

## TQM Update

Well, we've done it. The first TQM (Total Quality Management) group has completed their training and formed the first problem solving team. Another group of volunteers will be going through the same training sometime this fall. The goal is to eventually have the whole clinic trained in problem solving and working on quality work teams. Keep your ears open for the next opportunity to volunteer to go through training.

Meanwhile the team that has completed training is starting work on it's first project. As was announced in the last all-staff meeting, the team's project is to look at how we can revise the all staff meeting. The team chose this project as it's first one because it is a project that affects everyone in the clinic and many members of this multi-departmental team thought there was room for improvements there which might also have wider reaching effects. We presented our proposal to Senior Management and they enthusiastically gave us the go-ahead.

from returning your survey , please contact anyone one of us on the current problem solving team. Our names are listed at the bottom of this article.

Another aspect of the issue we are gathering information on is the many various committees already functioning here. We hope to see these groups share information and resources through the all staff meeting so we can all work together to achieve clinic goals.

By the way, if you're interested in the day-to-day work of this problem-solving team, feel free to take a look at our minutes which are kept in the TQM file in Elizabeth's office (Social Service Dept.) If you want any more information please contact any one of us.

Thanks! - Kris Bartkus, Renee Baxman,  
Elizabeth Butrick, Annie Carrington, Barb  
Heffernan, Rea Katz, Ilse Soriano, Sara  
Spence, Lisa Stukenberg, Anna  
Villareal.

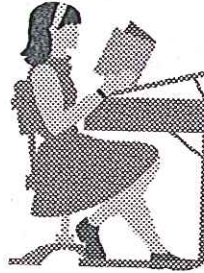


## TO TEACH AND PROTECT

The SSCHC is planning a "Safe Night" on Friday, August 23rd, at the SSCHC. It's mission is to teach and protect our youth against the threat of violence from gangs and random violence. In order for it to be successful, *everyone* needs to be a part of it either the planning, advertising or performing the event. There will be a planning meeting for any and all who are interested on Friday July 12th. If you have any questions please see Dr. Bachhuber.



Some common concerns throughout the nation included reimbursement under managed care, other financing issues, evaluation and measuring outcomes, community acceptance, state support for school based health care, and violence in schools. Talking and sharing with people from both health care and education fields affirmed that the School Based Health Program at our clinic is on the right track. We share similar challenges with people throughout the nation who are working in this area.



## PARENTING CLASSES ADD A NEW DIMENSION IN FALL

Beginning September 3, 1996 the assistant child care teacher course will be offered free of charge to pregnant and parenting teens and young adults under 26 years of age.

The class will meet Tuesdays and Thursdays, 3:30-5:30pm from September 3 until November 21, 1996. Those who attend twenty sessions will receive a certificate which meets entry level requirements to work in a state licensed child care center. Translation will be available into Spanish and Hmong.

For additional information call Sara ext.348.

NATIONAL ASSEMBLY OF  
SCHOOL BASED HEALTH CARE

## A SPECIAL THANKS TO LIFESAVERS

This year's blood drive was again very successful! A special thanks to all those who helped advertise, donated, and baked for the refreshment table. An \* denotes the winners of the raffle please come to medical records to claim your prize.

Sara Spence

\*Lisa Feld

\*Lori Pearson

Barb Heffernan

Yvette Aponte

\*Lisa Stukenberg

Elizabeth Butrick

Sonia Galicia

Imelda

Michael

\*Eliseo Torres

Tom Bachhuber

Ellen Escalera

Ruth Anchetta

Zulma Castro

John Carroll

Bobbie Curich

Theresa

Guille Mason

Marian Rodriguez

Martha Rodriguez

Laura Vargas

Monica Cook

Elizabeth Gerhardt

David Waters

\*Sally Callan

## MARK YOUR CALENDAR

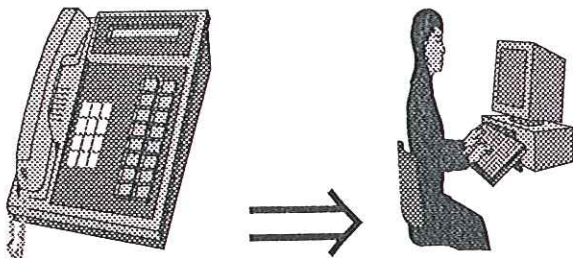
July 12 Missed Immunization Opportunities  
July 16 John B.'s Brown Bag Update Meeting  
July 31 All Staff Meeting

## CONFIDENTIALITY INSERVICE

Kris Bartkus will be presenting an inservice on Confidentiality 101 at the July 31 all staff meeting. If you have any ideas, suggestions or specific things that you would like to know, please call Kris at ext. 248.

## DICTION INSERVICE

Kris will also be presenting an inservice on Streamlining Dictation at the July 31 Provider Meeting. Some of the objectives of this inservice will be to decrease provider time spent on dictation, to increase reimbursement opportunities, to streamline dictation process, and to decrease costs. If there any topics that you would like to see discussed or ideas and suggestions that you have, please call Kris at ext. 248.



## RETREAT PLANNING IDEAS

There has been a committee meeting to discuss

## SECRET KEYS TO SUCCESS AN ACRONYM

S for Sense of Purpose  
E for Excellence  
C for Contribution  
R for Responsibility  
E for Effort  
T for Time Management

Perhaps the one quality more than any other that is responsible for success in life is the ability to stick with it longer than anyone else. It is **DETERMINATION** (no matter how rough it gets out there), stay with it, and get it done! Winners use their time well; Losers waste their time!

