



April, May, June 2019

It's not too late to apply for a 2019 Challenge Award!!

Identify Key Organizational Characteristics, Improve Key Results, Celebrate with Recognition

Applications for the Challenge Award, which require a three- to five-page Organizational Profile and a Key Business Factors Worksheet, are due **July 1**. The Organizational Profile sets the context for understanding your organization and helps identify Strategic Challenges and Advantages for Strategic Planning. Challenge applicants receive a feedback report and are recognized at the Governor's Quality Award Celebration at the Marriott Hotel in Little Rock on Thursday, September 12 at 6 p.m.



2019-2020 Key Business Factors Worksheet

Questions	Responses
I. Organizational Environment	
(1) Product Offerings	
• What are your main product offerings?	
• What is the relative importance of each to your success?	
• What mechanisms do you use to deliver your products?	
(2) MISSION, VISION, and VALUES	
• What are your MISSION, VISION, and VALUES?	
• Other than VALUES, what are the characteristics of your organizational culture, if any?	
• What are your organization's CORE COMPETENCIES, and what is their relationship to your MISSION?	

Recognition is one benefit of applying for a Challenge Award. But starting a quality journey and developing a system of accountability for continuous improvement can be of even greater value to organizations that apply for an award. **Don't wait. Apply for a Challenge Award for 2019!**

One-on-one training is available by webinar for those writing a Challenge Award. If you are interested, contact Trish Villines at tvillines@arkansasstatechamber.com or 501-372-2222.

Deadlines:
GQA Award Application—July 1—Challenge Level
 For assistance preparing an Application contact Trish Villines,
 501-372-2222 or tvillines@arkansasstatechamber.com



2019 Governor's Quality Award Healthcare Seminar
"The Unconscious Barriers to Workforce Quality"

Tuesday, June 18 | Embassy Suites Hotel, Little Rock | 8:45am - 3pm
 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 **"The Unconscious Barriers to Workforce Quality"**
 Hugh Brown, Chief Executive Officer
 St. David's Georgetown Hospital, Austin, Texas
- 10:15 - 10:30 am **Break**
- 10:30 - 11 am **"How the Governor's Quality Award Process Engages Your Workforce: Examples from a 2018 Award Recipient"**
 Steven Webb
 President and CEO, Unity Health
- 11 am - 12 pm **"Supporting Your Workforce and Improving Patient Outcomes through Trauma-Informed Care Practices"**
 Nicola (Nikki) Edge, PhD
 Professor/Associate Director, Research and Evaluation
 Division/Department of Family and Preventive
 Medicine/University of Arkansas for Medical Sciences
- 12 - 1 pm **Lunch**
- 1 - 2 pm **"How to Build and Sustain a Culture of Excellence"**
 Jimmy K. Duncan, SHRM-SCP, SPHR
 Chief People Officer, Arkansas Children's
- 2 - 3 pm **"Ripple Effects of Substance Use Disorder in Healthcare"**
 Tonya S. Gierke JD, BSN, RN
 Arkansas State Board of Nursing (ASBN)
 Assistant Director Arkansas Nurses Alternative
 to Discipline Program (ArNAP)

FEATURED SPEAKERS

Hugh Brown,
Chief Executive Officer

Hugh Brown has served as Chief Executive Officer of St. David's Georgetown Hospital since 2007. He assumed his role shortly after the hospital was acquired by St. David's HealthCare, a partnership between HCA and the Austin-based St. David's Foundation. In 2014 St. David's HealthCare received the Malcolm Baldrige National Quality Award, the highest quality award given to any business by the federal government. In addition, for the past six years St. David's Georgetown Hospital has specifically been recognized as a "100 Top Hospital", and as a "Top 5% Hospital in the U.S." for clinical quality.



Steven Webb, President & CEO

Steven Webb is the President and CEO of Unity Health which has grown from a county hospital to an entire system, consisting of three hospital campuses, 20 clinics and serves communities in eight counties. Unity Health - White County Medical Center received the 2018 Governor's Quality Award for Performance Excellence. The system is a member of the Mayo Clinic Care Network and home to the second largest Graduate Medical Education program in the state.



