The Healthcare Division Chair's Progress Report, September 2013

by Joe Fortuna

I. Please Join Me in Welcoming ASQ's New Business Development Manager For Healthcare, Marla Wacht

ASQ has recently employed an experienced, savvy individual as the new Business Development Manager for Healthcare, replacing Ray Zielke who had been such a great friend to the Healthcare Division in that role. I met telephonically with her and was impressed with her enthusiasm for building awareness of ASQ's Healthcare offerings at the corporate level. I was also impressed that she has already joined the Healthcare Division (HCD) as a member!!

Marla is an experienced healthcare professional with over 20 years of experience as a registered nurse and more than a decade in healthcare IT (HIT). She has an in-depth and up-to-date understanding of clinical applications, hospital workflow and operational practices combined with technical knowledge and the ability to liaise in the healthcare environment. She has worked on both the vendor and customer sides of HIT; resulting in an understanding of the unique issues each group faces, and she has experience in marketing, product management, cardiovascular and nursing documentation systems, medical device integration and clinical workflow analysis. She is also an accomplished presenter. She admits to being a novice when it comes to quality tools, but is anxious to work collaboratively with the HCD as did Ray. Her linked in profile can be found at http://www.linkedin.com/e/idtmth-hle3t7jm-13/fpg/18596907/EML_inml_rec_prof/?hs=false&tok=1M0V8b3KP5EBU1.

Her email address is mwacht@asq.org.

Please join me in welcoming her to ASQ and to the HCD!

II. HCD Elections: The Results Are In!!

This year we received two nominating petitions from the general membership. Both were approved by our secretary, Pierce Story. One was from Susan Peiffer for the office of chair-elect, and one was from Debbie Hopen for treasurer. The Nominating Committee, chaired by Jim Levett, met and nominated the following HCD members for office for the period Jan. 1, 2014 and Dec. 31, 2015:
III. HCD Sponsorship of HCD Member Proposals for WCQI 2014:
The HCD committee, chaired by Graciela dePerez, in charge of vetting proposals for World Conference on Quality and Improvement (WCQI) 2014 for HCD sponsorship has made its decisions. The following proposals were chosen for endorsement by the HCD:

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<th>Last name</th>
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<th>Topic</th>
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<tr>
<td>Creasy</td>
<td>Richard</td>
<td>Don’t Lose Patients: Hybrid Helps Hospital</td>
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<td>Deeba</td>
<td>Farah</td>
<td>Lean Implementation for Streamlining Processes in the Emergency Department</td>
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<td>Graham-Clark</td>
<td>Cheri</td>
<td>Partnership: A New Approach to Skilled Nursing Care</td>
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<td>Morrill</td>
<td>Patricia</td>
<td>Process Improvement Strategy Deployment</td>
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Congratulations to these individuals!

We are waiting to hear from the Technical Program Committee (TPC) for WCQI 2014 as to which of these four proposals has been accepted. The HCD now has a policy under which the Division can provide support for travel and lodging for to up to three presenters per year at WCQI or other ASQ national conferences. Those whose presentations received HCD endorsement are eligible for such support if their presentations are approved by the TPC.

Those who submitted but did not receive HCD endorsement will be invited to present their material via an online HCD webinar (contact Dan Rand at drand@winona.edu) and/or—if appropriate—to submit to their material for consideration for the ASQ Lean and Six Sigma Conference taking place February 2014 in Phoenix.

IV. Special Edition of the QMD Quarterly Forum to Feature a Report on the HCD Marshall Plan
There will be a special edition of the Quality Management Division (QMD) Quarterly Forum publishing this winter that will be focused on the work of the QMD-HCD joint technical committee on quality management in healthcare. This committee is jointly chaired by our own Pierce Story and Grace Duffy of the QMD. One of the feature articles will be an in depth report.
on the HCD’s Marshall Plan titled “The ASQ Healthcare Division Marshall Plan: Put Me in the Game, Coach!” It will emphasize the value and importance of getting first-career quality and process improvement professionals involved in healthcare and will tell the story of one of the true successes of the Marshall Plan—how a California hospital saved hundreds of thousands of dollars annually in their claims submissions to Medicare. When published, there will be a direct link to this article on the HCD website (www.asqhcd.org). Please look out for this!!

V. The HCD Webinars Are Almost Ready!
Our education chair, Dan Rand reports that two HCD webinars have been recorded and a third is more are in the early stages of development! The plan is that these will be made available free of charge via the HCD website (www.asqhcd.org) starting in September. A notice will be sent to all HCD members when these have been posted! Please watch for it. You will need to enter the special code in the notice you receive to access the webinars free of charge. If you have any questions, please contact Dan at drand@winona.edu.

