



Quality Quest

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September 2013 Volume 55 Issue 1

ASQ St. Petersburg-Tampa Section 1508

Dinner Meeting Monday, September 9, 2013

**Speaker: Nicholas (Nick) Coblio, PhD
Quality and Information Systems Manager
Pharmacy department at the James A Haley VA**

**Topic: Medication Safety in The US: Are we safer
now then we were in 1999?**

**Main Speaker: Nicholas (Nick) Coblio, Quality and Information Systems
Manager. Pharmacy department at the James A Haley VA**

Summary: “You get what you pay for” is a well known proverb. If that is true, the United States, which spent close to 18% of its GDP, or over \$8,500 per capita, on healthcare in 2011, must have the best health care system in the world. Unfortunately, that is not the case, and the US only ranked 37th over-all , right behind Costa Rica, in the World Health Organization’s (WHO) 2000 World Health report. In addition to high cost, the US health system also has some issues with systems safety that do not appear to have improved since the publication of IOM report on system failures in US health Care in 1999.

Reports from 2005 and as recently as 2010 indicate there are still systemic issues with health safety in the United States. The history, current status and future trends in health systems safety, focusing on medication systems will be reviewed. This will be placed in the context of health systems cost and results when compared with other industrialized nations. Lastly there will be some discussion of possible causes and possible means to mitigate these safety issues.




**Dinner Speaker: Nicholas (Nick) Coblio, PhD
Quality and Information Systems Manager.
Pharmacy department at the James A Haley VA**

**Topic: Medication Safety in The US: Are we safer
now then we were in 1999?**

Speaker Bio: Nicholas (Nick) Coblio earned his Bachelor's in Pharmacy from the Philadelphia College of Pharmacy and Science in 1972. He started graduate work in biochemistry in 1975 at the Rochester Institute of Technology and latter switched to the Theoretical and Applied Statistics masters program also at RIT. He earned his Master's degree in Engineering Management, a Master's Certificate in Quality Management and his PhD in Engineering Science from the University of South Florida. He is a registered pharmacist in the state of Florida , an ASQ Certified Six Sigma Green belt and holds a Six Sigma Black Belt certificate from St. Petersburg College and plans to take his ASQ black belt exam in October.

He is the manager for Quality and Information Systems for the pharmacy department at the James A Haley VA. His job functions include day-to-day management of the pharmacy portion of the hospital computer system and management of the various pharmacy related databases as well as over-sight of the pharmacy's Quality Assurance and Process Improvement activities. He designed and manages the pharmacy's data warehouse. His professional organizations include: The American Medical Informatics Association, American Society for Quality, The Institute of Industrial Engineers, Federation Internationale Pharmaceutique, and the American Society for Engineering Management. He has published a number of papers on informatics and applications of the data warehouse to pharmacy practice. More recently he has published on the pharmacy work environment and the relationship between high stress levels and error. His research interests include: clinical application of data mining, system induced alert fatigue, pharmacy work design, and application of engineering theory to safe medication practices.




Pre-Dinner Speaker: Flynn Vickers
Lean Master Black Belt
Lean Six Sigma Deployment and Program Development
at James A. Haley VA Hospital

**Topic: The VA Journey for Implementing a Lean Six Sigma
Deployment Strategy**

Summary: Implementing a Lean Six Sigma deployment strategy can be challenging in any sector, but healthcare offers unique challenges to overcome for a practitioner in an organization that is beginning a Lean journey. Compounding the challenge for the James A. Haley Veterans' Hospital is the unique regulatory and management environment of the federal civil service. These factors require a modified project approach, facilitation philosophy, and training model to set the foundation for success in process improvement.

In our Lean Journey, we have led the development of a programmatic approach that is unique in the VA. By providing quantitative alignment with the organization's strategic plan in project selection, elevated Lean mentorship and training to practitioners and employees, and aggressive project and program management, our facility has been able to create a well defined and sustainable Lean Enterprise Program in just 6 months. This presentation will tell the story of the successes and lessons learned from the launch of an organized Lean Six Sigma change management program at a large public sector medical center, as well as the strategies being used to continue to move forward in our journey.



