



Chapter Chitchat
Harbor-UCLA Chapter of the
National Management Association
“*Developing the Leader in You*”

Presidents' Message

Dear NMA Members:

Spring has arrived and summer is approaching at a fast speed. Things are moving full speed ahead on our campus as the Medical Center continue to transition to the MetroCare Regional Model and the Surgery/ER Building construction plans begin to unfold. LA BioMed continues to advance it's exciting Master Plan and MFI continues to move forward planning for their Vascular Access Unit, beginning the redesign of their billing/collection system and implementation of electronic medical records this Fall. We all find ourselves very busy and juggling many projects simultaneously these days. The NMA programs have been very beneficial in helping us stay abreast of various leadership tools to manage our busy day-to-day workload. So our message to all is despite how busy we are, it is important to make time to attend the NMA programs and professional development courses that in turn help us manage our busy jobs. It is also equally important that we take time to recognize each other for a job well done. So we want to encourage each of you to take time out to nominate managers and leaders on campus who are making a difference as part of our Annual Silver Knight Awards Recognition and Luncheon. Nominations forms will be sent out shortly. We are looking forward to receiving your nominations!

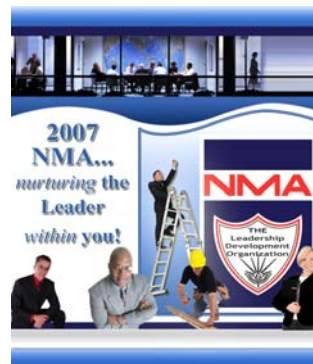
Cynthia M. Oliver
& Calvin Kwan
Co-Presidents

Upcoming Meeting

SAVE THE DATE!

The National Management Association

**Cordially invites you to attend a
luncheon for the
Silver Knight Award**
(Honorees to be announced.)



Tuesday, June 5th, 2007

12:00 noon

(1st Floor Assembly Room)

Seating will begin at 11:45 a.m. for the 12:00 noon lunch.

Members no charge, \$10.00 for non-members.

All attendees must RSVP by Thursday, May 31st. E-mail your RSVP to ATeixeira@LABioMed.org

The Only Constant in Life is Change

NMA Presents



Leading Through Change

Location: Assembly Room (Main Unit)

Date: June 14, 2007

Time: 1:30p.m.— 4:30p.m.

Facilitators:

Dawn Flores

Debbie Lopez

Dennis Campos

Please **RSVP** to Debbie at
dlopez@labiomed.org

By June 7, 2007.

Cost:

Non-Members-~~\$30.00~~

Members- Free

In this workshop you will learn:

- How to get people to let go
- Engaging the Entire Organization
- Role of Communication
- Through the Neutral Zone
- New Beginnings
- Implementing and Sustaining Change
- How to Make It Stick
- Transition, Development & Renewal

The Southern California Area Council of the NMA invites you to a day of relaxation and gourmet dining!
A portion of the admission fee supports the SCAC American Enterprise Speech Contest.



Disneyland RESORT. Triple VALUE on June 11!



Buffet Dinner at CLUB 33 Disney's luxurious private dining room

BALA, BALC, SCAC members/guests:	\$ 100
Non-members / guests:	\$ 105

RSVP by May 25- space is limited



To make your reservations, send an e-mail to Elaine Fafilek, elaine.f.fafilek@boeing.com with the following information: Name; BALC, BALA, or SCAC membership status; number of tickets needed; telephone number. You are responsible for payment upon reservation. Make checks payable to SCAC.

Mail to: Elaine Fafilek
The Boeing Company
5301 Bolsa Avenue, Mail Code: H021-F120
Huntington Beach, CA 92647-2099
Telephone: 714/896-3665

Cost includes . . .

- Entrance to Disneyland Park
 - Entrance to California Adventure Park
 - Buffet dinner at Club 33
- Excludes alcoholic drinks and parking*



California Adventure



Disneyland

SCAC

**Editors Corner-
Member of the Month**



NMA councils are geographic "collections" of chapters which join together to strengthen each chapter operations. The Councils provide opportunities for chapter officers and members to work together with other chapter leaders in their geographic area to band

together to share experiences, provide officer training, network, and serve as a planning and organization center for the area.

