

## NOVEMBER CHAIR MESSAGE

Welcome to the 2016-2017 Fall Season for the ASQ Boulder Section. Your committee has been hard at work developing a meeting and education program for the year. It is always a work in progress; I believe you'll find it very interesting and educational. Our plan is to maintain the alternating speakers/tours program as the year unfolds.

What's new in ASQ? Well, the big thing that potentially affects us all is that ASQ has transitioned to computer-based testing as part of its certification process. No longer will the section set-up and proctor tests at various locations on certain Saturdays. ASQ National now drives this process - you can read all about it in our section's newsletters, e-mails, and on our website at <http://asqboulder.org/certification/>

Speaking of "moving on", my term as section chair ends on New Year's Eve this year and the section is in need of a replacement. If you are interested in serving in this position or any other position within the section, please contact Joe Wojniak at [joe.wojniak@gmail.com](mailto:joe.wojniak@gmail.com).

Joe can tell you more about the positions available and where you go to learn more about them (ASQ has some wonderful leadership training materials). The section is here for its members (that's you and me) and the leadership's role is to guide these efforts. I encourage you to get involved in the section, even if it means offering suggestions for direction and improvement. Feel free to reach out to any of the committee or members if you have any questions, concerns, or opportunities for improvement. Remember, we are all in this together.

Yours in quality, Dan Clark

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**Next ASQ Boulder Section Meeting is on Thurs, Nov 17th at: Frasier Meadows Facility in Boulder. Doors open at 5:30pm. More meeting details and a map on page three. Six brand-new Nov '16 Job postings starting on page eleven.**

November 2016

**ASQ's Members and Customer Service Center:**

**E-MAIL:** [help@asq.org](mailto:help@asq.org)

**PHONE:** 800-248-1946

**FAX:** 414-272-1734

**USPS ASQ Communications**

**MAIL:** 600 N. Plankinton Ave.

P.O. Box 3005

Milwaukee, WI 53201-3005

We suggest that you go to the ASQ National website at: [www.asq.org](http://www.asq.org) for complete ASQ national news, regional event(s) links, books, courses, yearly certification testing, re-certifications, conferences, ASQ Divisions and on-line membership forms, including member upgrades and what is needed to update your own member profile. And, while you are on the internet, be sure to visit the ASQ Boulder Section website at: <http://asqboulder.org>

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## ASQ National News

### *November ASQ Member Gift: ISO 9001:2015 and Risk-Based Thinking*

This member gift will be available through Nov 30th, 2016. Changes introduced in the 2015 revision were made with the intention of ensuring that ISO 9001 continues to adapt to the changing environments in which organizations operate. One key update everyone is talking about is the emphasis on risk-based thinking.

In this gift we share lots of resources that we hope will help you better understand and apply risk-based thinking throughout your ISO 9001:2015 transition and after, to the benefit of your customers and organization. Included are new webcast presentations from experts and consultants out in the field assisting organizations with their quality management systems, as well as articles, templates, a complete free E-book, and resource recommendations for online and face-to-face training opportunities.

We hope this serves you!

ASQ National and Boulder Section News is continued on page 4

ASQ Section 1313		Boulder, CO	
<b>Title: Chair</b> Name: Dan Clark Phone: 720-326-8240 <a href="mailto:dpclark@live.com">dpclark@live.com</a>	<b>Title: Vice Chair</b> Name: (open) Phone:	<b>Title: Secretary</b> Name: Mark Norby Phone: 303-884-4783 <a href="mailto:mnorby@indra.com">mnorby@indra.com</a>	<b>Title: Treasurer</b> Name: John Beachman Phone: 720-313-2746 <a href="mailto:jlbeach303@gmail.com">jlbeach303@gmail.com</a>
<b>Title: Re-Certification</b> Name: Gerry Naugle Phone: 303-591-2830 <a href="mailto:gnaugle@earthlink.net">gnaugle@earthlink.net</a>	<b>Title: Internet &amp; Website</b> Name: Arnold Miller Phone: 303-466-2631 arnold.miller0@gmail.com	<b>Title: Publicity and VOC</b> Name: Byron Murray <a href="mailto:byron.murray@yahoo.com">byron.murray@yahoo.com</a>	<b>Title: Education Chair</b> Name: Joe Wojniak Phone: 970-619-9395 <a href="mailto:Joe.wojniak@gmail.com">Joe.wojniak@gmail.com</a>
<b>Title: Financial Auditing</b> Name: Ewald Schelert Phone: 303-702-9009 <a href="mailto:schelert@mesanetworks.net">schelert@mesanetworks.net</a>	<b>Title: Past Chair</b> Name: Joe Wojniak Phone: 970-619-9395 <a href="mailto:Joe.wojniak@gmail.com">Joe.wojniak@gmail.com</a>	<b>Title: Newsletter Co-Editor</b> Name: Gerry Naugle Phone: 303-591-2830 <a href="mailto:gnaugle@earthlink.net">gnaugle@earthlink.net</a>	<b>Title: Newsletter Co-Editor</b> Name: Bill Dunford Phone 720-340-0454 <a href="mailto:billdunford@hotmail.com">billdunford@hotmail.com</a>
<b>Title: Certification</b> Name: Nixion Mead Phone: 720-320-6395 <a href="mailto:nixionmead@q.com">nixionmead@q.com</a>			

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**Online Content Exclusively for Members:**

**Member Gift Bundles: Check at the ASQ Website**

- **November 2016 Gift Bundle: ISO 9001:2015 and Risk-Based Thinking**
- [ISO 9001:2015 - Elevating Quality With Risk Based Thinking Webcast](#)
- [Guidance on Conforming to ISO 9001:2015 – Advice and Examples from an Auditor Webcast](#)
- [Lean ISO 9001: Adding Spark to your ISO 9001 QMS and Sustainability to your Lean Efforts \(e-book & Webcast\)](#)
- [Making Business Sense of Risk](#)

**Download your gift today**



## Lean & Six Sigma Blended Learning

### Take Your Company Further

Whether you are starting or moving ahead with your **Lean Process Improvements**, our blended learning will be valuable to your improvement processes. Our eLearning courses will provide you with online modules that will blend with classroom instructor training. **Here are some benefits of our Blended Learning Options:**

24/7 email/phone assistance by one of our certified Master Black Belts    Onsite training at any location  
 Customized training for specific industries. With over 100 modules available, we can customize your course to meet your organization's specific needs including Lean modules that are available in Spanish. Here is a sample of some popular standard courses:

- Lean Essentials*
- Lean Essentials Healthcare*
- Lean Six Sigma Yellow Belt*
- Lean Six Sigma Green Belt*
- Lean Six Sigma Black Belt*
- Project Management*

Online  
**Blended Training**

*Lean and Six Sigma*

**Lean Six Sigma Experts-LSSE 3609 Wadsworth Blvd. #380 Lakewood, CO 80235  
 (800) 961-9479**

## Upcoming October 2016 ASQ Boulder Section Meeting

**Thurs, November 17<sup>th</sup> Frasier Meadows Facility in Boulder, 5<sup>th</sup> Floor Mtg Room**

**Dr. Terra Stern, PhD SSD Global Solutions, Inc**

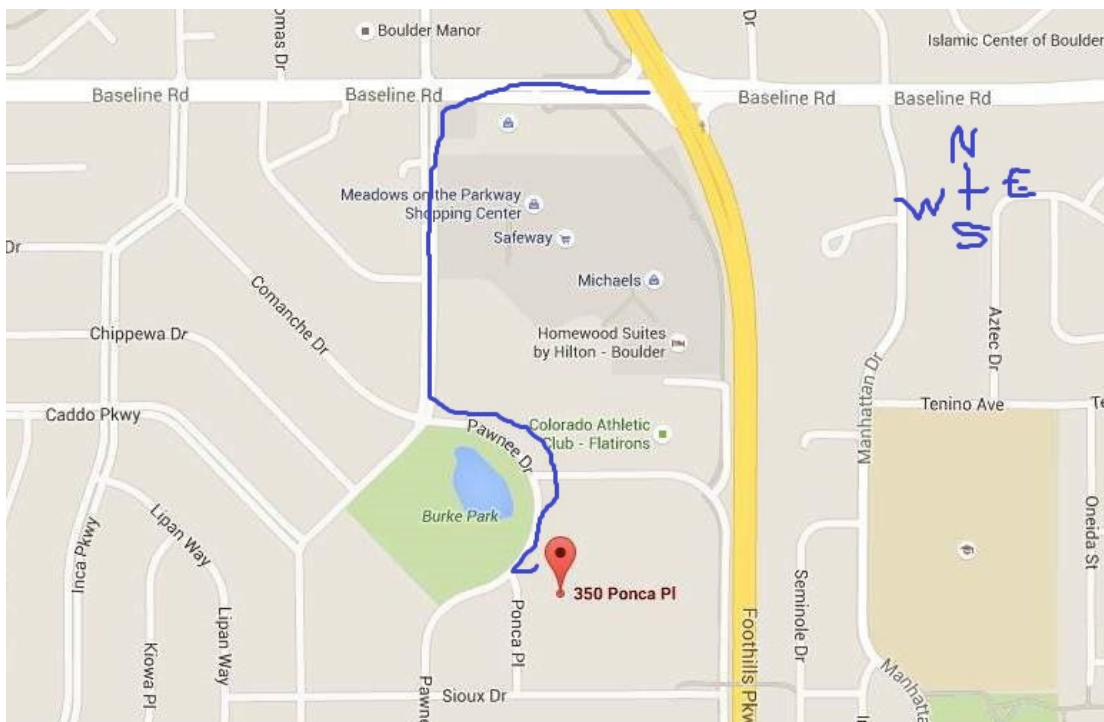
**Presentation Topic: Lean & Agile Project Management**

**Use our Section's "Meet-up Link" <http://www.meetup.com/Boulder-Quality-Meetup/> to sign up for the meeting and see abstract and PPT slides. Cost: Free**

**5:15pm** We suggest to arrive 15 minutes early to sign-in      **5:30pm** Snack-Food and Networking

**6:05pm** Welcome to section and announcements      **6:15pm** Presentation      **7:30pm** Meeting over

*Frasier Meadows is where the **Red A** in the map below. Parking is ample to the south of the front main doors. Go in the doors, please sign into the building at the book on small desk just inside the doors. Veer right past the main desk, go 70 feet east of main desk to elevator, take that elevator to 5<sup>th</sup> floor, and it opens into the conference room. In this map, the street going south from Baseline Rd to Frasier is **Mohawk Drive, and turn left on Pawnee Dr** at the big ship-anchor of USN Admiral Arleigh Burke's Park. Follow Pawnee Dr around the park to Ponca Pl. (you can't miss Frasier Meadows).*



## ASQ National – and – Local ASQ Section’s News

ASQ Boulder Section is seeking a Section Vice-Chair volunteer(s) in 2016. An opportunity to perform important ASQ volunteer work, and receive 1.5 RU’s per year in return for your assistance.

Contact Section Chair Dan Clark, at: (720) 326-8240 Thanks!

### BOULDER SECTION CORRESPONDENCE ADDRESS

ASQ Boulder Section  
P.O. Box 3783  
Boulder, CO 80307

The section website for much information and resources’ links’ is: <http://asqBoulder.org>

### Updates to ASQ Re-cert Journal & Cost- Increase for 2016

There are changes to the recertification journal categories, including more opportunities for RU credits, and categories have been better defined to make recertifying easier. The 18 RU credit amount each three years remains the same. The new journal can be downloaded and printed directly from the main ASQ National website at: [www.asq.org](http://www.asq.org) using “Certification” / then the / Re-certification Link” or call ASQ Customer Care at: **1-800-248-1946** and request item **B0525**

The re-certification costs have recently increased due to higher costs to administer the program. Recertification by journal for members is now **\$69 for one certification** (or) **\$89 for two or more certifications** (e.g., if you get re-certified for two, three or more areas, you still only pay \$89).

**Anyone starting a re-certification journal through ASQ Boulder Section is strongly urged to send an e-mail before you start to the Re-cert Chair, Gerry Naugle** at: [gnaugle@earthlink.net](mailto:gnaugle@earthlink.net). Abstract: there are deployed and effectively implemented policies & procedures which can save you some time, effort and much USPS postage.

