



## The Healthcare Division Chair's Progress Report,

December 2012

by Joe Fortuna



**Happy Holidays to one and all. Hoping you all have a waste-free, high-quality new year!**

**Retreat 2012 is in the books.** ASQ Healthcare Division (HCD) leadership and ASQ staff met in New Orleans Dec. 1 and 2 to discuss the structure and operations of the HCD, its relationships with other ASQ member units, and action plans for its committees and task groups, as well as the division itself. The meeting was expertly facilitated by Debbie Hopen, the HCD treasurer and quality management plan (QMP) committee's chair. The following member leaders and staff attended:

In-person:

1. Bill Dunwoody, chair-elect and revenue generation task group chair.
2. Pierce Story, publications chair and Quality Management Division-HCD technical committee chair.
3. Mickey Christensen, HCD historian.
4. Linh Dye, website committee co-chair.
5. Tom Grinley, chair of the behavioral health special interest group (SIG) task group and HCD group 3 representative.
6. Paul Grizzel, membership committee co-chair.
7. Graciela de Perez, voice of the customer committee chair.
8. Hamilton Plaza, SIG task group chair.
9. Dan Rand, educational committee chair.
10. Grace Paranzino, Nightingale Scholarship committee co-chair.
11. Linda Milanowski, ASQ community development liaison with the HCD.

Via teleconference:

1. Susan Peiffer, healthcare body of knowledge (HBok) committee chair.



2. Rod Munro, chair of the new effort to bring awareness and acceptance of process improvement professionals to healthcare.
3. Tammy Lampro, Nightingale Scholarship committee co-chair.
4. Ellen Hardy, awards and fellowship committee chair.
5. Ray Zielke, ASQ headquarters staff and healthcare market director.
6. Chris Mundy, chair of the new Boston Healthcare SIG effort.

The many topics discussed and plans made at the retreat included:

1. Committee task group consolidation.
2. Relationships and partnerships with ASQ member units and others.
3. Effective use of the new HCD website by committee and task group chairs.
4. Healthcare Body of Knowledge (HBoK) and required competencies in quality for healthcare workers.
5. Leadership needs.
6. Committee and task group planning worksheets for 2013 and beyond (soon to be posted on the HCD website: [www.asqhcd.org](http://www.asqhcd.org)).

A full report on the retreat will be available to all HCD members soon on the HCD website.

**New SIG in the works.** We are happy to announce that the ASQ Boston Section has approved the creation of a health SIG. This effort is under the leadership of Mundy. We are anticipating receipt of a formal application from the section for HCD approval very soon!

**Second HCD website webinar conducted at the retreat.** At the 2012 retreat in December, Dye conducted the second of three in-depth webinars on the use of the new HCD website as an effective communication tool by HCD officers, and committee and task group chairs. These webinars will be posted shortly for review on the HCD Website. A third webinar is planned in the near future.

**The HBoK needs you.** Elsewhere in this issue of *Healthcare Update*, there is information on how you can be involved in the important work of the HBoK task group and its new efforts in defining the quality competencies that those in healthcare should have to achieve their goals



and those of their organizations. Please take a few minutes to read the information carefully and then let Peiffer know how you would like to be involved. Who knows? With all of the good work being done by the HBoK group and others, could a relevant certification exam be far behind? Stay tuned.

**Applications for the HCD Nightingale Scholarship due Jan. 31.** Since 2009, ASQ's Healthcare Division has awarded an annual scholarship in honor of Florence Nightingale, the widely recognized initiator of nursing as a profession and a world-class statistician, to promote the use of quality theory and methods in modern healthcare. Please take a few minutes to read about this scholarship in this issue of *Healthcare Update* and tell all your colleagues about it. The application deadline is Jan 31. Information on the scholarship can be found at [http://asqhcd.org/?page\\_id=5035](http://asqhcd.org/?page_id=5035).

**New member welcome kit.** Douglas Dotan and Grizzel are hard at work developing a new member welcome kit geared toward helping new HCD members get up to speed more quickly about ASQ and the HCD to derive more value, much sooner, from having joined the HCD. The kit will be able to be delivered in a variety of ways. If any of you have suggestions for possible content of this kit, please let Grizzel know as soon as possible at [paul.grizzell@corevaluespartners.com](mailto:paul.grizzell@corevaluespartners.com).

**HCD cooperates with ASQ in providing state regional extension centers (REC) with information on lean.** At the invitation of the Office of the National Coordinator for Health Information Technology, Zielke and Doug Sears presented two lectures at the recent meeting in Washington, D.C., with the leaders of the state RECs who have been working for several years with primary care practices and critical access hospitals to help them in adopting and installing electronic record systems as well as in helping them improve the efficiency of their operations. ASQ member Bobby Glad, a staff director of an REC, assisted in this process. The attendees were invited to complete a pre-meeting survey and directed to the HCD website to access 28 real-world case studies showcasing the use of process improvement tools that were collected by the HCD.



**HCD member involvement: We need to hear from you.** If any of the activities mentioned in this report interest you, we must hear from you soon to learn how you want to contribute to and participate in the HCD. Our goal is active participation by every member of the HCD in at least one division activity. The more active participation we have, the stronger and more valuable we can be to our members, customers and ASQ.

*Wishing you and yours a safe, enjoyable and restful holiday season,*

*Joe Fortuna, Chair, ASQ Healthcare Division*

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