Nicola (Nikki) Edge, PhD

Nikki Edge, PhD is a Professor at the University of Arkansas for Medical Sciences in the Department of Family and Preventive Medicine. She directs an Early Childhood Mental Health Consultation program in Arkansas, called Project PLAY as well as a teacher training and coaching program, called REACH. She is co-director of AR BEST (Arkansas Building Effective Services for Trauma).



Jimmy K. Duncan,
SHRM-SCP, SPHR

Jimmy Duncan is the Senior Vice President / Chief People Officer for Arkansas Children's in Little Rock. This position champions the Arkansas Children's System culture effort to become an integrated One Team of hospitals, research, foundation, and care networks.



Tonya S. Gierke JD, BSN, RN

Tonya Gierke recently joined the Arkansas State Board of Nursing as the Assistant Director over ArNAP (Arkansas Nurses Alternative [to Discipline] Program). She is an RN and a licensed attorney. Her bedside nursing career includes pediatric oncology, emergency room, and flight nursing. She has practiced law in the areas of insurance defense and healthcare regulation. She has over a decade of experience as a risk manager, healthcare compliance officer, and privacy officer.



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GOVERNOR'S AWARD 2018

2018 Governor's Award for Performance Excellence Spotlight

Washington Regional Medical Center opened as Washington County Hospital in 1950 as an acute care facility with 50 beds on the corner of College Avenue and North Street in Fayetteville, Arkansas. In August 2002, the new Washington Regional Medical Center opened with 233 beds on North Hills Boulevard, and has grown to 425 licensed beds as of 2019.

In 2018, Washington Regional Medical Center received the Governor's Award for Performance Excellence, along with three other organizations from different industry sectors. Since the inception of the GQA in 1995, only 21 other organizations have received the award at the highest level, including just four other hospital systems.

"Washington Regional is extremely pleased to be recognized for quality," Shackelford says. "This recognition demonstrates the commitment of our team members to provide the highest level of care for our patients as well as meaningful outreach programs for our community."

Terri Church, Washington Regional's Director of Quality Management, says many members of the Washington Regional team participated in the year-long application process for the Governor's Quality Award program. "We found the process to be very valuable in allowing us to examine the ways our team works hard every day to express Washington Regional's mission, vision and values." Church says.

Throughout the years Washington Regional has maintained its place as a progressive leader in healthcare in Northwest Arkansas. Today, the medical center is part of a comprehensive health care system that includes North Hills Surgery Center, Dialysis Centers of NWA and a network of clinics and services in Northwest Arkansas. Washington Regional Medical Center is the region's only not-for-profit; community owned and locally governed hospital.

Mission—Washington Regional is committed to improving the health of people in communities we serve through compassionate, high quality care, prevention and wellness education.

Vision—To be the leading healthcare system in Northwest Arkansas -- the best place to receive care and the best place to give care.

Values—To treat others – patients and their families, visitors, physicians, and each other – as we would want to be treated.

Each 2019 quarterly newsletter will feature a recipient of the **2018 Governor's Award for Performance Excellence**. In addition to Washington Regional Medical Center, J.V. Manufacturing, Inc. and Unity Health – White County Medical Center will be featured. See the January—March 2019 Quarterly Newsletter for a feature on Springdale Water Utilities.



Larry Shackelford, CEO Washington Regional (center) accepts award with Gov. Asa Hutchinson and 2016 award recipient Randy Dennis, CEO, DD&F Consulting.





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WWW.ARKANSAS-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 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 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.

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

Vision: To be the preferred resource and catalyst for excellence in organizational performance

**Mark your calendars for the
2019 Governor's Quality Award Celebration
Thursday, September 12 ~ Marriott Hotel, Little Rock**

2019 Calendar Arkansas Institute for Performance Excellence

Healthcare Seminar-Little Rock	June 18
Panel of Judges Convene for Final Award Level Determination	August
Cybersecurity Training— Baldrige Cybersecurity Builder (Little Rock)	August 28
Governor's Quality Award Celebration Ceremony – All recipients recognized	September 12
Examiner Feedback Meeting (morning session)	September 13
Applicant I Training—Writing an Organizational Profile	October 8
Applicant II Training—Identifying Processes (Achievement & Governor's)	October 13
Applicant II Training—Identifying Processes (Commitment)	October 14
Applicant III Training—Measuring Results	December 10