### Boulder Section’s Current ASQ Fellows

Tripp Martin – Retired  
International Auto Oversight Bureau  
(248) 535-5670  
[trippm1@earthlink.net](mailto:trippm1@earthlink.net)

Edward Arling  
Quality Compliance Assoc.  
(303) 579-9443  
[edward.arling@gmail.com](mailto:edward.arling@gmail.com)

Liz Keim, ASQ Past-Pres.& Board Chair  
Integrated Quality Resources, LLC  
(303) 541-9127  
[liz.keim@comcast.net](mailto:liz.keim@comcast.net)

### **Advertise in the ASQ Boulder Section e-newsletter in 2016-17!**

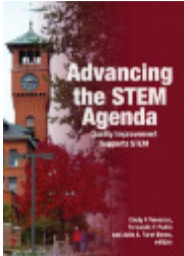
**Effectively** get your company (or) organization’s information out in front of Boulder, Broomfield and Denver Counties QA Professionals.

<u>Number of Issues</u>	<u>¼ Page</u>	<u>½ Page</u>
<b>One Issue (month)</b>	<b>\$20</b>	<b>\$30</b>
<b>Eight Issues (year)</b>	<b>\$50</b>	<b>\$80</b>

Interested? Contact Gerry Naugle at: [gnaugle@earthlink.net](mailto:gnaugle@earthlink.net) (or) 303-591-2830

## From ASQ Quality Press      Order at: 800-248-1946

ASQ Quality Press books can be ordered online, or for special pricing on orders of 10 or more call ASQ Customer Care / Quality Press Bookstore at: 800-248-1946.

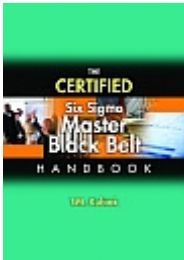


### **New Book!**

#### **Quality Improvement Supports STEM**

*Cindy P. Veenstra, Fernando F. Padró, and Julie A. Furst-Bowe*

In July 2011, the ASQ Education Division held its first STEM Agenda Conference. This publication is a selection of the conference papers and workshops from the conference, with the theme Advancing the STEM Agenda in Education, the Workplace, and Society. The book highlights STEM education as a grassroots effort by many educators to ultimately prepare graduates for the 21st century workforce.



### **New certification preparation book from ASQ Quality Press**

#### **The Certified Six Sigma Master Black Belt Handbook**

This book reflects the most current thinking among Six Sigma leaders who came together to create the ASQ Master Black Belt Body of Knowledge (BoK).

The primary audience for this book is the individual who plans to prepare to sit for the Six Sigma Master Black Belt certification examination. The book is great for quick reference and ease of use because the chapter and section numbering exactly mirrors that of the Master Black Belt BoK



#### **Best Practice in Team Excellence**

*J.P. Russell, editing director*

This book explains the Team Excellence Framework (TEF) and how to leverage it to ensure the success of your improvement teams. This framework has a long-standing track record of providing the means by which teams can produce highly successful outcomes for their organizations.

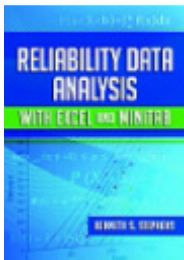


### **Bestseller!**

#### **The Certified Quality Engineer Handbook, Third Edition**

*Connie M. Borrer, editor*

This third edition provides the quality professional with an updated resource that exactly follows ASQ's Certified Quality Engineer (CQE) Body of Knowledge.



#### **Reliability Data Analysis with Excel and Minitab**

*Kenneth S. Stephens*

When a product has been designed and manufactured, its performance in terms of durability, strength, and life become a matter of test, measurement, and analysis. This book helps you understand the outcomes of the reliability tests and translate that into real-world data that can improve products. Excel and Minitab spreadsheets are included for all sample data sets.

## ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

**INSTRUCTORS & COURSE DESCRIPTIONS:** A list of instructor biographies and course descriptions can be found on the ASQ Boulder Section web site, <http://asqBoulder.org>

**COURSES LOCATIONS:** Contact the ASQ Boulder Education Chair, Joe Wojniak, (970) 619-9395 to see if the class you want can be made available in the Denver-North Loveland or Ft. Collins area.

### 2016 ASQ Boulder Section Course Offerings

Updated 03Nov2016

Course Name	Instructor	Course Fee <sup>(1) (2)</sup>	Exam Date <sup>(3)</sup>	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
1301 - Certified Quality Engineer (CQE) Review	Monrad Monsen 303-272-9612 Location: Contact Instructor	\$400 members / \$450 others	2/3/2017 – 2/19/2017	1/6/2017	TBD	TBD
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-466-2631 Location: TBD	\$400 members / \$450 others	2/3/2017 – 2/19/2017	1/6/2017	TBD	TBD
1322 - ASQ Exam BoK: Quality Concepts, Management and Leadership	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$270 per student + \$25 material = \$295 Total	2/3/2017 – 2/19/2017	1/6/2017	TBD	TBD
1323 - ASQ Exam BoK: Statistical Principles, Techniques and Applications	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$270 per student + \$25 material = \$295 Total	2/3/2017 – 2/19/2017	1/6/2017	TBD	TBD
1324 - ASQ CQE Book of Knowledge (Bok) Review	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$135 per student + \$15 material = \$150 Total	2/3/2017 – 2/19/2017	1/6/2017	TBD	TBD

(1) Course fee for ASQ or other professional society member/non-member.

(2) Cost of primers, texts, work-books, etc. are not included and must be purchased by the student prior the first class.

(3) See ASQ webpage for other certifications and test dates associated with conventions. <http://asq.org/cert/dates>

(4) Contact the Boulder Education Chair, Joe Wojniak (970) 619-9395 <http://asqBoulder.org> If there is a class you need but is not listed above. We may be able to offer that class in the future.

#### COURSE REGISTRATION INFORMATION

You do not have to be a member of ASQ to attend a class however, members of ASQ and other professional societies receive a discount for classes. Local Quality professionals teach all classes in the Boulder/Longmont /Broomfield area unless otherwise noted. We contact you at least two weeks in advance of the class start date for the exact location. Classes are typically held at a company that employs one of the students. You may nominate your company for hosting a class. Directions and registration confirmations are provided. Participants receive a certificate upon completion of the course. We need a minimum of about 4 - 5 students to hold a course and we reserve the right to cancel or postpone classes not having enough students. A full refund will be given if minimum class registration requirements are not met. If you cancel within two weeks prior to a class beginning you may not receive a refund.

