

CHAIR'S CORNER – Valentine's Day is Just Around the Corner

by Jo Haberstk

Well, hopefully you all survived the holiday season with your sanity – and bank book – intact. It seems like January tends to start with a sigh of relief ... and then it's time to face the coming year and all it brings, including more holidays!

Our first dinner meeting of 2019 will be on Wednesday, February 13. I hope you will be able to join us to learn about Kadlec Regional Medical Center and how they ensure quality and safety - no small feat for an organization with more than 4,000 caregivers and volunteers. Please share the meeting announcement with others and invite them to attend.

We plan to offer a couple of site visits this year as well as some other great topics and speakers. We are off to a slower than usual start due to changes in ownership and remodeling at our usual meeting location in Richland. The leadership team is currently reviewing proposals from a couple of other potential meeting venues and, depending on costs and date availability for future months, we hope to then be able to confirm speakers and topics. We also plan to offer one or two site visits in 2019.

On another upbeat note, because Valentine's Day will occur before our next newsletter, I thought I would do a little online research just for fun, and I'm going to share with you, too.

It is said that the origins of Valentine's Day are a bit murky. The ancient Romans celebrated the feast of Lupercalia, a spring festival, on the 15th of February. With the introduction of Christianity, the holiday moved to the 14th of February--the saint day that celebrated several early Christian martyrs named Valentine. And somewhere along the way, Valentine's Day came to represent romance. And what better ways to convey romance than with flowers, chocolate and other gifts for our loved ones? (I'll never say no to chocolate!)

For those who are thinking about celebrating in-house that day, you might consider one of these [23 Valentine's Day Movies](#) that the internet says people never get bored of. Interesting list indeed.

Hmmm...Might be best to go for the roses and a big box of chocolates instead...

In case you're wondering, I like dark chocolate caramels and raspberry truffles...

- Jo

Ethics: There is Nothing Boring About it

by Robert Boykin

Ethics can be defined as moral principles that govern a person's behavior – relative to their values, rights and wrongs, principles, ideals, and standards of behavior.

Unfortunately, ethics is too often seen as a killjoy subject, too serious and lecturing. However, looked at genuinely, about everything we do is ethically based in some way. For example: when we wake in the morning, we take care of the hygiene thing, get dressed and go to work. Well, there are two ethical behaviors checked off – hygiene-appropriateness and getting dressed. I shudder to think of the ethical implications of missing those steps before going to work.

Next, we drive to work – obeying the speed limit, traffic signs, and pedestrian crossings. We arrive at work and dutifully earn our day's pay, while working safely, adhering to the company's code of conduct and working diligently to treat each other with dignity and respect. Now, there are three additional ethical behaviors demonstrated.

Then, we leave work at the appointed hour while Yabba Dabba Dooing all the way home. When we arrive home, we make decisions that take into account consumerism, sustainability, environmentalism, ethics and moral values, particularly with regard to safety and family welfare. With this, we are meeting the ethical challenge of doing the right things.

It is said that ethics are best understood when they are personalized. So, consider appreciating the ethical behaviors listed below:

- *Be a strong role model:* "Time spent helping others is time well spent."
- *Manage your time wisely:* "Ordinary people think merely of spending time. Great people think of using it."
- *Be honest:* "Honesty is something you can't wear out."
- *Maintain a balanced and consistent performance in performing your work:* "Pleasure in the job puts perfection in the work."
- *Always show respect:* "Respect is a two-way street, if you want to get it, you've got to give it."
- *Work well with others:* "The main ingredient of stardom is the rest of the team."
- *Do the right things:* "Leaders are people who do the right things; managers are people who do things right."

To remain ethically diligent - "Tomorrow we must try once more and even harder than before."

Be well and be safe.

- Robert

February 13, 2019 American Society for Quality Columbia Basin Section 0614

NOTE DATE AND LOCATION:

Wednesday,
February 13, 2019

LOCATION:

Sandberg Event Center
331 South 41st Avenue
West Richland, Washington

Time:

5:30 p.m. – Check in/
Networking (wine/beer available
for purchase)

6:00 p.m. – Buffet Dinner

6:45 p.m. – Presentation

DINNER BUFFETT MENU:

- Pork Tenderloin
- Penne Bolognese
- Rosemary Roasted Baby Reds
- Winter Salad
- Caesar Salad
- Dinner Rolls & Butter
- Dessert Selection
- Coffee/tea/soft drinks

Cost:

\$20 ASQ members
\$25 non-members
\$5 presentation only

Reservations are due February 6.
E-mail 0614asq@gmail.com
with your name, phone number,
company affiliation, and type of
reservation.

