



PROMOTING EXCELLENCE IN ARKANSAS

ARKANSAS INSTITUTE FOR PERFORMANCE EXCELLENCE

April, May, June 2017

It's not too late to apply for a Challenge Award in 2017!

Applications for the Challenge Award, which require a three- to five-page Organizational Profile and Key Business Factors Worksheet, are due **July 1**. An Organizational Profile sets the context for understanding your organization; helps identify gaps in key information and focus on key performance requirements and results; and identify topics for which conflicting, little or no information is available to use for strategic planning.* The process of writing a Challenge award application can enhance accreditation processes such as the ISO 9001:2015 with a defined framework for creating an Organization Context.

As a Challenge applicant, you will receive a feedback report on your Profile and award recognition at the Governor's Quality Award Celebration in September at the Marriott Hotel in Little Rock. Training is available by webinar for those writing a Challenge Award.

If you are interested, contact Sue Weather at sweather@arkansasstatechamber.com or 501-372-2222.

**Baldrige Excellence Framework*



Award Application Writing Services are Now Available for Governor's Quality Award Applications!

Application writing services are now available at the Challenge level of award for 2017 and Commitment level of award for 2018. Contact Sue Weather for more information on how you can apply, receive recognition and feedback from the Governor's Quality Award Program.

Our Mission

To advance performance excellence and economic vitality of participating Arkansas organizations through training, assessment, and recognition.

Our Vision

The preferred resource and catalyst for excellence in organizational performance.

A Targeted Approach to Implementing Changes in the New ISO 9001:2015 (A series of four workshops designed to help participants receive maximum benefit from the new ISO standard)

Top Management and ISO 9001:2015: No Longer Optional

Tuesday, May 16, 10 a.m. – 1 p.m. | Arkansas State Chamber of Commerce | \$99 includes lunch

There are some changes in top management's role in the new ISO 9001:2015. Learn what they are and how you can use your expanded responsibilities to ensure a successful Quality Management System. At the end of this workshop, participants will be able to:

- Understand the personal responsibilities of top management as required in ISO 9001:2015, Clauses 5 and 9.3
- Explain the purpose of defining the context of the organization
- Describe the need for risk-based thinking
- Evaluate the results discussed in the management review
- Develop a customized action plan to apply and extend the knowledge and skills from this workshop

Organization Context: A Better Way to Align Your QMS with Your Strategy

Wednesday, July 12, 8 a.m. – 12 p.m., | Arkansas State Chamber of Commerce | \$99 includes a continental breakfast

A new requirement of ISO 9001:2015, a well-written organizational context can be an opportunity to develop strategy by defining external challenges and internal advantages within your company. At the end of this workshop, participants will be able to:

1. Explain the relationship between the organization context in Clause 4 and the organization's strategy
 2. Leverage the Baldrige Framework for Excellence resources to describe the organization context
 3. Identify internal and external issues that could impact the QMS
 4. Understand the needs and expectations of interested parties
- Develop a customized action plan to apply and extend the knowledge and skills from this workshop

Risk-Based Thinking: A Tool for Evaluation and Change

Wednesday, July 12, 8 a.m. – 12 p.m. | Arkansas State Chamber of Commerce | \$99 includes a continental breakfast

The new standards promote risk-based thinking. Discover what risk-based thinking is and gain methods for identifying and prioritizing risks with a guided approach to avoid critical events and drive change in your company. At the end of this workshop, participants will be able to:

1. Explain the relationship between the organization context and risk-based thinking in Clause 6.1
 2. Demonstrate where to find risk and opportunity requirements in ISO 9001:2015
 3. Prioritize risks and opportunities to allow focus on the most important
 4. Describe four different approaches to address risks
- Develop a customized action plan to apply and extend the knowledge and skills from this workshop

Monitoring and Evaluating Results: Get on Top of Performance Metrics

Tuesday, August 29, 8 a.m. – 12 p.m., | Arkansas State Chamber of Commerce | \$99 includes a continental breakfast

In Clauses 9 and 10 of the new ISO 9001:2015 standard, performance evaluation and improvement are critical steps in assuring your compliance. Learn how to determine key measures and their metrics to satisfy the requirements of the standard and use them to improve processes for greater output. At the end of this workshops, participants will be able to:

1. Explain the relationship between processes and results
2. Understand how to monitor the results of processes
3. Describe different ways to analyze results
4. Identify how to use monitoring and evaluating results for improvement
5. Develop a customized action plan to apply and extend the knowledge and skills from this workshop

Each participant should bring a copy of the ISO 9001:2015 standard. To register, go to <https://www.mfgsolutions.org/training-calendar/category/quality-management/> to register.

Bill Craddock, workshop facilitator, is a Lead Certified Management Systems Specialist (CMSS) with Exemplar Global, an international certification body. He successfully completed the Exemplar Global lead external auditor training for ISO 9001:2015. Bill became a member of TAG (Technical Advisor Group) 176 which develops the U.S. position on ISO quality standards for discussion at the international level. He is a member of the Board of Examiners for both the Arkansas Governor's Quality Award Program and the Baldrige National Quality Award.



