



The Healthcare Division Chair's Progress Report, MAY 2013

by Joe Fortuna



I. HCD Nominations/Elections

This year the Healthcare Division will once again need to elect three officers: Chair-Elect, Secretary, and Treasurer. Their terms will run from January 1, 2014 to December 31, 2015. Bill Dunwoody, our current Chair-elect, will become Chair on January 1, 2014. We have formed a Nomination Committee and it is being chaired by Jim Levett, our past Chair.

Soon we will be mailing every HCD full member in good standing and announcement of the process and an invitation to "self-nominate" themselves for an office. The process will require obtaining the signatures of 10 other HCD members (in writing or via email) and submitting them on a petition form to the HCD Secretary, Pierce Story, for validation.

The Nominating Committee will then meet and consider the self-nominations and others to develop a slate. That slate plus the names of those who have submitted validated nomination petition forms will then be sent in the early fall to all of the HCD members eligible to vote. We will then submit the names of the winners to ASQ by November 15.

Be on the lookout for the mailing about this in early July. If you do not receive it by July 10, please let me know!!

II. HCD Events at WCQI 2013 in Indianapolis Were A Success!

- A. **HCD Booth:** Thanks to the work of Graciela de Perez, our HCD Events Chair, we had a very successful exhibit experience at WCQI. Lots of traffic and we even signed up a few new HCD members. Our giveaways were judged by our booth "customers" to be "Best In Show".
- B. **HCD Annual Meeting:** Our HCD Annual Membership Meeting on Sunday, May 6 was very well attended. Attendees heard officer and committee/task group reports of activity during the past year and plans for 2013 and 2014. These reports and others are available at http://asqhcd.org/?page_id=5940.
- C. **Second Annual Healthcare Lecture at WCQI:** Our speaker this year was Dr. Kenneth J. Musselman, Ph.D., the Strategic Collaboration Director of the Regenstrief Center for Healthcare. His excellent talk was on "Engineering Healthcare Delivery." It is posted on our website and can be viewed at <http://asqhcd.org/wp->



<content/uploads/2011/08/Engineering-Healthcare-Delivery-Ken-Musselman-5-06-2013-ASQ-HCD-Healthcare-Lecture-WCQI.pdf>

- D. **Nightingale Scholarship:** The 2013 HCD Nightingale Scholarship Award (\$2,000) was presented by Grace Paranzino, Co-Chair of the Nightingale Award Committee to Colleen O'Brien, MSN, MSMI, CPHQ, ASQ CMQ/OE for her excellent essay entitled "Quality in Healthcare: Strategies for Reducing Adverse Outcomes and Costs While Improving Quality of Care". Ms. O'Brien is a team leader for quality and patient safety with Bellin Health in Green Bay Wisconsin.

III. There Are Three Brand New Opportunities To Get Involved in the HCD!

- i. **The Healthcare Quality Certification Exam Task Group:** The Chair of the rejuvenated HCD Certification Exam Task Group, Ken Devane, is looking for a few HCD members to assist in bringing this long-term "HCD Dream" to reality. While it won't be easy, the result will be well worth it and will provide great value to our members. It is not too late to get in on this activity at the ground floor. If you are interested in joining Ken on this journey, please let me know ASAP (jaf@prism1.org).
- ii. **Long Term Care Special Interest Group:** The Chair of this new, industry-based special interest group, Sally McClatchey, is looking for leaders and members to join her in researching and implementing state-of-the-art quality and process-improvement methodologies and cultures in the long term care industry. If you are in this field and/or have an interest in long term care, please let me know so we can connect you with Sally!
- iii. **Task Group on The Value of Non-Clinical PI/QI Improvement Professionals In Healthcare:** Rod Munro is just getting this group up and running and would welcome the support and assistance of all those who have tried to break through the "Clinical-Only Glass Ceiling" in healthcare. The intent is to make sure that healthcare has sustainable access to the "A Team" in tackling the problems of efficiency, quality and culture change. If interested, let me know right away!