Attendance at this meeting earns
0.5 RUs toward recertification.

Note: All no shows will be billed
unless cancelled 48 hours in
advance.

For more information about our
ASQ section and other upcoming
events: www.asq614.org/

“Quality and Customer Care”



Christina Mackey Director of Quality Care Management Kadlec Regional Medical Care Center

Quality. Care. Management. All are very important components of a successful organization, especially one with more than 4,000 caregivers and volunteers.

Join us on February 13 to learn more about how a hospital and health organization delivers quality. Christina will share how Kadlec spreads the quality and safety focus throughout the organization, including training, performance metrics, and commitment to patients, team members and the community.

Kadlec is an integrated regional health care system with a history of providing high quality care. Kadlec first opened its doors in 1944 as a hospital to care for Hanford area workers and their families and is now the second largest employer in the Tri-Cities area, providing health care to a half million people throughout Southeastern Washington and Northeastern Oregon.

As a not-for-profit, private corporation governed by local volunteer trustees, decisions at Kadlec, which is a member of the Planetree network of hospitals, are made with the community's best interests in mind. Since 2013, Kadlec has maintained an “A” grade in hospital safety by The Leapfrog Group. It is also the recipient of the Tri-City Herald's People's Choice awards for Best Hospital and Best Company to Work For.

In the fall of 2018, Kadlec was once again recognized by The Leapfrog Group with the highest grade possible for quality and safety. The bi-annual grading, which is calculated by top patient safety experts, peer-reviewed and fully transparent, assigns letter grades (“A” to “F”) to general acute-care hospitals in the United States. Kadlec is one of just 11 hospitals in the state of Washington to earn an “A” grade; the ranking provides a resource for patients and a benchmark for hospitals relative to their efforts in preventing medical harm and errors.

Earlier in 2018, Kadlec was one of seven hospitals in Washington to earn a top (five-star) quality rating from the Centers for Medicare and Medicaid Services (CMS). The CMS website reports on quality measures for more than 4,000 hospitals across the United States. The overall rating summarizes up to 57 quality measures reflecting hospital conditions such as heart attacks or pneumonia. The rating shows how well each hospital performed, on average, compared to other hospitals in the United States.

About the presenter: Christina Mackey is the Director of Quality Care Management at Kadlec Regional Medical Center. With a background in exercise science and cardiac rehabilitation, she pursued nursing to expand her contributions to the recovery of cardiac patients. Christina has 10 years' experience in hospital operational leadership and has been a nurse for 13 years, all on the Kadlec team. In her current role she collaborates with hospital leadership, staff and providers to improve the quality of care, reduce safety events and maintain regulatory compliance across the organization. Christina's past experience includes Director of Nursing in ambulatory and inpatient settings, clinical management, clinical education, and cardiac nursing.

INVITE A GUEST! BRING A FRIEND!

(and maybe win a gift card)

Good news! We've decided to continue our Bring a Guest program in 2019!

All current Columbia Basin ASQ members who bring a guest/invite a friend to the February 13 dinner meeting, per the rules below, will be eligible to possibly win a gift card:

- The member or invited guest (non-ASQ member) must make a reservation prior to the February 6 deadline and must attend the full dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as *your* guest.
- All members with an invited guest(s) will be entered into the evening's drawing for a \$10 Starbucks gift card.
- There is no limit on the number of guests a member may invite - each guest will be considered an individual entry into the drawing.
- And then... at our final dinner meeting of 2019, the names of all current members who brought guests during the previous months will be entered into a drawing for a "grand prize" gift card, worth even more!

Please share the meeting announcement (also posted on our [website](#)) with others and invite them to join you for this meeting.

CAREER RESOURCES – JANUARY MEMBER GIFTS

One of the many benefits of ASQ membership are the free monthly gifts available to members!

This month, ASQ is providing a sampling of some of their best resources to help quality professionals be even more successful. These tools can be helpful not only for individuals just beginning to build their portfolio but also to anyone looking to make a change, advance in their current field, or possibly even thinking of starting their own business in the future.

- *LinkedIn Best Practices for Quality Professionals* – a new, exclusive webcast, plus a bonus LinkedIn keyword worksheet and communications template
- *Leading Change Successfully* – webcast
- *Careers in Transition: Have a Plan Before you Need it* - webcast
- ASQ's 2018 Salary Survey and *Quality Progress'* Salary Calculator
- Career-focused articles and ASQTV episodes on careers and the quality profession

Access these resources – and more - by January 31 by clicking [here](#).