2017 Governor's Quality Award Healthcare Seminar

"Engaging Arkansans for Better Healthcare Outcomes"

June 20 | Embassy Suites Hotel, Little Rock | 8:45 AM – 3 PM

5.5 hours pending from the National Association for Healthcare Quality and Office of Long Term Care

AGENDA

- 8:45 - 9 am **Welcome**
- 9 - 10:15 am **"Transforming Care Together: Elements of Excellence"**
Featured Speaker — Dr. Glenn Crotty
- 10:15 - 10:30 am **Break**
- 10:30 - 11 am **"Patient Engagement and the Power of the Portal"**
Dr. Chad Rodgers
- 11 am - 12 pm **"On-Set Dementia: Creating Well-Informed Communities"**
Dr. Angie Norman, DNP, GNP, ACNP
- 12 - 1 pm **Lunch**
- 1 - 2 pm **"The Box"**
Gerald Cantrell, RN
- 2 - 3 pm **"#LeadStrong"**
Marcy Doderer

FEATURED SPEAKERS

Dr. Glenn Crotty
Executive Vice President and COO, Charleston Area Medical Center, Charleston, West Virginia
2015 Baldrige National Quality Award Recipient



Charleston Area Medical Center has accelerated organizational performance to create better healthcare outcomes. Dr. Crotty will share its Leadership System and demonstrate how it sets the expectations for leading throughout the entire system. The innovative "Transforming Care Together" process for redesigning care delivery will be described. Learn how the strategic planning process and goal cascade results in employee engagement throughout the highly visible TOP 5 Board and daily work by staff.

Marcy L. Doderer, FACHE
President and Chief Executive Officer
Arkansas Children's Hospital (ACH)



Marcy Doderer took the helm as President and Chief Executive Officer of Arkansas Children's Hospital (ACH) on July 15, 2013. Marcy is a Fellow in the American College of Health Care Executives (ACHE) and is active in many professional organizations. She is currently a member of the Children's Hospital Solutions for Patient Safety Board of Directors, serves on the Education Committee of the Children's Hospital Association and the board of Healthy Active Arkansas. As a professional and a mother, Marcy is passionate about improving healthcare for children in Arkansas.

She obtained her BS in Finance from Trinity University, San Antonio, Texas, and her MA in Hospital and Health Administration from The University of Iowa.

Dr. Angie Norman, DNP, GNP, ACNP
Clinical Assistant Professor, College of Nursing at University of UAMS and Associate Director of the Donald W. Reynolds Institute on Aging's Arkansas Aging Initiative



The number of people living with dementia is increasing exponentially. Until there is a cure, educating patients, families, healthcare providers, and communities on how to better respond together to the symptoms and responses of those living with dementia is the best "treatment" available. Discover how creating well-informed communities, support to caregivers and protection to those living with dementia allows them to safely interact with their surroundings and remain active in their communities.

Gerald Cantrell
Director of Paramedic Services
Baxter Regional Medical Center

Gerald Cantrell serves as the Director of Paramedic Services at Baxter Regional Medical Center in Mountain Home. He has been a paramedic since 1985 and has been an RN since 1992. He most recently completed training as a Community Paramedic in 2013. In 2017 he became one of the first three Licensed Community Paramedics in Arkansas.

Dr. Chad Rodgers
Pediatrician and Partner
Little Rock Pediatric Clinic



Dr. Chad Rodgers is a board-certified pediatrician and a partner at Little Rock Pediatric Clinic. He received his medical degree from the University of Arkansas for Medical Sciences. He is vice president of the Arkansas chapter of the American Academy of Pediatrics and secretary to the board of directors of the Arkansas Medical Society. He is the co-founder of Reach Out and Read Arkansas and serves on its board, as well as on the board of Arkansas Advocates for Children and Families.

Overall Sponsor



For more information, contact
Sue Weather at 501-372-2222 or
sweather@arkansasstatechamber.com.

Presenting Sponsors



www.americandatanetwork.com



www.arkhospitals.org



Go to www.arkansas-quality.org to register!



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QUALITY.ORG

The Arkansas Institute for Performance Excellence, a private non-profit 501(c)(3) corporation, was established in 1994 for the purpose of supporting the broad-based use of quality principles throughout Arkansas to drive performance improvement. The organization, governed by a volunteer Board of Directors, is statewide and is incorporated in Arkansas, located in Little Rock. In November of 2008 the Board of Directors voted to enter into a partnership with the Arkansas State Chamber of Commerce, which provides facilities and administrative support and marketing and promotion assistance to the program.

The Arkansas Institute for Performance Excellence was founded by concerned Arkansas business leaders who understood the need to recognize companies reaching for the highest standards in their products, services and processes and who understood the need for organizations to have the tools and training to improve and to strive for performance excellence. The Board of Directors believe that by continuous improvement of our competitiveness in the global marketplace, we can help ensure more jobs, a stronger economy for our state, and a better tomorrow for all Arkansans. The Institute administers the Governor’s Quality Award, an award process open to all organizations within the state, both for-profit and not-for-profit.

Like the Arkansas Institute for Performance Excellence on Facebook!

Mark your calendars for the 2017 Governor’s Quality Award Celebration

Tuesday, September 12 | Marriott Hotel, Little Rock



2017 Governor’s Quality Award Calendar

Top Management and ISO 9001:2015: No Longer Optional	May 3
Organization Context: A Better Way to Align Your QMS with Your Strategy	July 12
Challenge Award Applications Due	July 1
“Engaging Arkansans for Better Healthcare Outcomes” Healthcare Seminar	June 20
Governor’s Quality Award Celebration	September 12
2017 Process Improvement Meeting	September 13
Examiners’ Appreciation Luncheon	October