**ASQ CERTIFICATION REVIEW COURSES:** These courses are intended as a refresher course for those preparing to take the ASQ Certification exam. These courses are typically not introductory and are intended for people with either academic and/or on the job experience. NOTE: Enrollment in a class DOES NOT enroll the student for the certification exam. The student is responsible for confirming exam dates and application deadlines with ASQ Headquarters. Qualification requirements for sitting for an exam and information regarding exam applications may be obtained by calling ASQ Headquarters at 1-800-248-1946 or go to <http://www.asq.org>

## **ASQ #1313 COURSE REGISTRATION FORM**

Please complete the following information as thoroughly as possible. In case of a schedule change or cancellation, we really appreciate two phone numbers to contact you.

Student's Name: \_\_\_\_\_ ASQ Membership #: \_\_\_\_\_

or other Society and #: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Daytime phone: \_\_\_\_\_ Night time phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_ or FAX: \_\_\_\_\_

Course # and Name: \_\_\_\_\_

Course Start Date: \_\_\_\_\_

Course Fee: \$ \_\_\_\_\_ (ASQ Member) \$ \_\_\_\_\_ (Non-member)

Please enclose a check payable to "**ASQ Boulder Section**" and send check to: **ASQ-Boulder Education c/o Gerry Naugle P.O. Box 3783 Boulder, CO 80307**

and contact **the Boulder Section Education Chair Joe Wojniak**, Phone: 970-619-9395 (e-mail information on page 2) to reserve your spot in the course that you want.

### **GUARANTEE:**

If you pay for and take one of our ASQ Certification review courses and still fail the Certification Exam, you may retake the course for free as many times as you need. The instructor reserves the right to charge for course materials (e.g., handouts, etc.). Your ASQ section leadership is committed to meeting your quality-related education and certification needs. If you have any questions about a particular course, please contact the instructor or the Boulder Section Education Chair (contact information above).

## Non-ASQ Boulder Section (or) Non-ASQ Denver Section Training Resources

### From: Ron Sedlock, the quality Catalyst

My availability is somewhat limited for 2016, but let me know if you have any training needs. I do exam preparation classes for most **ASQ Certification Exams**. You should begin the exam preparation at least three months prior to any exam. If you have 6 or more people seeking certification, I can provide in-house training.

Also I offer other courses which give more detail on quality improvement. Understanding **Statistics** and effective **Auditing** techniques are subject matters I specialize in. On your own? I give advice on exam preparation and quality in general. **This is a free service**. It is my way of giving back to the profession that has served me well for 40 years. Have a great 2016!

Ron Sedlock, the quality Catalyst phone: 303.587.9153

[www.thequalitycatalyst.com](http://www.thequalitycatalyst.com)

### **Colorado Quality Executive Network (CQEN)**

This is a network of the top quality executive from various Colorado organizations. The purpose of CQEN is to share ideas on current quality trends and issues. Membership to the CQEN is by invitation only. Please pass on this information as appropriate.

Date: Thursday, October 20, 2016 Time: 1:00 to 5:00 pm

Location: Coors Brewery, Golden, CO Topic: Building a Just Culture

For more information, contact

Ron Sedlock, the quality Catalyst Ph: 303-587-9153  303-587-9153 [ronsedlock@thequalitycatalyst.com](mailto:ronsedlock@thequalitycatalyst.com)

### **Cavendish Scott, Inc.**

Cavendish Scott is the Rocky Mountain Region's primary ISO 9001:2015 training, consulting and auditing organization. They have given many presentations and workshops to ASQ members. Cavendish Scott, Inc. is the only US organization to have IRCA Certified ISO 9001:2015 Lead Auditor and "ISO-Transition Training" available.

ISO 9001:2015 Lead Auditor/IRCA ISO 9001:2015 Lead Auditor Training, Denver: IRCA training focuses on successfully learning the requirements of the new standard and new auditing techniques and skills. It demands an activity based learning environment – not death by PowerPoint. Learn the new standard and how it will be audited. Now is the time to make your plan and get your quality team registered for classes so they can fully understand the newest standard. Call for class starts in 2016.

ISO 9001:2015 Transition Training: The first step in addressing ISO 9001:2015 and upgrading your certification is a comprehensive review of the standard. Cavendish Scott, Inc., is presenting a one day intensive workshop to do just that. You will understand the requirements of the standard, their application, how they will be audited and implementation approaches. Solutions systems, best practices, and implementation plans will be discussed. Call for class starts in 2016.

**984 S Vine St, Denver, CO 80209**

**phone: (303) 480-0111**

# Quality-Related Career Openings / New Job Postings

## **Healthcare. Elevated.**

**TWO POSITIONS:** In Steamboat Springs, community isn't just a welcome idea, it's a reality. The charm and charisma of this beautiful mountain valley makes for an outstanding place to raise a family, enjoy an active lifestyle and engage in a purposeful career.

Supporting the wellbeing of Steamboat Springs and surrounding area residents is **Yampa Valley Medical Center** (YVMC), a community hospital with 39 inpatients beds and 59 skilled nursing beds. YVMC is the recipient of numerous patient satisfaction awards including Avatar's Overall Best Performer and also placed in the top 7% out of 220 hospitals in Avatar's Employee Satisfaction poll.

## **Quality & Patient Safety Manager**

Responsible for the operational functions of the Quality and Patient Safety Department. Coordinates and supports the facility's quality and safety programs. Collaborates with Medical Staff, Nursing Staff and Department Directors, and with Process Improvement, Infection Prevention, Risk Management, Clinical Documentation Improvement and Information Services to drive quality and safety initiatives and achieve optimal quality outcomes. Coordinates compliance with regulatory and accreditation standards and programs.

