QUALITY HAS MANY MEANINGS

There are probably as many definitions of “Quality” as there are people living on our earth. Quality is a very nebulous notion that means something different to everyone asked to provide a definition. Some of the definitions encountered are:

1. Meeting the requirements and expectations in service or product that were committed to.
2. Pursuit of optimal solutions contributing to confirmed successes, fulfilling accountabilities.
3. The characteristics of a product or service that bear on its ability to satisfy stated or implied needs.
4. A product or service free of deficiencies.
5. Quality combines people power and process power.
6. Quality in a product or service is not what the supplier puts in. It is what the customer gets out and is willing to pay for.
7. Degree to which a set of inherent characteristics fulfills requirements.
8. Products and services that meet or exceed customers' expectations.
9. Uniformity around a target value.
10. Value to some person.
11. The result of care.

The definition which I found to be the nearest to my own personal beliefs was “The result of care.” Because we are in the healthcare business, this is especially relevant. When asked why they work in healthcare, a majority of people who work in this field respond, “Because I want to help people.” People helping other people in a community of people. The operative word being “people.”

In order to provide excellence in quality, we must begin with “personnel” attention. Hospitals which value their employees and provide them with opportunities, new skills and mentoring are the hospitals which have reached a goal of providing quality excellence and whose patient satisfaction scores prove it.

How can teams create exceptional quality or experience great outcomes if they are not developed and engaged by leadership to achieve excellent results? What does it take to transform a culture? Unfortunately, it does not happen overnight. Cultural transformation is a journey that begins with “personnel” attention. It involves learning new skills and creating opportunities to mentor staff and leaders.
Our New Culture

A Few Border Bistro Facts

1. Please, be courteous and clean up your area when you are finished. There is not enough staff in food services to clean up after you.

2. Kindly use the condiments you take. If you are going to eat 2 butters, take 2. If you want 4 ketchups, take 4. The condiments left on the tables have to be thrown away even if they are unopened. You can always go get more if you need them.

3. The plastic utensils in the racks on the wall of the cafe are for dining in. If you need utensils for your department, Border Bistro staff are happy to get some for you from the back. It is more cost effective and sanitary. Just ask.

VVRMC Recycles Batteries

Did you know VVRMC recycles batteries? Batteries contain eight nasty metals: Nickel, Zinc, Cadmium, Lithium, Manganese Oxide, Mercury, Lead and Silver. They all have fairly appalling health effects. For example, exposure to mercury can cause paralysis and psychosis. Cadmium poisoning can cause prostate cancer, liver and lung disease. Exposure to manganese affects the respiratory system, the central nervous system, the kidneys and the eyes. Batteries that go to landfills decompose over time and a lot of these nasty metals end up in the water supply. So, do your part! Take your used batteries to IT. There is a recycling bin for them in Albert Lattimer’s office.
QUALITY IS MAY’S CORE VALUE

During the month of May we will focus on the Core Value of Quality. We deliver excellence.

Trust
We create trust through our integrity and our intention.

Empowerment
We give each other information, direction and authority to make decisions.

Quality
We deliver excellence.

Consistency
We deliver a premier experience to every person, every time.

Accountability
We rise above our circumstances to achieve the best possible result.

Unity
We promote an environment characterized by open communication, diversity and mutual respect - always.
On behalf of the Cancer Resource Room, we would like to sincerely thank the Masonic Lodge for their wonderful donation of $500. As per their request, the funds received will be used to aid patients with the financial burdens incurred while going through their Cancer treatments. Thanks to their wonderful gift, we will be able to help more patients within our community.
CPRIT honored the clinic lab for lab week!!!
Just wanted to share the lovely flowers and card received by the Cardiology Dept: Dr. Korte, NP Cynthia Hernandez, Melissa Castano-MA and Priscilla Flores-Admitting Rep.

“Wonderful!”

Submitted by Maricela Sandoval
Good News

HAPPY LAB WEEK!!!!!

Our fantastic and extremely attractive lab team celebrated Lab Week this past week. Thank you for all you do!
5 and 10K Race Brings People Together and Encourages Speaking Out Against Child Abuse and Sexual Assault

Participants and volunteers came out in strong numbers to support speaking out against child abuse and sexual assault. Pictured above left are Janice Herrera and Adrienna Gonzalez, above right is Adrienna with Claudia Lopez and Owen Cardenas (both from BCFS). Not pictured are Raquel Rodriguez, Angie Prather and EMS and many others who helped make the event a success for CHIC (Community Health Improvement Coalition). Way to build trust!
Not only was “Movie Mania” a really fun theme but the Skills Fair was very informative, fun (who doesn’t love Jeopardy?) and delicious! What a wonderful way to keep up on skills and knowledge, learn new tricks and eat chocolate at 7:00 in the morning!

It was no doubt a whole lot of work to put together. Many thanks to all of you who took time out of your busy schedules to teach us useful things and to create a fun atmosphere for learning. You are appreciated!
Val Verde Regional Medical Center, in partnership with QUAD Counties, is now offering **FREE** InSure FIT colorectal cancer screening tests for **eligible** patients!