ASQ CERTIFICATION NEWS

If you are interested in ASQ certification, be sure to apply by February 1, 2019, for the following exams:

- Certified Six Sigma Yellow Belt
- Certified Six Sigma Black Belt
- Certified Biomedical Auditor
- Certified HACCP (Food Safety) Auditor
- Certified Quality Technician
- Certified Quality Inspector
- Certified Reliability Engineer
- Certified Manager of Quality
- Certified Supplier Quality Professional

The testing window for these certifications is March 1-17, 2019. For more information about ASQ certifications, click [here](#).

FREE WEBINAR JANUARY 24 ON PERSONAL BRANDING

ASQ Blue Ridge Member Unit 1108 is offering a free webinar titled "Understanding Personal Branding," on January 24. ASQ membership is *not* required to attend, so please share with others who may also be interested. The webinar will be held from 12 noon to 1 pm Eastern Time. There is no charge for attendance.

For more information about this webinar and/or to register, click [here](#).

TRI-CITIES WOMEN IN BUSINESS CONFERENCE

January 30 in Kennewick

The Tri-Cities Women in Business Conference is Eastern Washington's largest career and professional development event for women, drawing over 400 conference attendees, over 700 luncheon attendees and 40 show exhibitors.

This year's keynote speaker is Karen Bryant, CEO of Atavus and former CEO of the Seattle Storm.

The conference brings together female leaders in every season of life to share insights, exchange ideas and empower their careers. The all-day conference boasts multiple keynote and breakout presentations featuring knowledgeable experts in their fields, as well as the ATHENA Awards luncheon, which honors two of the top women leaders in our community. There are also opportunities for networking and a Career Corner featuring local career experts, coaches and professionals.

The conference will be held at Three Rivers Convention Center in Kennewick, from 8 am to 5 pm. Cost for the all-day event is \$149. For more information and/or to register, click [here](#).

QUOTE OF THE MONTH

"Success comes from knowing that you did your best to become the best that you are capable of becoming."

~ John Robert Wooden

FREE INNOVATION POP-UP EVENT

February 7 in Richland

Are you an entrepreneur, student, tinkerer, thinker, or just someone who wants to learn more about technology and the new economy?

University of Washington CoMotion is partnering with Fuse SPC and the Tri-Cities Research District to bring this innovation workshop to the Tri-Cities community. If you want to start a business, license technology for a research center, or learn about finding the right job for you, check out this event. Learn skills needed to start a business, leverage new tech, and keep up with innovation.

Date: Thursday, February 7

Location: Fuse SPC, 723 The Parkway, Richland, Washington

Agenda:

12:30 p.m. Doors open and welcome

1:00 - Design Thinking Workshop

2:00 - Finding the Right Job and Getting Recruited

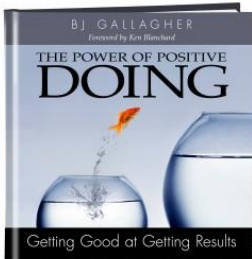
3:00 - Technology Licensing and Commercialization Panel

4:00 - Social Hour and Networking; meet with members of the local ecosystem and learn more

There is *no cost* to attend this event. Register at www.bit.ly/tcpopup.

THE POWER OF POSITIVE DOING

by BJ Gallagher



You've heard of the power of positive thinking. We can probably all agree that the human mind is an amazingly powerful computer, capable of transforming our lives.

But you probably won't achieve what you want in life by just sitting around, stating positive affirmations or visualizing reaching a goal. You need to take action. As cosmetics

company founder and CEO Estee Lauder said, "I didn't get here by dreaming about it or thinking about it — I got here by *doing* it."

Author BJ Gallagher provides insights to help change your thoughts and attitudes by taking positive action. Her goal, as stated in the book, is to help the reader see that he/she is not a prisoner of their thoughts — that they can take powerful, positive actions, regardless of what they may be thinking or feeling.

Cost of the book is \$15.95. For more information, click [here](#).

BECOME AN ASQ CERTIFIED QUALITY IMPROVEMENT ASSOCIATE

Are you a quality professional, but perhaps not a specialist in a particular area such as engineering, software, or auditing?

ASQ offers a number of certifications, and Quality Improvement Associate may be just what you're looking for.

