



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"

September 2007

Volume 10, Number 7

Editor – Rus Barnes (rbarnes@lpports.com)

IN THIS ISSUE:

- MESSAGE FROM THE CHAIR
- SEPTEMBER PROGRAM – MEDICAL EMERGENCY TRANSPORT
- 2007-2008 PROGRAM YEAR
- HEALTHCARE AND QUALITY
- LEADERSHIP COMMITTEE
- THE QUALITY SYSTEMS CORNER
- ASQ CERTIFICATION EXAMS
- CERTIFICATION PREPARATION
- EMPLOYMENT OPPORTUNITIES & TOOLS
- SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2006-2007
- CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING

MESSAGE FROM THE CHAIR

Hello to all ASQ Members and Friends,

I hope everyone is enjoying the great weather and the fall color that is now making its way up through the Southern Ohio hills and valleys. It truly is a beautiful state. So enjoy the color, take a hike through the state parks, and visit those cider mills and wineries, as Ohio is becoming known as quite a great regional producer.

The first program of the year (09/20/07) will be held in Portsmouth, Ohio at MedFlight, with dinner following at Williams Restaurant. I hope to see a good membership turnout as the weather is perfect for an outdoor event.

The October meeting will be held on October 23rd, at Riverside Methodist Hospital (Columbus) Virtual Training Center. Make your plans to attend now. Catered dinner will be served at the site. Details to follow.

Note your Calendars: LC meeting – 10/04/07 – OSU South Centers – Endeavor Center Conference Room – Piketon, Ohio

Special thanks to Doug Scott and Bob Rinderman for assistance on SMP Business Plan and Budget Submission for 2007-2008. Another deadline down!

Best to all,
Cindy Davis, DRD, Scioto Valley Section Chair, 2007-2008

SEPTEMBER PROGRAM – “Medical Emergency Transport”

DATE & LOCATION: Thursday, September 20, 2007 Healthnet-Medflight Facility, Portsmouth, OH

SPEAKERS: On Duty Pilot and Flight Nurse

AGENDA: 5:30 – 6:00 Registration and networking
 6:00 – 6:30 Presentation and Tour
 7:00 – ? Dinner at Williams Restaurant, 603 Chillicothe St., Portsmouth, OH,
 phone 740-355-3141

MENU & COST: Choice of lasagna, salad, bread, and drink or walnut encrusted chicken, salad, baked potato, broccoli, and drink. The charge for the dinner is \$15.00 including beverage. You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration is required by Monday, September 17, 2007. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502), Cindy Davis (d2associates@earthlink.net (740) 289-2071 x228), or Doug Scott (dscott@lpports.com; 740-897-4771) for reservations.

RECERTIFICATION: Individuals holding ASQ certifications will **earn 0.3 re-certification units (RUs)** for participation in the presentation.

DIRECTIONS: HEALTHNET-MEDFLIGHT: Traveling south on US Route 23 turn left (east) on Rt. 52 (11th Street). Proceed east on Rt. 52 for approximately 0.5 miles. Turn left (north) on Offnere Street. Proceed approximately 0.1 mile and turn left (west) on 12th Street. Proceed approximately 0.1 mile and turn left (south) on Union Street. The helipad is on the right.
 WILLIAMS RESTAURANT: Travel west on US Rt. 52 for approximately 0.3 miles. Turn left (south) on Rt. 23. Stay on Business 23 (Chillicothe Street) for approximately 0.3 miles. Williams Restaurant is located at 603 Chillicothe St. at the intersection of 6th Street and Chillicothe Street.

2007-2008 PROGRAM YEAR

Meeting Date	Location	Theme	Topic/Speaker
September 20, 2007	Portsmouth	Medical Emergency Transport	Med Flight Ambulance Service
October 23, 2007	Columbus – Riverside	Healthcare Education and Training	Tour of Riverside Virtual Surgical Training Facility
November 13, 2007	Piketon OSU	Plant Genetics	Speaker - TBD by OSU
December 11, 2007	Portsmouth Shawnee State	DOT Bridge Inspection	Ohio Bridge Inspections/Speaker - TBD
January 17, 2008	Piketon OSU	Annual Meeting & Fruit Growth Quality	Speaker - TBD OSU South Centers
February 21, 2008	Chillicothe	Telephone/ Internet Quality	Speaker – TBD
March 20, 2008	Jackson	Piping Fabrication & Design Quality	Speaker – TBD
April 17, 2008	Manchester Moyer’s Winery	Quality Excellence Award	Kentucky Excellence Award - Speaker -TBD
May 17, 2008	Ironton	Railroad Quality	CSX Quality Program – Speaker - TBD
June 21, 2008	Chillicothe	Golf Outing	Second Annual SVS Golf Outing

Please note that some locations/topics may change due to availability of speakers.