### **Responsibilities:**

1. Leads and manages the quality and safety programs at Yampa Valley Medical Center, aligning the programs with the strategic plan of the hospital, regulatory requirements and programs, government requirements and programs, and accreditation efforts. Educates and supports the Medical, Nursing and administrative staffs of the hospital in achieving aligned quality, safety and regulatory outcomes.
2. Oversees and is responsible for the activities of the Performance Excellence Committee (PEC), supporting the Committee's Chair and its member departments/functions in fulfilling their responsibilities to the Committee. Supports the PEC Chair in preparing for reports to the Medical Executive Committee and the Quality and Safety Committee of the Board.
3. Coordinates and oversees the Patient Safety and Quality Team/Committee and its activities. Coordinates other assigned quality and patient safety committees. Represents Quality and Safety Management at organizational meetings, including departmental meetings, and meetings of the Medical Executive Committee and the Quality and Safety Committee of the Board.
4. Serves as a content expert for designing and providing formal and informal education for the Medical and Nursing Staffs, clinical leaders and others, related to healthcare quality, government quality programs and patient safety.
5. Oversees the Quality and Patient Safety Analyst/Peer Review Coordinator to assure key quality and safety performance indicator reports are abstracted, prepared, analyzed and submitted, including oversight of external regulatory data reporting and internal reporting to support YVMC's quality and safety objectives. Also oversees the Analyst/Coordinator position to ensure that Peer Review quality and reporting functions are supported. Assures the development of quality and safety outcomes dashboards that are focused to the needs of YVMC, with revisions as necessary to support regulatory reporting.
6. Advises and collaborates with Medical and Nursing Staffs to create department-specific integrated quality, safety and operational dashboards. Assists the Chief Medical Officer in selecting quality and safety outcomes to support clinician/provider quality and safety alignment.
7. Collaborates with the Manager of Process Improvement (PI) to facilitate the application and implementation of PI activities to quality and safety projects, when indicated, to optimize outcomes.
8. Collaborates with the Risk Manager on patient safety issues to optimize patient safety outcomes at YVMC.
9. Serves on the Infection Prevention (IP) Committee and collaborates with the IP team to evaluate and risk-assess for infections at YVMC. Participates in IP education and activities.
10. Applies analytics to identify and target various populations to drive quality improvement and measurable outcomes.
11. Responsible for establishing and ensuring compliance with departmental budget.
12. Perform other duties as assigned. Must be HIPAA compliant.

### **Qualifications:**

- Education: Nursing degree (BSN) preferred. Bachelor's degree in business or organizational development or related field strongly desired.
- Work Experience: Minimum three years quality and safety management, risk management and regulatory standards experience. Peer review experience preferred. Supervisory experience required.
- Licenses/Certifications: RN Required . CPHQ preferred; required within 18 months of hire. Six-Sigma Greenbelt (or Lean equivalent) required within 12 months of hire; black belt within 24 months of hire preferred.
- Knowledge, Skills, Abilities: Advanced knowledge of reportable quality and safety outcomes, and principles of performance measurement and reporting, quality improvement, standards and practices related to quality of care, hospital safety programs, outcomes data management/measurement and hospital reimbursement required. Working knowledge of regulatory standards required. Strong computer skills (MS Office and web-based application) are necessary. Excellent communication and interpersonal skills, and ability to function as an educator, required. Ability to function effectively as a mediator and resolve conflict necessary.
- Working Environment: Works in a temperature controlled environment with natural and artificial lighting.
- Essential Physical Requirements: Able to perform repetitive standing, sitting, stooping, walking, and reaching. Performs minimal lifting of 15 lbs, carrying 15 lbs, and reaching over head 10 lbs.

**Benefits:**

YVMC Offers a comprehensive benefits package consisting of:

- Medical/prescription drug insurance
- Dental insurance
- Voluntary vision insurance
- FSAs
- Basic life and AD&D insurance
- Optional life and AD&D insurance
- Long-term disability insurance
- Additional benefit programs & employee services

## **Coordinator – Peer Review and Quality**

Facilitates the gathering and review of key quality indicators for the purpose of ensuring strong quality outcomes and accountability to support the facility's strategic plan and regulatory requirements. Supports Medical Staff quality programs, including medical staff peer review, data gathering, reporting and review for Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE), as well as medical staff issues related to occurrence reports. Duties include concurrent and retrospective chart review; and providing clinical intervention and education to staff and physicians regarding the outcomes of all of the above. Supports an effective medical staff professional practice evaluation process that supports medical staff reappointment, advancement, and clinical quality.

**Responsibilities:**

1. Utilizing organizational and industry standard tools, will abstract, enter and report on required key data elements necessary for coordination of provider review and the collection of national quality indicators data. Maintains knowledge of Evidence-based, CMS and TJC clinical metrics (i.e. Core Measures, AHRQ Quality and Safety Indicators, Hospital Acquired Conditions).
2. Reviews daily census to assist with early identification of patients who meet indicators of triggers for peer review or meet quality and safety measure criteria to ensure metric compliance concurrently. Functions as a resource to provide clinical intervention, education and follow up to providers and appropriate department leaders regarding the peer review process.
3. Queries multiple databases for clinical, administrative, and peer review data. Conducts (RN) screening of cases in the data in a timely and objective manner in order to determine level of peer review needed. Communicates with HIM, Risk Management and Compliance to prepare medical records appropriately during the peer review process. Works collaboratively with the Chief Medical Officer, Medical Staff Medical Director, and Chair of Peer Review as needed to screen and approve cases for reciprocal or external review. Initiates sending of and receiving of all reviews and alerts providers of reports when received. Communicates committee dispositions to providers in a timely manner and according to policy. Works collaboratively with the Quality and Patient Safety Teams, appropriate clinical departments and teams to develop and implement plans for improvement as needed.
4. Assists the Quality Manager in the coordination of key quality and safety indicators throughout the YVMC system. The quality and safety measures can include, but are not limited to, the core measures created by CMS and The

Joint Commission, measures to support the IPPS and OPSS programs of CMS, AHRQ safety and quality measures, Hospital Engagement/Hospital Improvement and Innovation Network measures, and quality measures created to support the strategic plan of YVMC. Coordination includes manual abstraction of measures, data collection and analysis, and interaction with key stakeholders that impact these measures.

5. Applies statistical principles to calculate appropriate summary measures and provides quarterly summary reports on Quality and provider review for administration and clinical leadership. Identifies and incorporates comparative benchmark practices into reporting. Coordinates with the facilitators of other quality committees (Trauma, Infection, Robotics etc.) to receive quality of care reports, assist with interpretation of data and presents that information routinely at appropriate meetings and committees as appropriate.
6. Performs routine and intensive medical record audits. Coordinates data for professional practice evaluation including abstracting, filing, and maintaining professional practice evaluation (PPE) log and tier three reviews. Assists the Chief Medical Officer, Chief of Staff, Department Chairs, and appropriate committees to identify process deficit trends and/or practice patterns.
7. Utilizes professional critical thinking skills and knowledge of clinical care guidelines and national priorities for care review. Accurately and completely documents and reports results of case review (clinical care as well as system or process issues) in a timely manner, compiles case summary, and refers to appropriate parties for follow up. Tracks cases to ensure timely resolution and follow up as appropriate.
8. Facilitates the Multi-disciplinary Professional Practice Evaluation Committee (PPEC, including preparing agenda, case review materials, minutes etc.). Participates in case discussions as appropriate for cases presented for committee review. Ensures appropriate communication and resolution of issues with all parties involved based on committee recommendation/ action. Maintains database of PPE activities. Ensures all appropriate documentation is copied to the corresponding quality file within Medical Staff Services.
9. Ensures compliance with applicable regulatory guidelines and requirements, State and Federal statutes, and Medical Staff Bylaws, Rules, and Policies. Must be HIPAA compliant. Utilizes superior discretion and ability to maintain the confidentiality of highly sensitive PPE information. Uses appropriate safeguards to prevent inappropriate use or disclosure of confidential case review information.
10. Actively participates in departmental performance improvement and survey readiness activities.
11. Performs other duties as assigned.