If you are relatively new to quality, are a process leader practitioner, or even if you don't have a lot of formal training but you support the practice of business excellence, you might benefit from this formal recognition of proficiency.

As a Certified Quality Improvement Associate, you'll be able to identify and describe the key components of total quality management (TQM) and understand how organizations approach TQM deployment; know the role of process management in TQM and the interrelationship of processes and systems; recognize how basic quality tools can be used to help improve processes; understand the importance of the customer-supplier relationship and team roles and responsibilities, and more!

To learn more, [click here](#).

GREAT DAY FOR KIDS

February 7 - Boys and Girls Club - Kennewick

Great Day for Kids is the day the Boys & Girls Clubs of Benton and Franklin Counties announces their Youth of the Year. It is a celebration of exceptional youth chosen by community judges.

The Clubs' mission is to empower all young people, especially those who need it most, to reach their full potential as productive, caring, responsible citizens.

This year's event will be held on Thursday, February 7, from 7 to 8 pm, at the main Kennewick Club, located at 910 West 7th Place in Kennewick. There is no charge to attend, and supporters are encouraged to come and celebrate local youth. There will be snacks, beverages and youth performances. RSVP to Adrienne.deen@greatclubs.org or call 509-543-9980. For more about the Boys & Girls Club, click [here](#).



SHARE THE LOVE ON FEBRUARY 14

Dutch Luv Day for Second Harvest

If you love your daily lattes (or mochas or granitas or just plain old coffee or hot chocolate), be sure to stop by one of the local Dutch Bros on Valentine's Day.

They will be donating \$1 for every drink sold that day to the local Second Harvest organization.

SUPPORT JUNIOR ACHIEVEMENT'S ANNUAL BOWLING FUNDRAISER

February 26 through March 13

It's almost time for the Junior Achievement (JA) of the Tri-Cities' 23rd annual bowling classic/fundraiser! This event generates the funds necessary to bring JA programs to nearly 11,000 local students while increasing awareness of JA's innovative in-school programs. A little about JA:

- Nation's largest organization devoted to educating students about entrepreneurship, work readiness and financial literacy through experiential, hands-on programs.
- Has been active in Southeastern Washington since 1987 and continues to help bridge the gap between the business and education communities.
- Programs are delivered by corporate and community volunteers who serve as real-world role models to local youth.
- In 2017-2018, nearly 11,000 area K-12 students benefitted from JA programs.

There are a number of ways to support the upcoming fundraiser. Get some friends, family members, or work colleagues together and register a team to bowl and raise funds through donations – teams must [register](#) by January 31. Or you can view and bid on items in the Silent Auction fundraiser through this [link](#); auction dates are February 26 through March 13. You can also sign up as a volunteer to help with future classroom training and mentoring. For more information on these programs, click [here](#).

Has your email address changed? Help us keep you informed of Section 0614 events and information by updating your contact information and email preferences at <http://www.asq.org/>. Log in and click "My Account" to update your membership record. You can add or make email, address and phone changes in the "Contact" tab, and then be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 0614 activities and other news/information that may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

We're on Facebook!

Follow us at [ASQ Columbia Basin Section 0614](#).

BECOME A CERTIFIED POWER OF POSITIVE LEADERSHIP TRAINER

March 11 & 12 – Jacksonville, Florida

Are you familiar with Jon Gordon's books and workshops? Most folks are. He's an author and motivational speaker and trainer.

Here is an opportunity to become a certified trainer of Jon Gordon's [Power of Positive Leadership training program](#), which is based on his bestselling book [The Power of Positive Leadership](#).

- If you work for an organization you will be certified to train and equip your leaders.
- If you are an independent trainer you can bring this program to your clients. You'll be able to develop leaders around the world and build your training business, income and impact.

Jon will be conducting two training workshops in March in Jacksonville, Florida. The first day-long session, on March 11, is "Public Leadership Training." It is for leaders and developing levels of an organization. The "Train the Trainer" workshop follows on March 12. Get more details and sign up at www.jongordon.com/leader.

COLUMBIA BASIN ASQ MEMBERSHIP

There are 92 members in our Section as of January 3.

2019 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2019	
Section Chair	Jo Haberstok
Secretary	Robert Boykin
Treasurer	Kent Ozkardesh
Audit	Stephen Pottle
Membership Chair	Scott Mitson
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevetie
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair	Vacant
Social Media Chair	Vacant
Education Chair	Vacant
Community Outreach Chair	Vacant

