



American Society for Quality (www.asq.org), Section 509
(www.asq509.org)

Biomed/Biotech Special Interest Group (SIG) Meeting

**“Emotional Intelligence, Performance Improvement
& Change Management for Successful Health Care Services”**

To be presented by

E. Caroline Satyadi, DBA, DLM (ASCP), MBA, CQA, CLS, FACHE, RAC
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Healthcare Regulatory Compliance/ Quality Management Specialist
Consumer Safety Officer and Sci. Reviewer/ Postmarket-GMP
DMGP/ OIR/ CDRH - US FDA

Thursday, July 26, 2018

6:00 – 6:20 PM – Networking; Pizza/drink

6:20 – 8:45 PM – Program

8:45 – 8:55 PM – Door-prizes drawing; Networking

Online Registration site: <http://www.asq509.org/ht/d/DoSurvey/i/35817>

Open to Public –

\$5: [non-ASQ members](#) to cover pizza/drink cost;

Free: ASQ members, current job-seekers, CCACC volunteers/employees/members, veterans, senior citizens, past speakers, US PHS Commissioned Corp officers, teachers, students, interns, residents, postdocs, FDA Commissioner's Fellows, MJ-DC members, NTUAADC members, CAPA members, NTMUADC members, CKUAADC members, NTHUAADC members, NJTUAADC members, FAPAC members, CBA members, SAPA members, AAGEN members, NCARSQA members, OCA-DC members, AAMB members, ACAP members, DC Leaders Club members, BioTrain volunteers, and Tai-Chi classes students in Metropolitan DC.

Location: **CCACC 9366, Gaither Rd., Gaithersburg, MD20877 (CCACC 1st floor music room)**

Registration Deadline: Please register by **Thursday noon, July 26, 2018.**

Question: Please contact Dr. C.J. George Chang, Chair of Biomed/Biotech SIG, ASQ509;
gchang2008@yahoo.com or 240-793-8425 (cell).

Driving directions: By Cars: From I-270 (N or S bound): Take Exit 8 onto Shady Grove Dr. Drive toward east and turn left (north) onto Gaither Rd. The building is on your left after passing a stop sign. **By Metro rail: Exit at the Red Line “Shady Grove Station”.**

Summary

In this challenging 21st Century healthcare environment, the only certainty in the medical institutions today is the constantly changing business and regulatory environment! More than 70% change management or business transformation failed resulting in \$\$M lost! Decreasing CMS reimbursements, increasing regulatory compliance requirements, as well as the trend towards increasing blended cultural diversity and protection against sexual harassment rising demand smarter approaches. The largest core investment in any business operation is the labor workforce.

With the increasingly blended multigenerational, multiracial and multicultural workforce, healthcare organizations (HCOs) need to leverage continuous improvement or performance improvement efforts by maximizing team's and organization's emotional intelligence (EI) to assure successes. Without a good understanding and integration of emotional intelligence to develop an appropriate performance improvement and change management platform, your investment of resources, effort, and time could be wasted! The resulting bad publicity, litigations, tension, and unresolved conflicts among staff could even jeopardize organizational performance and affect patient care.

Learn the emotional intelligence roles in performance management and change management's crucial elements for healthcare delivery successes. Understand how many Change Management programs failed and the insights of Change Management success factors in various clinical-scientific environments integrating the multifactorial success factors to deliver higher quality of services toward a sustainable quality management system appropriately. The speaker will also share interesting past business cases that she's experienced with examples of implementations of performance improvement & Change Management successfully in the private sector and state government environment.

Speaker:

Dr. E. Caroline Satyadi currently works for US FDA/CDRH as a **Consumer Safety Officer/ Scientific Reviewer** in Division of Molecular Genetics and Pathology (DMGP), Office of In Vitro Diagnostics & Radiological Health (OIR). She has dedicated her career in quality and operation management with patient safety focus and regulatory compliances. Dr. Satyadi was an owner of clinical operation and a national leader in quality & business management. She served successfully in the past decades as Lab Director, Corp. Lab Director, Corp. Manager, Director of Operations, Clinical Executive, Chief of Laboratories, Inspector-CLIA, Research Assistant, Biostatisticians, and Director of QA Compliance.



Dr. Satyadi is a **licensed Clinical Lab Scientist/ Regulatory Affairs-Quality Management Specialist**. She received her doctoral degree in Healthcare Management & Leadership (DBA-HCML) from CIU-Irvine, CA, Caroline has also earned several national board certificates. Dr. Satyadi had volunteered as a member on **BOD** and **Chapter President** of Greater LA CLMA & Northern CA CLMA, ASQ Healthcare as Team Leader BOK, ACHE-NCHE: **Co-Director**, Programs Conf. **Program Chair** of CLMA- Colusa Conf. & Exhibition & ASCP-Regional CLP covering 7 states. She is also an **ASCP-WLP Faculty** and has been teaching workshops in management topics.

This event is cosponsored by Chinese Culture and Community Service Center, Inc. (CCACC, www.ccacc-dc.org), NTU Alumni Association DC Chapter (www.ntuaadc.org), and Chinese American Professionals Association of Metropolitan Washington, DC (www.capadc.org). 