#### **Qualifications:**

- Education: Bachelor of Science in Nursing or health related field preferred.
- Work Experience: 2 years of Quality Assurance/Performance Improvement experience highly desired with 5 years previous experience in acute care clinical setting necessary. Professional Practice Evaluation (Peer review) experience required. Proficiency with electronic medical record systems required. Experience in project development, project management and strong analytical skills, including data entry, manipulation, management, and data analysis preferred.
- Licenses/Certifications: CO Licensed Registered Nurse required. Certified Professional in Healthcare Quality preferred
- Knowledge, Skills, Abilities: Proficient in Windows-based operating software (Microsoft Office) and systems.
- Knowledge of patient quality, safety and satisfaction performance measures and indicators, data definitions and sources and relevant national databases and benchmarks; knowledge of healthcare quality, safety and satisfaction data design, collection, aggregation and summarization; and knowledge of performance improvement models, methods and systems strongly preferred. Excellent written and oral communication and presentation skills required. Must promote and demonstrate a logical, systematic and non-judgmental approach to case review with the ability to formulate concise and relevant summaries with competing factors. Solution driven with the ability to address difficult situations with tact and diplomacy
- Ability to work under minimal supervision, ability to adapt quickly to changes within the work environment.
- Ability to work with providers of all levels to coach and provide feedback on performance. Must be a team player and have proven success applying a collaborative and professional approach and ability to work in conjunction with physicians, clinical managers/directors, colleagues and customers in a supportive way to communicate sensitive information and troubleshoot issues.
- Working Environment: Works in a temperature controlled environment with natural and artificial lighting.
- Essential Physical Requirements Able to perform repetitive standing, sitting, stooping, walking, and reaching. Performs minimal lifting of 15 lbs, carrying 15 lbs, and reaching over head 10 lbs.

#### **Benefits:**

YVMC Offers a comprehensive benefits package consisting of:

- Medical/prescription drug insurance
- Dental insurance

- Voluntary vision insurance
- FSAs
- Basic life and AD&D insurance
- Optional life and AD&D insurance
- Long-term disability insurance
- Additional benefit programs & employee services

**For more information about these job opportunities and to apply, please visit [www.yvmc.org](http://www.yvmc.org)**

To learn more about our mountain community, visit [www.steamboatchamber.com](http://www.steamboatchamber.com).

**Ph: 970-870-1112**  
**Fax: 970-871-2337**  
**[careers@yvmc.org](mailto:careers@yvmc.org)**  
**EOE**

<b>About 7 Basic Quality Tools</b>	"The Old Seven."	<h3 style="margin: 0;">Looking for more quality tools?</h3> <p style="margin: 0;"><b>Try Plan-Do-Study-Act (PDSA) Plus QTools™ Training:</b></p> <ul style="list-style-type: none"> <li>• QTools™ Bundle</li> <li>• Plan-Do-Study-Act plus QTools™</li> <li>• Fishbone Diagram</li> <li>• Run Chart</li> <li>• Pareto Chart</li> <li>• Flowchart</li> <li>• Scatter Diagram</li> <li>• Check Sheet</li> <li>• 5 Whys</li> </ul>
Overview	"The First Seven."	
Check sheet	"The Basic Seven."	
Control chart	Quality pros have many names for these seven basic tools of quality, first emphasized by <a href="#">Kaoru Ishikawa</a> , a professor of engineering at Tokyo University and the father of "quality circles."	
Fishbone/ Ishikawa/ cause-and-effect	Start your quality journey by mastering these tools, and you'll have a name for them too: "indispensable."	
Histogram	<ol style="list-style-type: none"> <li>1. <b>Cause-and-effect diagram</b> (also called Ishikawa or fishbone chart): Identifies many possible causes for an effect or problem and sorts ideas into useful categories.</li> <li>2. <b>Check sheet:</b> A structured, prepared form for collecting and analyzing data; a generic tool that can be adapted for a wide variety of purposes.</li> <li>3. <b>Control charts:</b> Graphs used to study how a process changes over time.</li> <li>4. <b>Histogram:</b> The most commonly used graph for showing frequency distributions, or how often each different value in a set of data occurs.</li> <li>5. <b>Pareto chart:</b> Shows on a bar graph which factors are more significant.</li> <li>6. <b>Scatter diagram:</b> Graphs pairs of numerical data, one variable on each axis, to look for a relationship.</li> <li>7. <b>Stratification:</b> A technique that separates data gathered from a variety of sources so that patterns can be seen (some lists replace "stratification" with "flowchart" or "run chart").</li> </ol>	
Pareto chart		
Scatter diagram		
Stratification		
<b>Resources</b>		
<b>Related Topics</b>		

## **Cavendish Scott, Inc. Job Openings November 2016**

### **ASSOCIATE/CONTRACT ISO AUDITOR(S)**

Cavendish Scott is interested in establishing good relationships with professional, reliable and trustworthy professional auditors. We need help to cope with fluctuations that occasionally occur in our business and can sometimes provide more consistent assignments.

Ideally you would be a current auditing contractor, with an established workload of audits and are wishing to supplement that. Ideally your focus would be on auditing so that you have a clear development goal, and would not be consulting in ISO implementation or at least not significantly. We consider this to present a potential conflict although its not insurmountable.

You should like travel because that is one of our most difficult situations that we have to address.

You should probably have an IRCA or EG auditor card – or an equivalent independent way of demonstrating your competency and professionalism.

Personality and loyalty are paramount. You have to operate as part of a team and fit in with our established processes and methods.

### **ENTRY LEVEL ISO AUDITOR**

Cavendish Scott is looking for additional resources in the form of an entry level ISO auditor. We see this as an entry position, with plenty of support provided and firstly focusing on auditing and then developing into training and consulting if desired and as opportunities arise and competency is established.