**COLORECTAL CANCER IS THE SECOND MOST COMMON CANCER KILLER, BUT IF CAUGHT EARLY IT CAN BE PREVENTED, TREATED, AND CURED.**

### Who is eligible?

- If you are over the age of 50
- If you **DO NOT** have a history of colorectal cancer in you or your immediate family
- If you have **NOT** had a colonoscopy in the last 10 years
- If you have **NOT** had a sigmoidoscopy in the last 5 years
- If you have **NOT** had an Fecal Occult Blood Test screening in the last 12 months

**You could be eligible for a **FREE** InSure FIT screening kit!!! Just stop by one of the screening locations for more information!!!**

**Amistad Medical Professionals**

**Walk-in clinic**

Located at 1200 N Bedell Ave.  
(830) 774 - 2505

**QUAD Counties Council**

Located at 1401 Las Vacas St.  
(830) 774 - 7411

**Val Verde Regional Medical Center**

**FluFIT on the Frontera Office**

Located at 801 N Bedell Ave.  
(830) 778 - 3745  
(830) 778 - 3735
WALK WAG RUN

PRE-REGISTRATION
@ RUJOY’S 330 BRANDIE DR (MAY 06, 8AM - 12PM)
THE 1ST 100 REGISTRATIONS RECEIVE A SWAG BAG

5K WITH K-9S
MAY 13, 2017 8AM

BILL JEWEL BASEBALL PARK @ BUENA VISTA PARK // $15 REGISTRATION
PROCEEDS WILL BENEFIT FRIENDS OF DEL RIO ANIMALS SPAY/NEUTER CLINIC

AWARD - TOP 3 MALE | TOP 3 FEMALE
CATEGORIES - 18 & UNDER; 19-30; 31-40; 41-50; 51+

DOWNLOAD REGISTRATION @ DRCHAMBER.COM / QUESTIONS? EMAIL: DELRIOWALK_WAG_RUN5K@YAHOO.COM

CANINE PARTICIPANTS MUST BE CURRENT ON VACCINATIONS, BE WELL BEHAVED, AND REMAIN ON LEASH AT ALL TIMES. YOU MAY RACE WITH OR WITHOUT A CANINE COMPANION.
WALK WAG RUN
5-9 DEL RIO TEXAS

MAY 13, 2017 8AM

- Start/Finish at Buena Vista Park baseball field (Fox Drive and Kings Way)
- First 100 people to register get a swag bag
- You must register no later than 7:30 AM May 13
- Awards will be given to overall and age group top 3 finishers
- Proceeds to benefit Friends of Del Rio Animals

DONATIONS OF DOG/CAT FOOD ARE WELCOMED HOWEVER NOT NECESSARY.

- Please make checks payable to Del Rio Walk Wag Run
- Checks and money orders can be dropped off at Del Rio Chamber of Commerce. NO CASH!
- For more information contact delriowalk_wag_run5k@yahoo.com

I am registering for the 5k WITH an animal [ ]  I am registering for the 5k WITHOUT an animal [ ]

[ ] $15 Registration  [ ] Children 12 and under free but must register

Name First and Last: ___________________________  Male/Female: ___________________

Mailing Address: ___________________________________________________________

Home Phone: ___________________________  Age: ___________  Birth Date: ___________

On event Day

Email: ____________________________________________

I, the undersigned voluntarily assume, discharge and release Del Rio Walk Wag Run and all agencies whose property and/or personnel are used, and other sponsoring or co-sponsoring companies, agencies, or individuals from responsibilities for any injuries or damages I may suffer as a result of my participation. I hereby certify that I am in good physical condition and am able to safely participate in this event. I will additionally permit the use of my name and picture in broadcast, television, newspapers, magazines, etc. And I also understand that the entry fee is non-refundable and non-transferable. As a participant I certify that all information provided in this form is true and complete. Registration numbers are non-refundable and must be worn on front of the shirt to help ensure accuracy of time results. I have read the entry information provided for the event and certify my compliance by my signature below.

Participant’s Signature: ___________________________  Date: _______________________

[Parent’s Signature if under 18]

If participant is under 18 this is to certify that my child/daughter has my permission to participate in Del Rio Walk Wag Run and all related events, is in good physical condition, and that event officials have my permission to authorize emergency treatment if necessary.

FOR USE BY RACE ORGANIZERS ONLY  PAID: ___________  Category: ___________  BIB#: ___________
Look Good Feel Better is a free program from the American Cancer Society designed for women dealing with hair loss and skin changes from chemotherapy and radiation. You will learn specific techniques to help make the most of your appearance while undergoing treatment. You will also take home a makeup package valued at $200.

Val Verde Regional Medical Center
HOPE Cancer Resource Room

is proud to present Look Good Feel Better®

Workshop will be held in Memorial Board Room (Hospital Main Entrance)
801 N Bedell Avenue, Del Rio, Texas
Monday, June 12, 2017 3:00pm - 5:00pm

Your RSVP by June 2, 2017 is greatly appreciated.
Find out more or register by calling American Cancer Society at 1-800-227-2345

Or Stacey Covarrubias, Cancer Navigator at 830-778-3852
06 MAY
REGISTER AT
xladventurerace.com

ADVENTURE RACE

RUN
BIKE
ROW

LAUGHLIN AFB
DEL RIO, TEXAS

0715
x5826

Special Thanks to
Our Sponsors! No
Federal Endorsement
Intended.

PDR PROS
AUTO HAIL REPAIR
& DOOR DINGS
Red Bull

Val Verde
Regional Medical Center
Val Verde Regional Medical Center

Laughlin
Del Rio
Devil Dash Background Information:

The 2017 Devil Dash is a 5k/10k fun run that serves as a fund raiser for the Air Warrior Courage Foundation (AWFC), which is a nonprofit dedicated to helping out veterans in need. The event itself will be outside the Wing Headquarters building on Laughlin AFB on Saturday, 13 May 2017, starting at 0830 and running till approximately 1030. What makes this event special is that it includes running on the actual runways whilst still serving as a fund raiser for a good cause. This event has been the 434 FTS way of annually giving back to the community by helping veterans through the AWCF, and serves as our sole annual fund raiser event.