



Southern Tier Auburn-Geneva

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Deadline

The deadline for submitting news to the Courier-Journal is

noon on Thursday preceding the following Wednesday's publication.

VOCATIONS ■■■

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Hospital Examines 'Quality Circles'

Hornell — Twenty-four members of the staff of St. James Mercy Hospital participated recently in a three-day "Circle Leader" seminar, conducted by Bruce Craig of Bernie Hoffman Associates, to acquaint them with skills and knowledge to operate and teach others how to operate a Quality Circle in the hospital's Interest in Quality program.

The Interest in Quality program is part of the process St. James has established to plan for its future by involving members of the staff who choose to participate in the program to improve operation, effectiveness and the quality of patient care.

problem and develops a solution requiring a policy change or change in work performed by those outside the department, the proposal is taken by the leader to an Advisory IQ Circle group.

The program at St. James is now under way, with circles set up in many of the hospital's 24 departments.

The program's goals are to

maximize the individual and collective efforts and talents of all staff members. The circles should result in quality improvement, human resources development, improvements in the quality of work life, staff retention and cost containment.

A Japanese development, Quality Circles presently involve more than eight million Japanese workers.

Elmira Host to ALCUS Meeting

Elmira — The Association of Ladies of Charity will have its Northeast Regional Meeting Oct. 31 at the Downtown Holiday Inn here.

Ladies of Charity from Albany, Binghamton, Elmira, Buffalo, Ogdensburg, Utica and Watertown as well as the Archdiocese of New York City will attend.

Reservations may be made with Theresa Hourihan, 509 Fulton St., Elmira, 14904. Members may also invite guests.

The opening session will be at 10 a.m., following 8:45 registration. Father Daniel Holland, spiritual moderator of the Elmira Ladies of Charity, will celebrate a noon Mass. Luncheon will follow and the final session will be at 3 p.m.

Registration is \$10 and includes continental breakfast and luncheon.

According to one participant, "The dictionary defines quality as a degree of excellence. It touches all facets of our lives from individual to group effort and at some point in life almost everyone strives for it. We found that interest in quality is a way to work smarter, not necessarily harder."

A Quality Circle is a group of employees composed of six to ten members of a work group who participate voluntarily as a regular paid part of their job. They attend weekly one-hour meetings of the circle to learn and apply basic problem-solving techniques, including data collection and analysis methods, to solve common productivity, quality and service-related problems in their department. They investigate critical work-related problems and through their findings make recommendations for operational improvements.

Each Quality Circle is chaired by a circle leader who helps members acquire skills necessary to function effectively as a team, and communicates with the department head and others in the hospital as needed to facilitate the process. In the event a circle identifies a

Child Consultation Now Available

Elmira — The Regional Early Childhood Direction Center, based in Fairport, has extended its information and consultation services to families in Chemung, Schuyler and Steuben counties.

The agency has previously served Wyoming, Livingston, Monroe, Wayne, Ontario, Seneca and Yates counties.

The Early Childhood Direction Center provides information, support, and referral assistance to parents and professionals who are concerned about a child with special needs or a handicapping condition. Children are eligible for the service if they are five years old or younger, and have problems doing the things other children do at their age. They may include problems crawling, sitting, walking, eating, speaking, hearing, seeing, playing or getting along with others.

The center's staff provides free consultation and

assistance to parents and professionals linking a child or parent to the services they need.

To familiarize Southern Tier professionals with the center's services, a workshop recently was conducted at the Chemung-Tioga BOCES in Horseheads. The center has a toll-free telephone number for those needing further information: (800) 462-4344.

The center's primary source of funding is the state Education Department. Its services are free of charge.

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