



# AMERICAN SOCIETY FOR QUALITY

## CENTRAL ARKANSAS SECTION 1407

September 2009



### ***Quality Metrics in Health Care*** **Carolyn F. Yarbrough, Ph.D.**

Please join us on September 15, 2009, as we listen to Dr. Carolyn Yarbrough who will speak to us on *Quality Metrics in Health Care*.

Dr. Yarbrough has two primary areas of expertise: Quality Management and Clinical Laboratory Operations. She has served as a consultant for the University of Arkansas for Medical Sciences and for QHR Consulting, a firm in Brentwood, TN, focusing primarily on topics related to performance improvement principles and tools, patient safety, clinical outcomes and infection control.

Dr. Yarbrough developed and had responsibility for various outreach laboratory operations, in addition to core laboratory administration. This responsibility included the *de novo* business planning and operation, as well as the technical and clinical operation of the labs. She has acted as Medical Director for several clinical laboratories in physician offices, clinics and a surgery center. She spent the last years of her career at St. Vincent in initiatives for improving the Quality and Service Performance for this system. Her most recent assignment was as Patient Safety Officer / Performance Improvement Coordinator.

Dr. Yarbrough has been an examiner for the Governor's Quality Award since 1996 and has served as part of the panel of six judges. She continues teaching activities with this program which is based on the Malcolm Baldrige criteria for recognizing organizational excellence. She has served as judge for the Army Performance Improvement Criteria and the Army Communities of Excellence programs, also based on the Baldrige criteria.

**Cock of the Walk, 7103 Cock of the Walk Ln // North Little Rock, Arkansas 72113  
(501) 758-7182**

**Date/Time:** Tuesday, September 15, 2009 @ 6:00 p.m.  
6:00 – 6:30 Order dinner\*, networking/socializing  
6:30 – 7:15 Dinner orders submitted, guest presentation  
7:15 – 8:00 Enjoy dinner and conversation  
8:00 – 8:30 Business meeting (if not already held)

**Note:** \*Meals at Cock of the Walk will be ordered from the menu and paid by the member.

**Speaker:** Carolyn F. Yarbrough, Ph.D.  
**Topic:** Quality Metrics in Health Care

**Room size is based on reservations, so please make a reservation no later than noon on Monday, September 14, 2009.**

For reservations, contact Floyd Washburn, Arrangements Chair, e-mail at:  
[fwashburn@yarnells.com](mailto:fwashburn@yarnells.com)

2009-2010  
Section 1407  
Leadership

**Board of Directors:**

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[danfrith@classicnet.net](mailto:danfrith@classicnet.net)

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[linda.appleby@us.labinal.com](mailto:linda.appleby@us.labinal.com)

Nominating Committee Chair Floyd Washburn  
[fwashburn@yarnells.com](mailto:fwashburn@yarnells.com)

Placement Chair Robert Long  
[longr@usa.redcross.org](mailto:longr@usa.redcross.org)

Examining Chair Carlton White  
[carlton.white@wgint.com](mailto:carlton.white@wgint.com)

# Welcome New Members

ASQ Central Arkansas Section 1407 extends a very warm welcome to our new members:

Name – Company	Name - Company
Roger Adamson – Rosti	Steven Burgess – PGI
Rhonda Corrigan – PBSI	Dana Cuccia – CCBC of Arkansas
Ronnie Evans – Conestoga Wood Specialties	James Gollwitzer – AAR Aircraft Svc.
Tracie Hale – Decrane Aerospace Audio International	Morolake Kuteyi – Cameron
Phil Riester – Polymer Group Inc	Tim Tipton – URS
Ricky Wilson - Dassault Falcon Jet	Bruce Ziemer - Conestoga Wood Specialties