The upcoming **Southern California Area Council**

Saturday, June 9, 2007

8:30 a.m.—12:00 p.m.

**Building 28, Boeing
Huntington Beach**

**Featured Speaker
Roger Freely**

Curator, Queen Mary Museum

Preserving California Museums

Learning about the past helps us understand the present and develop leaders for the future

Present Proclamations

Present Leadership Awards

For more information contact:

Avis French

949-830-1167

eavisf@sbcglobal.net



Gloria Love is the Patient Relations Center Supervisor for the Harbor-UCLA Medical Center. She has been at Harbor since 1998. She formerly worked for the Long Beach Comprehensive Center.

Her department is responsible for the patient advocate office, marketing for the Community Health Plan, participating in health fairs, hospital and outpatient surveys, arranging for interpreter services, financial screening, and assisting patients with enrolling into the Medi-Cal program.

She was introduced to the NMA by Rosemary Osuna, one of our former Board Members and joined the NMA this year for the activities, and professional development programs.

Outside of work, she enjoys her hobby as an amateur genealogist and is a member of the CA African American Genealogical Society. She has been actively researching her family history for the last 3 years where she has spent time traveling, researching and interviewing family members in order to record her family's history.

Her philosophy on life is when life hands you lemons, you make lemonade.

This event is sponsored by The Southern California Area Council of The National Management Association



Visions of 2007 and Beyond

The Harbor-UCLA NMA sponsored the annual State of the Campus presentation entitled “Visions of 2007 and Beyond” in the Parlow Auditorium on April 2nd. Four members of our campus executive leadership shared their visions for 2007. Participants included Miguel Ortiz-Marroquin, Interim Chief Executive; Dennis F. Levin, MD, MPH, Associate Medical Director; Peggy Nazarey, RN, MSN, Chief Nursing Officer of Harbor UCLA-Medical Center; and Kenneth P. Trevett, JD, President and CEO of LABioMedical Research Institute. Key points shared by each presenter included the following:

Miguel Ortiz-Marroquin, Interim Chief Executive Officer, Harbor-UCLA Medical Center

1. The Joint Commission

- a. The unannounced Special Functions Lab (Blood Gas and Perfusion Lab) survey is expected any day.
- b. The annual Periodic Performance Review (PPR) will likely occur within the next 30 days. Once Administration receives notification from the Joint Commission, staff will be informed of the scheduled survey dates.
- c. Harbor’s tri-annual Joint Commission unannounced survey will likely occur in early 2008. While the target month is March, the survey may occur as early as January and perhaps as late as June.
- d. We should always be prepared, as the Joint Commission conducts random unannounced surveys of 5% of U.S. hospitals.



(from Left) Ms. Nazarey, Mr. Marroquin, Dr. Levin, and Mr. Trevett.

2. Surgery/Emergency Replacement Project Timelines

- Preparatory work has been initiated to “make ready” the site for construction (e.g., warehouse prep work, relocation of 2-South, etc.).
- Construction contract to be awarded January 2008
- S/E construction to start April 2008
- Complete construction July 2011
- S/E occupancy December 2011
- Backfill/remodel completion May 2013

3. SB 1953: 5W-ICU Project

- A new 8-bed ICU will be constructed on 5W to provide swing beds as the tower seismic project retrofit project proceeds.



- The relocation of selected 5W functions will occur in the next month (e.g., sleep rooms, conference room, storage, etc.).
- 5W-ICU construction will start as soon as June 2007 and will take 1 year to complete.

4. MetroCare

- Regionalized services include: Materials Management, Finance, Facilities Management, Contract Management and Value Management.
- MLK-Harbor Activities:

Visions of 2007 and Beyond (continued)

- Phase I: downsize to 48 beds
- Phase II: assess staff competency and services
- Phase III: pass CMS survey in July 2007
- Phase IV: expand back to 120 beds by October 2007
- Phase V: regain Joint Commission accreditation

Dennis Levin, M.D., MPH, Associate Medical Director

While Harbor-UCLA staff are involved in assisting the rebuilding of MLK-Harbor, the services and quality of care at Harbor-UCLA will not be sacrificed.

