification credits:

Demystifying Six Sigma	November 15, 2006
Lean Manufacturing	February 14, 2007
Supply Chain Management	April 11, 2007
Integration of Lean, Six Sigma & Supply Chain Management	May 9, 2007

All seminars are local, full-day, in-depth, and feature national speakers!

Please visit the APICS website for a brochure (PDF) and more details about each seminar,
at www.apics-flwc.org

REGISTER NOW!

All seminars will be held in the St. Petersburg/Clearwater area, 8am - 5pm

Registration 727.209.0890

Email: seminar@apics-flwc.org



P.O. Box 3005
Milwaukee, WI. 53201-3005

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Regular	372
Fellow	4
Senior	169
Associate	15
Student	13
Sustaining	3
Forum	1
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Total	577