Ideally you will have some experience of ISO 9001 (maybe similar standards such as FDA). You may have been involved in the implementation of ISO 9001 (or similar) or been responsible for its upkeep and maintenance. You may have conducted internal audits and been responsible for interfacing with the certification body. Perhaps you have even performed audits for a certification body. Ideally, you would have had some managerial experience (oversight of the QMS may be enough but other formal experience might be equally useful). You should be familiar with most/all typical organization processes and be comfortable talking with management about ISO and relevant topics.

You must be confident and comfortable presenting in order to be able to fill the role of auditor.

You will be an effective writer possibly having written procedures, instructions and management reports.

Personality is critical to us. You will be easy going, dynamic, self-motivated, self-starter, hardworking, and capable of standing alone. You also cannot be afraid of new standards, situations or challenges. You will be given support but you have to be able to act professionally and come up with solutions on your own.

We need someone who is available to travel. Even likes travel. The job minimally would require 14-16 trips a year of 2-3 days on average. But plan on being able to cope with an average of two trips a month of 3+ days (this is not what we currently do but you never know).

We will provide training and support to develop the right candidate to a fully qualified ISO professional (it's not just 9001 but AS9100, 13485, R2, 27001, 45001, 18001, 17025 to mention but a few).

We are not particularly looking for a contractor or part time person to fill this position – but try us.

The job is great! You will learn all about/get exposure to a variety of organizations, management systems, standards and so many other things you get exposed to. You get to meet some really cool people and work from home. Conversely you are expected to work the hours you need to in order to satisfy your customers (they tend to work normal hours) and then work more to make sure you answer emails, stay responsive and do what needs to be done to be successful. This is NOT a 9-5 job and sometimes deadlines will mean you have to put extra hours in. Historically there has been plenty of free time to develop your skills, help develop training material, work on marketing and presentations, etc. You manage yourself and the compensation package is probably more than is generally available. Benefits include health, 401k, disability. All work expenses are paid. All equipment (phone, computer, etc.) are provided.

### ***Application***

To apply please briefly email us and tell us why you are right for the position. Some of the technical requirements for the job are important but personality and overall ability are probably better things to convince us of. Let's keep it to 10 email lines (about 300 words). No resumes, no application forms. We'll see where it goes from there.

Cavendish Scott, Inc. [Info@cavendishscott.com](mailto:Info@cavendishscott.com)

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# Cuattro LLC

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Job Title           Software Test Engineer  
Department        Quality Assurance  
Location            Loveland, CO  
Supervisor         Director of Quality Assurance

Position Summary    Test Engineer to assist in testing Windows WPF applications. Work closely with Quality Assurance and Development team members in the testing of Cuattro/Heska software applications, with a focus on the development of automated tests to improve test coverage and system reliability.

Responsibilities

- Responsible for the execution of software testing prior to release.
- Lead the effort to automate testing in the following areas
  - Create and implement functional tests for back-end services
  - Unit tests
  - User Interface Testing
  - Other application test areas as needed

Necessary Education/Experience/Training

- Two-year technical degree with focus on Software or Test
- Experience writing Unit Tests and using Mock Objects
- Experienced in C#. Must be willing to follow best practices and coding standards.

Desired Experience/Certification/Training

- Technical Writing experience
- Familiarity with Microsoft Team Foundation Server and Microsoft Test Manager
- Fundamentals of Software Testing (FOST)
- ISTQB Certified Tester, Foundation Level (CTFL) or ASQ Certified Software Quality Engineer
- Familiarity with acceptance test frameworks such as FitNesse and SpecFlow

Additional

- Motivated self-starter with the ability to maintain focus on the task at hand.
- Work with team leads to ensure objectives are accomplished
- Good communication over email and instant messaging (skype)

Training expected upon hire

- Cuattro Quality System documentation (Quality manual, Design controls, etc.)
- Good Manufacturing Practices (US FDA Quality System Regulations)
- HIPAA Training

Cuattro is a world leader in Digital Radiography, Ultrasound, Cloud PACS, Cloud based Vendor Neutral Archive, and X-ray systems. With over 15 years of experience, the Cuattro team and its founders have successfully partnered with doctors and institutions across a wide range of specialties for over 5,000 successful Flat Panel Digital Radiography installations throughout the world.

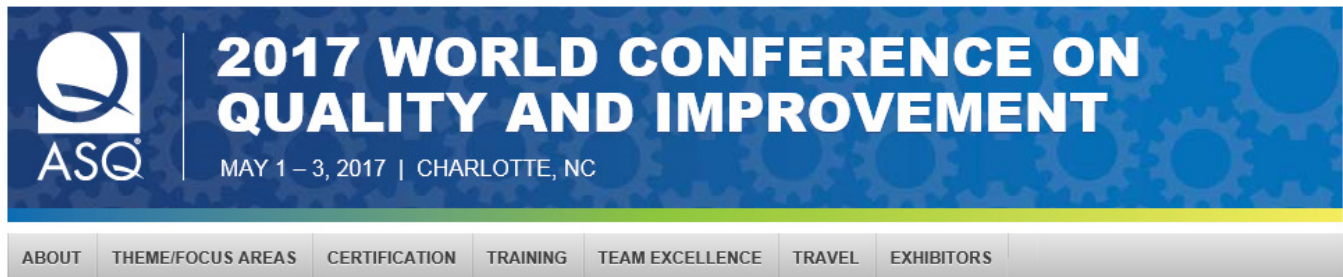
Cuattro is looking for a Software Test Engineer (entry level). Position description follows.

If interested respond to:

Matthew Taylor  
Cuattro, LLC  
3760 Rocky Mountain Avenue | Loveland, CO 80538  
970-775-2247 [mtaylor@cuattro.com](mailto:mtaylor@cuattro.com)

**RMPEx** Rocky Mountain Performance Excellence Program (*which is also the Colorado State Quality and Business Performance Program*). Please see articles starting on page 18 for most recent information of RMPEx activities and events. The Boulder ASQ Section is an active sponsor of the RMPEx Organization. <http://rmpex.org/>

**RMRAS** Rocky Mountain Regulatory Affairs Society. RMRAS is the premier local professional society in the Denver & front range area for individuals involved in medical devices or the pharmaceutical industries. Membership is free of charge. And, our two societies' recertification units (RUs) are reciprocal and interchangeable. <http://rmmas.org/>



**ASQ** 2017 WORLD CONFERENCE ON QUALITY AND IMPROVEMENT  
MAY 1 – 3, 2017 | CHARLOTTE, NC

ABOUT | THEME/FOCUS AREAS | CERTIFICATION | TRAINING | TEAM EXCELLENCE | TRAVEL | EXHIBITORS



ABOUT THE CONFERENCE | CALL FOR PROPOSALS | TRAVEL INFORMATION

Interactive Infographic  
Start Exploring!