HEALTHCARE AND QUALITY

The integration of quality and healthcare is not new. Healthcare professionals have been tracking quality measures for many years; often driven by accrediting bodies and outside standards of practice. But, what is new are the methods of data collection, why it is being collected and what is happening within the organizations after analysis of the data. While accrediting bodies (Joint Commission, State Boards of Health, and Medicare/Medicaid) and standards of practice still drive healthcare, the new player is the patient. Patients and their families, the general public and even healthcare professionals themselves have become very savvy in the use of the internet, public information records and general data collection themselves. Rather than the passive role played by patients in the past, today's patient is very aware of what to expect in a hospital, in the care and decisions of the physicians and of the nurses who provide the 24/7/365 care for every hospitalized patient. Patients are aware of the length of stay in hospitals, complications rates, Joint Commission survey results and even the number of malpractice suites files against their physician (all readily available online).

Rather than retrospective, reactionary process evaluation; the healthcare industry is beginning to adopt prospective and proactive examinations of their organization's workflow and processes. This allows for real-time intervention in the issues affecting the organization's ability to provide quality healthcare.

At the top of the list is the process of patient throughput. The Lean tools of value stream mapping (VSM), 5-S and the Six Sigma tools used within the DMAIC process are being utilized to collect data surrounding the movement of patients within the entire hospital as well as within individual departments and nursing units. What separates healthcare and manufacturing in implementation of Lean Six Sigma is the number of variables that must be controlled and accounted for. The response of a patient to an injury or a disease process differs with every patient, therefore making the elimination of variables even more difficult. With that in mind the variables that must be eliminated, or at the very least substantially reduced, are those of the processes of patient care delivery. The delivery of care for a patient admitted to the hospital with pneumonia should not be dependent upon the floor of admission.

Another area that makes healthcare unique is that of "downtime" or the difference between the lead time and process time identified through the creation of the VSM. In manufacturing quality professionals strive to make the difference as near zero as possible, allowing for no downtime. In healthcare some of that identified downtime is time to heal. Patients require time to allow their bodies and minds to heal from the injury or disease process that brought them to the hospital for treatment. We must build in and allow for that healing time. Traditional VSM does not allow for that. Tweaking of the tool does.

After analysis of data, organizations are allowing their staff to make the implementations that the data suggest. Who better, than those who carry out the processes, to implement and control the revisions? The outcome is ultimately better patient care; reduce the variations in delivery of that care while allowing time to heal. The organizational outcomes are decreased length of stay, decreased cost per patient day, decreased supply costs and an increased reputation in the community as THE place to go for quality healthcare.

Donna Melick MBA, MSN, RN, CNRN, CSBB

Melick Associates Consulting, LLC

LEADERSHIP COMMITTEE

The Leadership Committee meeting dates for program year 2007-2008 are listed below. Meeting times are 5:30 pm on each date. All members are welcome to attend the Leadership Committee meetings.

10/04/07 - OSU Piketon
11/01/07 - OSU Piketon
12/06/07 - OSU Piketon
01/03/08 - OSU Piketon
02/07/08 - OSU Piketon
03/06/08 - OSU Piketon
04/03/08 - OSU Piketon
05/01/08 - OSU Piketon
06/05/08 - OSU Piketon

THE QUALITY SYSTEMS CORNER - Column by Bob Rinderman

I think that when any of us consider the subject of “Quality Systems” we automatically relate to the quality system that we are currently working under or the one that we are most familiar with.

As a result it is only natural for me to relate to the quality system that I am currently working under which is the American Society of Mechanical Engineers (ASME) Nuclear Quality Assurance (NQA) NQA-1 quality system. Early in 1975, the American National Standards Institute (ANSI) assigned overall responsibility for coordination among technical societies, development and maintenance of nuclear power quality assurance standards to ASME. The ASME Committee on Nuclear Quality Assurance was constituted on October 3, 1975 and began operating under the ASME Procedures for Nuclear Projects. The ASME Committee on Nuclear Quality Assurance operated under the ASME Operating Procedures and Practices for Nuclear Codes and Standards Development Committees. This committee prepared ANSI/ASME NQA-1, “QA Program Requirements for Nuclear Power Plants”, which was first issued in 1979 as an American National Standard.