IV. Webinars Are Back On Track!

I am happy to report that Dan Rand, our Education Chair, has regrouped with Linh Dye and Cheri Graham-Clark, our web gurus, and Linda Milanowski, our Community Development Rep, and together they have worked out a plan to bring us a series of first-class webinars. Once posted these events will be accessible at any time via our HCD website. In addition after each has been posted for a month, there will be a live teleconference event with each webinar presenter for Q&A. Stay tuned for announcements about these great educational resources!!

v. HELP IS STILL URGENTLY NEEDED FOR SEVERAL HCD COMMITTEES, TASK GROUPS AND ACTIVITIES!! PLEASE CONSIDER PITCHING IN IN ONE OF





THESE AREAS. I GUARANTEE YOU WILL GET AS MUCH OR MORE THAN YOU GIVE!!

Several of our HCD Committees and Task Groups urgently need your help! It is a great networking opportunity from which you can really benefit. Among the most critical manpower needs we have are the following:

A. MEMBERSHIP/VOC COMMITTEE:

The Membership/VOC Committee needs the following positions filled ASAP for this newly reorganized Committee:

1. A Membership/VOC data lead - to work with the committee to select, collect, analyze, and present summary membership data to identify opportunities for improvement in member engagement. Key responsibility - track and report segmented ASQ Healthcare Division membership numbers on a monthly basis.
2. A Membership/VOC Committee Webmaster - ensure current membership-related HCD website content, including implementation of new member tool kit.
3. A Membership/VOC Committee Survey Meister – assists committee leadership in the collection of vitally important data for our current and potential HCD members and other customers to assist and guide us in developing our programming and service offerings and in building and maintaining our HCD membership
4. A Membership/VOC New Member Welcome Kit Editor and Manager (See Below)

PLEASE CONTACT OUR MEMBERSHIP LEAD, PAUL GRIZZELL (paul.grizzell@corevaluespartners.coM) OR OUR VOC CHAIR, GRACIELA DE LUJAN PEREZ (Ggphci@gmail.com) IF YOU ARE INTERESTED IN ANY OF THESE ACTIVITIES.

B. HBOK Competency Project

Sue Peiffer and her HBOK team still urgently need reviewers and evaluators of the massive amount of material they have amassed which when catalogued and ranked will provide great value to ASQ, the HCD, and – most of all – to our members! The HBOK will also serve as the jumping off point and/or foundation of other important HCD efforts including a certification exam that we are just beginning to reconsider. If interested please contact Sue Peiffer at SPeiffer@shc.hshs.org

C. THE EDUCATION COMMITTEE.

Dan Rand, Kathryn Seifert and their Education Committee need help with organizing and presenting anticipated expanded HCD Webinar Series. If interested, please contact Dan at DRand@winona.edu or Kathryn at kathryn.m.seifert@gmail.com

D. THE NIGHTINGALE AWARD COMMITTEE.

If interested, please contact Grace Paranzino at parangk@kellyservices.com

E. THE DEVELOPMENT OF HEALTH SIGS WITHIN ASQ SECTIONS.

Is your Section ready for a Health SIG? If so, or if you want to learn more, please contact Hamilton Plaza at hamiltonplaza@gmail.com.

F. THE HCD WEBSITE AND RELATED SOCIAL MEDIA EFFORT.



Are you a “techie”? Do you understand how to make websites or social media campaigns work to produce the desired effects? If so and if you'd like to make an important contribution to the HCD, please contact Linh Dye (ldye@bjc.org) or Cherie Graham-Clark (cheri.grahamclark@cox.net).

G. E-NEWSLETTER EDITORIAL BOARD

Here's your chance to be the next Jim Collins (“Good to Great”) or the next Ben Bradley (Wash Post Editor)! Megan Schmidt, the editor and Pierce Story, our Communications Chair urgently need you to sign up and participate! The HCD's help with this important communication tool for the Division is **ESSENTIAL!!** Please consider signing up to help out. You contact Megan at MSchmidt@asq.org or Pierce Story at pbstory@capacitystrategies.com.

IN SUMMARY

PLEASE CONSIDER MAKING 2013 THE YEAR THAT YOU “COME OFF THE BENCH” AND BECOME AN ACTIVE, PARTICIPATING HCD MEMBER. I GUARANTEE YOU WILL “GET” AS MUCH OR MORE AS YOU “GIVE”!!! WE ARE HERE, READY, WILLING AND ABLE TO WELCCOME YOU ON BOARD!!

WARM REGARDS,

**JOE FORTUNA, CHAIR
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