Pre-Dinner Speaker: Flynn Vickers
Lean Master Black Belt
Lean Six Sigma Deployment and Program Development
at James A. Haley VA Hospital

**Topic: The VA Journey for Implementing a Lean Six Sigma
Deployment Strategy**

Speaker Bio: Flynn Vickers is a process improvement professional leading the Lean Six Sigma Deployment and program development efforts at James A. Haley Veterans' Hospital, a US Department of Veteran's Affairs Medical Center among the largest (by patient volume) and most clinically complex of all VA facilities. Flynn began training in Lean Six Sigma Process improvement methodologies in 2010, earning certification as Lean Six Sigma Black Belt through the US Army's Office of Business Transformation, and is currently completing requirements for certification as a Master Black Belt through Villanova University. Flynn attended the University of Florida and graduated with a Bachelor's Degree in Economics in 2007.

Flynn's professional experience in process improvement has been centered in the public sector healthcare management field, with major project experience in multiple areas of health management including clinical/administrative communication and coordination, criteria based clinical evaluation processes, human resource management, patient flow, and perioperative services. While assigned as a commissioned officer to the US Army's Europe Regional Medical Command in Heidelberg Germany, Flynn designed and led the implementation of the processes by which severally wounded, ill, and injured Soldiers are evaluated for entry into the Warrior Transition Unit programs across Europe; a process that avoided over \$2 million in spending per year vs. the original process and reduced processing days from 45-60 days to an average of 18 business days.

He also was a part of a team of Black Belts that designed the joint DOD/VA Integrated Disability Evaluation System components in use outside of the continental United States. Flynn's focus areas since joining the Department of Veterans' Affairs in December of 2012 have been sustainable program development, Lean Six Sigma training and deployment in a federally administered healthcare network, and strategic alignment of improvement efforts with executive goals.

ASQ Section 1508 St. Petersburg/ Tampa DINNER MEETING

**St. Petersburg Marriott Clearwater
12600 Roosevelt Boulevard,
St. Petersburg, FL. 33716**

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

- 5:30 pm-6:00 pm Registration
5:30 pm-6:00 pm Appetizers/Networking ** (Before meeting) are provided at no cost to members by the section. **
** Appetizers :Appetizers Cheese Display garnished with Vine Fruit and Served with Crackers**
- 6:00 pm-6:30 pm Pre-Dinner Topic
6:30 pm-7:15 pm Dinner
Salad: Garden Green Salad with Tomatoes, Cucumbers, and House Champagne Vinaigrette or Ranch Dressing . All served with Rolls and Butter
Entrée: 6oz. Prime Rib served with an Au Jus Sauce
Vegetable/Starch: Chef's Selection of Vegetable, Starch and Dessert
Note: Vegetarian Meals available for vegetarian and low fat requirements.
Water and Regular and Decaffeinated Coffee also served.
- 7:15 pm-8:15 pm Main Speaker

Directions:

From St. Petersburg: Take I-275 N/SR-686/Roosevelt Blvd exit 30, toward Largo. Merge onto Roosevelt Blvd. N/FL-686W toward Largo-Clearwater/St. Pete-**CLWTR INT'L** Airport. Turn slightly right on Roosevelt Blvd. The Marriott is at the light.

From Clearwater: Take SR-686 E ramp toward I 275 S/St. Petersburg. Turn slightly right on Roosevelt Blvd. N/FL-686 E. The Marriott is on the right at the light.

From Tampa: Merge onto I-275 N toward St. Petersburg. Take the Roosevelt Blvd/SR 686, EXIT 30, turn right at the bottom of the ramp onto Roosevelt Blvd. Turn left at the first traffic light on to 28th St, the hotel is on the right.