In brief, the NQA-1 Standard sets forth a system of requirements for the establishment and execution of quality assurance programs for the siting, design, construction, operation and decommissioning of nuclear facilities. The NQA-1 “quality system” is comprised of 18 “Basic Requirements”, as follows:

- | | |
|--------------------------------------------|---------------------------------------------|
| 1. Organization | 10. Inspection |
| 2. Quality Assurance Program | 11. Test Control |
| 3. Design Control | 12. Control of Measuring and Test Equipment |
| 4. Procurement Document Control | 13. Handling, Storage and Shipping |
| 5. Instructions, Procedures and Drawings | 14. Inspection, Test and Operating Status |
| 6. Document Control | 15. Control of Nonconforming Items |
| 7. Control of Purchased Items and Services | 16. Corrective Action |
| 8. Identification and Control of Items | 17. Quality Assurance Records |
| 9. Control of Processes | 18. Audits |

These 18 Basic Requirements (criteria) and their applicable “Supplements” (amplified requirements) are intended to meet and clarify the nearly identical 18 criteria of Appendix B, “Quality Assurance Criteria For Nuclear Power Plants and Fuel Reprocessing Plants” of Title 10, “Energy”, of the Code of Federal Regulations (CFR), Part 50, “Domestic Licensing of Production and Utilization Facilities”, dated January 20, 1975.

The 18 elements of the Appendix B “Quality Assurance Criteria” apply to all activities affecting the safety-related functions of those structures, systems and components that prevent or mitigate the consequences of postulated accidents that could cause undue risk to the health and safety of the public. The application of the criteria can be as broad as desired but, as a minimum, they must be applied to the “safety-related” structures, systems and components of the facility.

As a result, from a regulatory perspective, when a nuclear facility commits to the NQA-1 criteria, those criteria carry the force of Federal Law as delineated in 10 CFR 50, Appendix B. However, I feel that it is clearly advantageous to consider applying the QA criteria to an even wider range of structures, systems, components and activities of the facility.

While the application of quality criteria should be planned, deliberate and coordinated, experience has shown that imposing quality criteria can be beneficial. From my nuclear power plant days I recall the example of a very large “non safety-related” pump that was sent to a supplier for overhaul. In their rush to overhaul the pump and return it to the plant site, the supplier missed the final machining steps for the flange. When the pump was received on the plant site toward the end of the plant maintenance shutdown there was no “Inspection” performed because the pump was not “safety-related”. Near the end of the outage when the pump was to be installed on a critical path basis they found that the pump would not fit. Rework of the pump flange resulted in a seven day delay/extension of the outage at a projected lost revenue of \$1,000,000.00 per day.

BOB RINDERMAN is an ASQ Member since 1966 who has developed and managed Quality Systems in a variety of industries. Bob is the Founding Chair of the Scioto Valley Section, past member of the ASQ Board of Directors and an ASQ Fellow. Bob would welcome your comments, corrections or critiques at Qualpro@roadrunner.com.

ASQ CERTIFICATION EXAMS

Certification examinations will be held at The Ohio State University, Research and Development Center in Piketon, since this site is at the approximate geographical center of the area served by section 815. The following web page provides additional information: <http://www.asq.org/certification/dates.html>.

The following table lists the various certifications offered by ASQ, the exam dates, and application deadlines:

Certifications	Application Deadline	Exam Date
Biomedical Auditor HACCP Auditor Manager of Quality/ Organizational Excellence Quality Inspector Quality Technician Reliability Engineer Six Sigma Black Belt	08/17/07	10/20/07
Calibration Technician Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer	10/05/07	12/01/07

CERTIFICATION PREPARATION – A MESSAGE FROM THE CERTIFICATION CHAIR

Certification is formal recognition by ASQ that an individual has demonstrated proficiency within, and a comprehension of, a specified body of knowledge. It is peer recognition, not registration or licensure. Certification demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification: 1) Is a mark of excellence; and 2) Is an investment in your career and in the future of your employer. Studying for the one of the ASQ Examination allows the individual to gain new skills and upgrade their proficiency. Maintaining your certification secures the investment you've already made in your career.

The following link on the ASQNet.org web page provides valuable information on resources to help you prepare for the various certifications that ASQ offers:

http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/career/index.html

EMPLOYMENT OPPORTUNITIES & TOOLS

Check out the ASQ web page <http://careers.asq.org/search.cfm> for information on finding available job opportunities, job seeker support, posting a resume, and many other helpful items. Many new items are added daily to assist in your career searches.