The Harbor medical staff remains strong with a total of 939 members (290 full time faculty, 114 part-time faculty, 370 volunteer faculty, and >400 housestaff).

Medical Schools with the largest number of 2007 matches at Harbor were: UCLA (12), Keck USC (12), UC Irvine (7), Roslind Franklin (7), UC Davis (4), and University of Michigan (4).

Harbor has 34 ACGME training programs, all of which have attained "Continued Accreditation" status.

Harbor faculty were also involved in several significant accomplishments this past year.

- Dr. Chris de Virgilio (Surgery): Received the National Golden Apple Award from the American Medical Student Association
- Dr. Bruce Stabile (Surgery): Elected President of the Pacific Coast Surgical Association
- Drs. Chris Mink and Sara Stewart (Pediatrics): Implementation of KIDS Clinic for foster care children.
- Dr. Susan Snyder (Family Medicine): Oversees implementation of 2 statewide programs to improve chronic illness care.

Patient safety remains a key area of focus. Significant progress has been made in multiple information systems improvements, including pre-printed order sets - which improves legibility and decreases variation in care.

Peggy Nazarey, RN, MSM, Chief Nursing Officer

- Key areas of nursing focus include quality patient care, quality staff and organizational effectiveness. The guiding principle in quality nursing is patient safety and is rooted in accreditation readiness and quality improvement programs.
- Efforts ongoing to recruit and retain qualified talent. Goals include creating opportunities for professional growth, creating a nurse friendly environment, and marketing Harbor-UCLA nursing as an employer of choice.
- Effective 4/1/07, there has been implementation of a redesigned classification/compensation system for nursing. In the clinical series, there are only 3 classifications, with an expanded compensation structure (20 steps per pay level and 20 pay levels).
- The average RN graduate is 30 years old. Approximately 50% of the RN workforce is expected to reach retirement age with the next 10-15 years.
- In 2006, California RN vacancy was 9.1% (Harbor was 11.3%).

In 2006, California RN turnover rate was 14.3% (Harbor was 15.6%).

Visions of 2007 and Beyond (continued)

Kenneth P. Trevett, JD, President and CEO of LA Biomedical Research Institute

- Research Programs

16 research faculty (6 different departments) have been recruited and retained in the past 5 years. Three of these 16 are full-time investigators.

- Research Facilities

- Funding and plans are in place to begin construction of the Hanley-Hardison Research Center in May 2007. Occupants will include 10 existing PIs (representing 5 departments).
- After adequate funding is secured, a second laboratory building will be constructed. Tentative occupants will likely include: Medical Genetics, Nephrology (cardio-renal center), Hematology, Surgery, and Pathology.
- A third mixed use facility will be constructed for Translational Sciences, faculty offices, and LA BioMed Administration.
- Upon completion of these new buildings, many existing structures will be vacated (i.e., N 7/12/14/16/21; B 1/2/4; C 1/2/3; F 5/6/7/9, and leased space in MFI).

- Branding Aesthetics

- Efforts underway to improve entry frontage and signage off the Normandie entrance.

Tame the Paper *Blizzard!*

On April 3rd, Michelle Quintana, the founder of The Simple Organizer, presented a workshop on simple strategies (taming the paper blizzard) to resolve desktop clutter, file management issues, and office set up and design.

Simple strategies such as F.A.T. (File, Act, Toss) to get you in tip-top paperwork shape in no time; filing in broad categories instead of a straight “A-Z” system to help control the paper blizzard; and using the wastebasket to cut down on the amount of unnecessary paper you may have on your desk or in your cubicle.



If you are interested in learning more about organizing your workspace or your home, Ms. Quintana provides many helpful hints as well as consulting services.

She is also a member of the National Association of Professional Organizers. Her website is www.thesimpleorganizer.com



Farewell to Ellen DiGiampaolo

We would like to wish Ellen Di Giampaolo the best on her retirement from her position as the Senior Director of Food and Nutrition Services.

Ellen has been a part of the Harbor-UCLA campus since 1972 when she started as a dietician. Her role grew tremendously over the years and went through many transformations. Her department is responsible for providing all meals to the hospital patients, and doctors, dietician services, internship program, catering services, and providing meals to the community outside of Harbor such as the YMCA, City of the Gardena, and the LA Unified School District alternative sites. The total operation includes over 80 employees.

