

NOTE DATE AND LOCATION:

WEDNESDAY

FEBRUARY 13, 2019

LOCATION:

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

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

6:00 p.m. - Buffet Dinner

6:45 p.m. - Presentation

DINNER BUFFET 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

(cash or check)

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's talk will focus on 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.