Reservation Policy

On-line Reservations: <http://asqtampabay.org/Home/tabid/38/Default.aspx>

Reservations must be made by 4:00 PM on the Wednesday before the monthly meeting. If you have a special dietary request (vegetarian or low fat), please indicate this when making the reservation. The price for the meeting with the meal is **\$30.00 with advanced reservations** or **\$35.00 for walk-ins**. The price for the meeting without meal is \$10.00. Cash and check payments are accepted during the check-in from 5:00 pm to 6:00 pm.

***** Important Note:** *Only two additional meals will be reserved by the Section for walk-ins. We urge those who desire to attend the meeting and reserve a meal to register on the website before the reservation deadline, thus guaranteeing your meal.*

Cancellations Policy

Cancellations deadline is Wednesday before the meeting at 4:30 PM. Since we cannot guarantee cancellations made after the deadline, you may still be charged for late cancellations.

If you make a reservation and do not attend, the Section must still pay for the meal and administrative costs. Therefore, you will be required to reimburse the Section by sending a **check**, payable to ASQ, for **\$30.00 (\$10.00 for reservation with no meal)** to our Treasurer, **Brad Near, 9355 92nd Ave, Seminole, FL 33777.**



Message from Chair

"In the middle of a difficulty lies opportunity." — Albert Einstein

Greetings members of Section 1508 - Tampa, St. Petersburg, Clearwater ASQ.

Please join us on September 9th, our first meeting of the 2013-2014 term year to hear;

- **Nicolas Ciblio, PhD**, Manager for Quality and Information Systems for the pharmacy department at the James A Haley VA, presents:

"Medication Safety in The US: Are we safer now then we were in 1999?"

- **Flynn Vickers**, Lead Master Black Belt for the Lean Six Sigma Deployment and Program Development efforts at James A. Haley Veterans' Hospital speak about the

"The VA Journey for Implementing a Lean Six Sigma Deployment Strategy."

We will also continue to add Quality and/or Management related books to our monthly raffle.

Titles to be raffled this month include;

- Process Quality Control, by Ott, Schilling and Neubauer
- Corporate Sustainability, Planning and Assessment Guide, by Donald C. Fischer

I look forward to seeing you all on Monday, September 9th.

Bob Mendenhall, Chair

rmendenhall@novaces.com



Jobs

Jobs

Jobs

From The Placement Chair

Our tool for helping members find jobs has been picking up momentum. You can see jobs that are currently available on our website: asqtampabay.org. When on the site, go to the Member Services tab, and click on Career Development. There you will see listings of [Jobs Available](#) as well as [Members Who are Seeking Jobs](#).

Please Help us with both categories:

If you know of openings in your company, please ask your Human Resources to send me a description of the job to: brgcorp@gmail.com along with an e-mail contact for candidates to send their Resume. Also if you know of a Job that fits one of our members that is looking, please send them that knowledge through their email address.

Thanks very much for your help!!!!