Ellen was instrumental in bringing the NMA to the Harbor-UCLA campus, and has always maintained an active role on the Board of Directors. She has mainly worked behind the scenes making sure that the numerous events over the years ran smoothly and were presented so beautifully. Each year, she and her staff generously help with the Frank J. DeSantis Golf Tournament which is one of the major NMA fundraising events during the year.

In her spare time, she maintains an equally busy schedule serving on the advisory board for the Hospitality and Culinary Academy at Banning High School. She writes articles for the publication Nutrition and the MD and is part of the editorial board. She is also on the editorial board for the publication Diabetes in the News. She has been the Treasurer since 1998 for the board of PHFE Management Solutions, serving as a public health member. She also enjoys travel, cultural activities, music, operas, spending time with her 4 grandchildren and 11 great grandchildren from her marriage to Tony.

Her life philosophy is: If you cannot give 120% of yourself to the role, you should not do it. Ellen will continue to work as a consultant for the Compass Group which purchased Morrison's in 2001.

Thank you Ellen for all of the contributions you have made over the years.



Board Elections

Ever wonder what goes behind the scenes of NMA? Our chapter's Board of Directors are dedicated to providing fun, interesting and educational programs to the Harbor-UCLA campus. Each year, a ballot is distributed to NMA members. Each office term is for one year beginning July 1 to June 30 (the following year). Members at large serve a two-year term. Ballots are counted by a panel of three judges who have been appointed by the Nominating Committee.

The following is the ballot of the nominated board members for 2007/2008:

- ___ Calvin Kwan & Cynthia Moore-Oliver/Co-Presidents
- ___ Nettie Nelms & Amy Teixeira/Co-Vice Presidents of Programs
- ___ Dennis Campos & Dawn Flores/Co-Vice Presidents of Professional Development
- ___ Eileen Mosler & Bill Warren/Co-Membership Secretaries
- ___ Corresponding Secretary (Vacant position) – please list suggestions lower sheet
- ___ Christopher Eke/Treasurer
- ___ Sharon Golub/Debbie Lopez/Annie McCary/Co-Editors
- ___ Pam Shea – Boosters
- ___ Wes Kamikawa – Ways & Means
- ___ Claudia Alarcon – Member at large
- ___ Susan Alvarado – Member at large
- ___ Dana Dennis – Member at large
- ___ Ellen DiGiampaolo – Retired, Member at large
- ___ Jim Keen – Member at large
- ___ Stewart Laidlaw – Member at large
- ___ Annie McCary – Member at large
- ___ Gloria Love – Member at large
- ___ Eileen Mosler – Member at large
- ___ Shirley Smith – Member at large

If you have not voted yet, please Pam Shea at pshea@ucla.edu, box 17 or fax (310) 328-0864. **Deadline to vote: JUNE 4, 2007.**

Interested in becoming a Board Member? While the ballot for the term 2007/2008 has been issued, you may contact Pam Shea at pshea@ucla.edu or any current board member to learn more about the positions and apply for the term 2008/2009 (current board members are listed on the last page of the newsletter).

Top 10 Reasons to Join the NMA

#1 **Learn, Grow, Develop**

Take advantage of countless professional learning and growth opportunities by attending conferences and other informative, and exciting events.

#2 **Network**

Regularly attend chapter and council meetings provides opportunities to find out how you can work together with NMA colleagues to add value to your company and community while enhancing your own career.

#3 **Challenge Yourself**

Maximize your professional growth and potential through the Certified Manager Program, lunchtime webinars, and professional development seminars.

#4 **Be Informed**

Check out our chapter publications Chapter Chitchat, and don't overlook Breaktime, NMA's national online newsletter, for important information on national and local events and the latest professional development opportunities.

#5 **Join a Committee**

Signing up and stepping up will help you discover, develop and showcase your individual and team leadership talents while helping your chapter to excel as well.

#6 **Serve Your Community**

Be an active, enthusiastic part of your chapter's community involvement efforts.