## Thank you for your membership in ASQ! Anniversaries in June, July, and August

Name	# of Years	Name	# of Years
Carlton E. White	1	Jennifer Fairchild	13
Susan Copeland	1	James Phelps	13
John Williams	2	Linda Appleby	14
John Kelly	2	Connie Satzler	14
Debbie Cloe	2	Darren Green	14
John Hulecki	2	To Chan	14
David Smith	3	Patrick Hutton	14
Dan Frith	3	Belinda Chavez	15
Derwin B Harrell	3	Terry Bennett	15
Terri White	3	Angie Rossi	15
Douglas Anglin	4	Sylvia Burton	15
Charles Mortensen	5	Craig Batek	15
Serge Gallant	5	Wally Mueller	15
William Hiers	5	Gene Morton	15
Tony Smith	5	Jeffrey Choisser	16
B J Tolbert	5	Tracy Baker	16
Scott Stover	6	Lee Wright	16
Scott Ellis	7	Charles Newfeld	16
Robert Long	7	Richard Adcock	16
Bruce Moore	8	Greg Palsgrove	18
Lawrence Archer	8	Steven Hester	19
Michael Bentley	8	Robert Johnson	19
John Denney	8	Cathy Webb	19
Yongcang Zhang	8	Norm Cannon	19
Phyllis Henry	9	Douglas Priestler	19
Vickie Diprima	10	Herbert Clark	20
James Edmondson	10	Larry Williams	20
Angela Deems	11	William Wylie	21
James Cooper	11	John Breckline	21
James Janski	11	Gerald McHenry	21
Calvin Kellogg	11	Russell Reddoch	22
Ronnie Harper	11	Fred Ameen	23
Hans VanHaute	12	Joseph Lukas	23
Lydia Carson	12	Ronald Sponer	23
Marcus Babb	12	Patrick Zaczyk	23
Bonnie Connelly	13	Jane Costello	24
Andrew Knight	13	Patsy Brown	30
Scott Diprima	13	Floyd Washburn	32
Michael Corbin	13	Gerald Larson	38

## 2009 – 2010 Meeting Schedule

DATE	TOPIC	SPEAKER	LOCATION
9-15-2009	Quality Metrics in Health Care	Carolyn Yarbrough, Ph.D.	Cock of the Walk - Maumelle
10-06-2009	TOUR	AR Department of Information Services	DIS – Little Rock
11-10-2009	EVOP	Gerald McHenry - Tokkuson	Shorty Smalls - NLR
12-08-2009	Quality in the NFL	Walt Coleman, NFL Referee	Michelangelo's Ristorante – Conway Spouse / SO Night
1-12-2010	Arkansas National Guard Learning Facility	Major David Harrison, National Guard	Cock of the Walk - Maumelle
2-09-2010	TOUR	Tony Smith	American Red Cross – Little Rock
3-09-2010	Arkansas Manufacturing Solutions	Sherry Smith, AMS	Grandpa's - Sherwood
4-13-2010	TOUR	Arkansas Children's Hospital	Arkansas Children's Hospital – Little Rock
5-11-2010	Quality tool open discussion	You!	Whole Hog - NLR
<b><i>PLEASE JOIN US FOR THESE MEETINGS!</i></b>			

### Certified Quality Auditor Training – Are You Interested?

**ASQ Section 1407 plans to provide Certified Quality Auditor training in preparation for the CQA exam given on December 5, 2009. The training is based on the Quality Council of Indiana Primer and the ASQ Body of Knowledge.**

Note: the ASQ deadline for applying for the exam is October 16, 2009.

**Date/Time: Two Saturdays during the months of October – November  
TBD based on instructor and attendees input  
8:00 AM - 5:00 PM**

**Location: Exact location to be determined  
(Will be in the Little Rock/North Little Rock area)**

**Course Fee: \$300.00  
Includes Quality Council Primer and Exam Question CD**

**In order to effectively conduct the class we must have a minimum class size of 5.  
For inquires or to make application for the class, please contact:**

**Education Chair, Connie Satzler  
Work: 501-301-2065  
[Connie.satzler@falconjet.com](mailto:Connie.satzler@falconjet.com)**

## EMPLOYMENT OPPORTUNITIES

**Looking for a new employment opportunity?  
Need to fill a position?**

As a service to our membership, ASQ Section 1407 posts potential employment opportunities as well as the resumes of our members who may be searching for employment on our web site.

For more information please contact:

**Placement Chair, Robert Long**

[longr@usa.redcross.org](mailto:longr@usa.redcross.org)

## Meeting Attendance Reports

Our Section Database Chair will be sending a Meeting Attendance Report to members who are due to recertify. This means that you will no longer have to keep track of your meeting attendance for RUs.

The Meeting Attendance Report can be submitted with your [Recertification Journal / Application](#) to claim RUs for section meetings that you have attended since your last certification or recertification.

For more details contact:

John Denney

[john.denney@falconjet.com](mailto:john.denney@falconjet.com)

## Cock of the Walk

7103 Cock of the Walk Ln.

N Little Rock, AR 72113

(501) 758-7182

**From Little Rock or North Little Rock, take the Maumelle Blvd. exit (Ark. Route 100) off of I-430. Go west on Maumelle Blvd to Counts Massie Rd. Do a U-turn at the light and head east on Maumelle Blvd. to Cock of the Walk lane, the 1<sup>st</sup> street on the right. Turn right. The restaurant is at the end of the street. From Conway, take the Maumelle exit off of I-40 (exit 142) and turn right. Follow Maumelle Blvd to Cock of the Walk lane.**