THE SCIOTO VALLEY VOICE

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2006-2007

Office	Name	Phone	E-mail
Chair	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Chair Elect	John Hobensack	740 897 2253	hobensackje@ports.usec.com
Vice Chair	Robert Ervin	740 384 3479	boberv@copper.net
Vice Chair	Rich Biehle	606 836 3455	rbiehle@gmail.com
Vice Chair	Jim Brown	740 636 3038	jbrown@yusa-oh.com
Treasurer	R. Douglas Scott	740 897 4771	dscott@lpports.com
Secretary	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
Immediate Past Chair	Dave Boulay	740 289 2071	boulay.1@osu.edu
Reg. 8 Deputy Director	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Reg. 8 Deputy Director	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Section Director (10)	Tim Matchett	740 286 1621	cqp53@hotmail.com
Section Director (10)	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Section Director (10)	R. Douglas Scott	740 897 4771	dscott@lpports.com
Section Director (10)	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Section Director (09)*	Pamela Sperling	740 773 8123	Sperling@horizonview.net
Section Director (08)*	Rich Biehle	606-836-3455	rbiehle@gmail.com

* The number in parentheses is year ending a three year appointment in June

Committee Chairs	Name	Phone	E-mail
Arrangements	Tom Houk	740 897 6502	houkt@tpmcllc.com
Auditing	Pamela Sperling	740 773 8123	Sperling@horizonview.net
Certification	Jim Thompson	740 897 5246	thompsonjf@ports.usec.com
Database	Wade Midkiff	225 323 3701	midkiff@ieee.org
Education	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Examining	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
Healthcare	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
Historian	R. Douglas Scott	740 897 4771	dscott@lpports.com
Internet Liaison	Wade Midkiff	225 323 3701	midkiff@ieee.org
Koalaty Kid	R. Douglas Scott	740 897 4771	dscott@lpports.com
Membership	Robert Ervin	740 384 3479	boberv@copper.net
Newsletter	Rus Barnes	740 897 2809	rbarnes@lpports.com
Nominating	Dan Longpre	740 897 5747	longpred@tpmcllc.com
Placement	Craig Gray	740 335 0335	cgray@yusa-oh.com
Program	Rich Biehle	606 836 3455	rbiehle@gmail.com
Publicity	John Hobensack	740 897 2253	hobensackje@ports.usec.com
Re-certification	Jim Brown	740 636 3038	jbrown@yusa-oh.com
Six Sigma	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
SMP	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net

CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING

Below is a listing of upcoming conferences available through ASQ. More information on available conferences is available by clicking each link below or visiting the ASQ website (www.asq.org).

16th Annual Service Quality Conference October 1-2, 2007 • San Diego, California
<http://www.asq.org/conferences/service-quality/index.html>

16th Annual Audit Conference October 11 & 12, 2007 • Atlanta, Georgia
<http://www.asq.org/audit/conferences/index.html>

51st Fall Technical Conference 2007 October 11-12, 2007 • Jacksonville, Florida
<http://www.eng.fsu.edu/ftc2007/index.php?page=program>

THE SCIOTO VALLEY VOICE

International Conference on Software Quality October 16-17, 2007 • Denver - Lakewood, Colorado
<http://www.asq.org/software/conferences/>

International Quality Forum Juárez – Calidad 2007 October 18, 2007 • Juárez, Chihuahua, Mexico
<http://www.asq.org/global/networking-events/quality-forum-juarez.html>

2007 Performance Excellence Summit & 23rd CAE Gala October 24, 2007 • Toronto, ON, Canada
http://www.nqi.ca/newsevents/event_details.aspx?ID=174

34th National Energy and Environmental Conference November 4-7, 2007 • Providence, RI
<http://www.asq.org/ee/conferences/index.html>

National Quality Education Conference November 11-13, 2007 • St. Louis, Missouri <http://nqec.asq.org/>

2008 Six Sigma Conference February 11-12, 2008 • Phoenix, Arizona <http://www.asq.org/conferences/six-sigma/index.html>

20th Quality Management Conference February 21-22, 2008 • Orlando, Florida
<http://www.asq.org/conferences/quality-management/index.html>

16th Annual International Conference on ISO 9000 March 3-4, 2008 • Orlando, Florida
<http://www.asq.org/conferences/iso-9000/index.html>

World Conference on Quality and Improvement May 5-7, 2008 • Houston, Texas <http://wcqi.asq.org/>

Quality Institute for Healthcare May 5-7, 2008 • Houston, Texas <http://qihc.asq.org/index.html>