Let Me Know When Registration is Available

2016 Highlights

ITEA 2016-17 Intent to Submit Form

## **Sr. Regulatory Affairs Specialist-PMA**

In order to support a Biomedical Advanced Research and Development Authority (BARDA) grant to initiate a clinical trial using the Mirasol® Pathogen Reduction Technology, Terumo BCT is seeking additional support for this Class III device. Working without significant direction, this position provides leadership to the Company in fulfilling regulatory compliance by applying a thorough understanding of regulatory/standards requirements to one or more areas of expertise such as FDA regulations, international medical device regulations, product reimbursement, product liability, and standards.

### **ESSENTIAL DUTIES**

- Assumes major responsibility for one or more major regulatory affairs areas based on past experience and a broad base of knowledge and understanding of regulatory requirements.
- Interacts with and/or directs others in interacting with regulatory and certification authorities. Identifies the need for, prepares, and conducts regulatory related training for the business.
- Identifies and defines contents for regulatory submissions/dossiers. Leads the assembly and creation of these documents for their timely submission to regulatory authorities.
- Advises business management of regulatory and certification issues in a pro-active manner.
- Exercises considerable judgment in determining approach and then researches, prepares, and submits required regulatory documents including those in response to documents issued by regulatory authorities. Responsibility includes both preparation of these documents in compliance with U.S. and international regulatory authorities and providing guidance to Regulatory staff in the preparation of them.
- Provides regulatory support of clinical trials.

### **MINIMUM QUALIFICATION REQUIREMENTS**

#### **Education**

Bachelor's degree or, equivalent of education and experience sufficient to successfully perform the essential functions of the job may be considered.

#### **Experience**

Minimum 5 years experience.

- PMA experience required.
- Original PMA experience preferred.

#### **Skills**

- Knowledge and use of relevant PC software applications and skills to use them effectively.
- Demonstrated ability to communicate effectively both verbally and in writing.
- In depth knowledge of U.S. and/or international medical device regulations and standards.
- Extensive knowledge of and ability to prepare regulatory documentation.
- Proven effective leadership and team skills. Strong interpersonal skills.
- Demonstrated ability to define problems and provide guidance to management in developing and implementing solutions.
- Analytical and creative thinking skills and the ability to solve complex problems.

-Or-

An equivalent competency level acquired through a variation of these qualifications may be considered.

### **PHYSICAL REQUIREMENTS**

Typical Office Environment requirements include: reading, speaking, hearing, close vision, walking, bending, sitting, and occasional lifting up to 20 pounds.

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

We are proud to be an Equal Opportunity Affirmative Action Employer. All applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, sexual orientation, marital status, order of protection status, national origin or ancestry, citizenship status, age, physical or mental disability unrelated to ability, military status or an unfavorable discharge from military service.

We maintain a drug-free workplace and perform pre-employment substance abuse testing and background verification checks. As of January 1, 2017 the Terumo BCT Lakewood, Colorado location will be a tobacco-free workplace. For more information about Terumo BCT, visit our website [www.terumobct.com/careers](http://www.terumobct.com/careers).

**Join Terumo BCT as we unlock the potential of blood.** We are the world leader in blood component technology, delivering products, services and solutions for customers and their patients worldwide. Through collaboration with our customers and a commitment to innovation, we are the only company with the unique combination of apheresis, manual and automated whole blood processing and pathogen reduction technologies coupled with robust technology, innovation and core competencies in therapeutic apheresis, cell collections and cell processing.

As the largest medical device manufacturing company headquartered in Colorado, we are home to more than 2,300 associates and our products are in use in more than 125 countries and territories. Our Global footprint includes more than 5,500 associates and partners with regional headquarters in Brussels, Buenos Aires, Hong Kong and Tokyo.

Our company has almost \$1B in annual revenues and has been voted and recognized as:

- Largest corporate sponsor in Rocky Mountain Region for Leukemia and Lymphoma Society (LLS)
- Winner of the Association for Talent Development (ATD) BEST Award for providing exceptional employee learning and talent development (2011 & 2012)
- One of Colorado's Healthiest Employers by *Denver Business Journal* (2014 & 2015)
- Recipient of the *Way to Go* Employer award through the Denver Regional Council of Governments (DRCOG) 2015

Our award-winning culture embraces:

- Leading technology through innovation and R&D
- Wellness programs
- Commitment to quality
- An environment that values, respects and rewards your individual contributions
- A philosophy of intentional growth and responsiveness to world health issues

[Click Here](#) to see what our associates have to say about our culture.

Each associate has a positive impact on our future by:

- Connecting to the lives of the patients we ultimately serve
- Growing through professional and leadership development activities
- Sharing company success through incentive plans

**If you are the best at what you do and want to do work that is changing the delivery of healthcare globally, we invite you to work with us now to see how we can unlock your potential.**

To apply, please send your resume directly to: [Meredith.mcgauffic@terumobct.com](mailto:Meredith.mcgauffic@terumobct.com)



**We are pleased to announce the 2016 RMPEX Award Recipients!**

The 2016 RMPEX Quest for Excellence, held May 18, was well-received by the attendees with 98% of survey responses rating it as valuable or very valuable. Speakers covered a range of topics, including experiences with the Baldrige process, lean, six sigma, ISO 9000 and ASQ team excellence awards. A sample of the material presented is provided below; click on the image to view the content.

The 2017 Quest has been scheduled for April 14, 2017, on the Auraria campus in Denver. Make plans to experience next year's event first hand.



**Dr. John Latham presents an introduction to organization design and transformation to achieve sustainable excellence. Award-winning frameworks are described.**



**Adam Cohen summarizes the Baldrige Performance Improvement Process and how organizations use it to improve performance.**

**Dr. Jim Walker, PhD Award Program Director [DrJimW@hotmail.com](mailto:DrJimW@hotmail.com)  
Rocky Mountain Performance Excellence  
P.O. Box 17545 Denver, CO 80217  
Phone 303-893-2739 <http://rmpex.org/>**