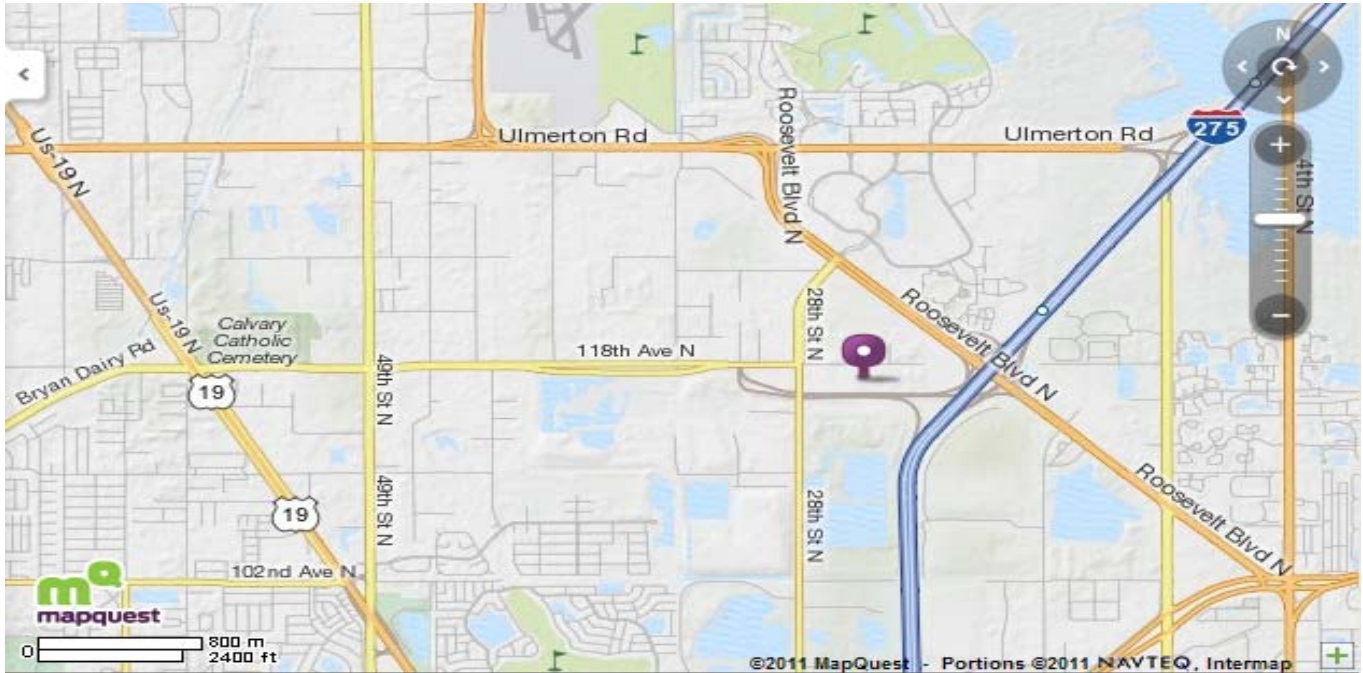


ASQ Certification for St. Petersburg/Tampa Section 1508

ASQ Section 1508 testing is held on the HSN campus in the auxiliary building directly across the street from the main campus. Signs are placed at the edge of the property and directly in front of the entrance on the morning of each exam day. Parking is located in front of and to the side of the building.

Address:

2400 118th Street, N.
St. Petersburg, FL 33716-1917



Registration begins at 7:15 AM. Please be sure to arrive by 7:50 AM to allow time for you to be checked in, your paperwork and books to be checked and for you to be seated to listen to instruction at 7:55 AM. **Exams begin promptly at 8:00 AM.**

Please be sure to remember to bring photo ID, pencils and approved calculator. Cell phones are **not** permitted, even in the off position, in the exam rooms.

We look forward seeing those who will take their exams in October. Registration for these exams has now closed:

October 5th Exams are for the following areas and Registration has now closed:

- Biomedical Auditor
- Master Black Belt
- Quality Inspector
- Certified Manager of Quality/Organizational Excellence
- HACCP Auditor
- Six Sigma Black Belt
- Quality Technician
- Reliability Engineer

Please be aware that HSN is a tobacco free facility. You will not be able to smoke nor chew tobacco on the premises.

Be sure to register now for your December Exams!

Board Members

Section Chair: **Robert Mendenhall**
rmendenhall@novaces.com

Past Section Chair/Nominating Chair:
Kim Dixon
kim.dixon@hsn.net

Treasurer: **Brad Near**
asq1508treasurer@gmail.com

Recertification Chair:
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Internet Liaison: **Julia Politowicz**
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Membership Chair
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Membership Statistics (as of September 2013)

Regular	260
Fellow	4
Senior	172
Associate	15
Student	36
Org Member	2
Site	5
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Total	494