#7 **Be Connected**

Bookmark NMA1.org, your trusted link to local, regional, and national NMA information, where you can get insight and ideas from throughout the organization.

#8 **Celebrate our Diversity**

NMA...The Leadership Development Organization welcomes leaders of every age, race, gender, and ethnicity.

#9 **Improve your Communication Skills**

We all know we need to "communicate, communicate, communicate." Every meeting is an opportunity to enhance your communication skills and hear from the experts about the approaches that work.

#10 **NMA...THE Leadership Development Organization**

The Chapter at Harbor-UCLA Medical Center is your trusted source for invaluable professional and personal growth experience.

NMA... Developing The Leader in You!

Leadership is about movement... taking people, ideas, processes and business from where they are, to where they need to be. Is there a skill set to being a leader? You bet. Can NMA get you there faster than you can make the journey on your own? Definitely.

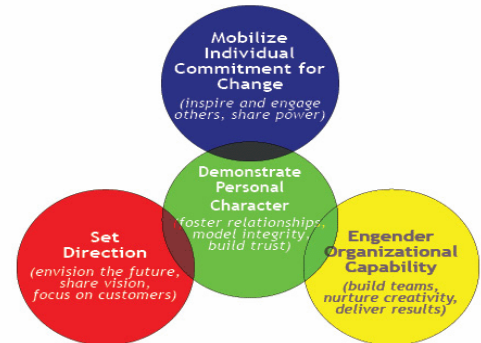
NMA Chapters and our Individual Membership Program are dedicated to building leadership bench strength and harnessing the leadership qualities that reside in all of us. You don't have to sit in a corner office or somewhere on the top floor to have influence. Each of us can learn to move mountains, no matter where we sit in the organization.

In the contemporary workplace, success is measured by how well you forge and form collaborative relationships. You must learn to facilitate, not dominate; influence, not enflame; and disagree without being disagreeable. These aren't just survival skills... they're leadership skills as well.

NMA's Leadership Model outlines those leadership attributes and related core competencies that are critical to successful organizational outcomes. They mirror and reflect strategic direction and are undeniably linked to business strategies. This leadership framework can be integrated throughout at all levels of the high-performing organization.

Our customers... a broad cross section of business and industry... look to NMA to help them identify, nurture, and tap future leaders. "Developing The Leader In You" can't simply be a line in a masthead; it is our mission... and our vision.

The NMA Leadership Model



Derived from a similar model in Results Based Leadership by Ulrich, Zenger, & Smallwood.

Come explore and learn more about our exciting professional and educational organization. www.nma1.org

Statement of Principles

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

- We believe in the highest standards of personal and organizational integrity and respect for the individual.
- We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.
- We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.
- We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.
- We believe that individuals and organizations have a community and civic responsibility.

April/May 2007

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Harbor-UCLA Medical Center
1100 West Carson Street
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Phone: 310-222-3711
Contact: Bill Warren, Membership Secretary
E-mail: bwarren@labiomed.org
Website: www.nma1.org

Developing the Leader in You

Mission Statement

The mission of the NMA is to provide management and leadership development opportunities and related chapter activities which meet the needs of the members and contribute to the effectiveness of sponsoring organizations.

Vision Statement

NMA is to recognized worldwide partnership of people and businesses inspiring outstanding leadership, and cultivating highly productive workplaces.

NMA Fiscal Year 2006/2007 Board of Directors

Cynthia Moore-Oliver & Calvin Kwan
President: Co-Chair

Nettie Nelms & Amy Teixeira
First Vice President: Co-Chair

Dennis Campos & Dawn Flores de Ramirez
Second Vice President: Co-Chair

Bill Warren
Membership Secretary

Debbie Lopez
Corresponding Secretary

Christopher Eke
Treasurer

Pam Kluver
Editor/Historian

Debbie Lopez
Assistant Editor/Historian

Pam Shea
Booster Chairperson

Debbie Terrell
American Enterprise

Lorna Ordinario
Assistant American Enterprise

Wes Kamikawa
Ways and Means

Mary Lee Ryba
Past President

Members at Large
Annie McCary
Patty Dewberry
Ellen DiGiampaolo
Jim Keen
Stewart Laidlaw
Eileen Mosler
Shirley Smith