VI. Lean and Six Sigma Conference 2014: Something New and Exciting!
The HCD and the Lean Enterprise Division are once again collaborating with ASQ on the Lean and Six Sigma Conference taking place Feb 24-25 in Phoenix. This year an exciting event has been added—a third day, Feb 26, devoted exclusively to an in-depth, advanced, hands-on workshop on lean methods in Healthcare presented by Marti Beltz, a nationally recognized, award-winning speaker. This third day is being presented jointly by the Lean Enterprise Division and the HCD. HCD members can get more information by contacting Dan Rand at drand@winona.edu. More details will be announced soon. After registration is open, be sure to sign up early as space will be limited.

VII. NEWS from the Sectional Healthcare Special Interest Groups (SIGs):
The NYC-NJ healthcare SIG is planning its first event. The chair of the SIG, Jorge Rosas, has announced that on Nov. 2 from 11 a.m. to 3 p.m. EST there will be a Hospital visit and learning event at the North Shore LIJ-Center for Learning and Innovation/Patient Safety Institute. A description of this event, the agenda, and driving directions can be found at http://asqhcd.org/?cat=20.

VIII. NEWS from the National Healthcare Special Interest Groups (SIGs):
Public Health (PH) SIG:
Thanks to the assistance of Dr. Kevin Sherin, director of the Orange County Florida Health Department and Vincente “Alberto” Araujo, a member of the PH SIG, the PH SIG has reached agreement with the Orange County, FL Health Department to use their quality management system (QMS) template in a pilot project with the Houston Public Health Department. Swami Reyes will be our feet on the ground in Houston. When the pilot is complete, we should have a tool for use in all public health departments to assist in organizing their operational documents. Grace Duffy, the chair of this SIG reports that the SIG is now meeting regularly each month and is actively seeking new members. Please email Grace for more info at grace683@embarqmail.com or go to http://asqhcd.org/?page_id=5775.
IX. **ASQ Innovation Conference:**

ASQ recently sanctioned an interest group that has formed to explore Innovation and to codify a body of knowledge and best practices in innovation for the benefit of quality and organizational excellence practitioners. The ASQ Innovation Interest Group already has nearly 100 members from within the ASQ membership-at-large, a website, and will be hosting its first annual Innovation Conference on October 26, 2013 in Sacramento, CA. More information can be found at [http://asq.org/innovation-group/About/innovation-conference](http://asq.org/innovation-group/About/innovation-conference).

X. **Total Worker Health (TWH™): A Possible Opportunity for Process Improvement Intervention:**

As you may know, my medical background is in occupational health. On Thursday, Sept. 9, 2013, I attended the Third National Expert Colloquium on Total Worker Health™ (TWH™), in Washington, DC. (see [http://www.ohsu.edu/blogs/croet/2013/09/20/niosh-holds-national-expert-colloquium-on-twh/#.UiyBwj1Eq0A.twitter](http://www.ohsu.edu/blogs/croet/2013/09/20/niosh-holds-national-expert-colloquium-on-twh/#.UiyBwj1Eq0A.twitter). The meeting was convened by the National Institute for Occupational Health (NIOSH)

TWH™ is a strategy integrating occupational safety and health protection with health promotion to prevent worker injury and illness and to advance health and well-being. The issues that the TWH™ program will be addressing in the future can be found at the URL above. About 20 people attended the colloquium in addition to members of the NIOSH TWH team (see List of organizations below). Each attendee was asked to answer (refreshingly, without power points!) two questions in relation to their organization and/or work:

1. What current work are you doing or what interests do you have that relate to the NIOSH TWH program?
2. From your perspective, what are the opportunities, challenges and emerging priority issues of a TWH approach?

As the attendees answered their questions, it was apparent there are probably a number of opportunities for process improvement intervention at all levels of this activity. I believe that it may be worthwhile for folks in our division to become more aware of this program. The website for the program is [http://www.cdc.gov/niosh/twh/](http://www.cdc.gov/niosh/twh/). Some of the organizations in attendance included IBM, Oregon Health & Science University, Oregon Healthy Workforce Center, Service Employees International Union, Safeway, Inc., U.S. Office of Personnel Management, Association for Corporate Health Risk Management, Dartmouth-Hitchcock Hospitals / Geisel School of Medicine at Dartmouth, Sodexo, North America and the Pan-American Health Organization.

XI. **HELP IS STILL URGENTLY NEEDED FOR SEVERAL OTHER 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!!**

A. **THE HEALTHCARE QUALITY CERTIFICATION EXAM TASK GROUP:**

The chair of the rejuvenated HCD certification exam Task group, Chuck Gates, 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 Chuck on this journey, please let him know directly ASAP at Chuck Gates (CGates@olivet.edu).

B. TASK GROUP ON THE VALUE OF NONCLINICAL PROCESS AND QUALITY 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, please contact Rod Munro directly at roderickmunro@charter.net.

C. MEMBERSHIP/VOC COMMITTEE:

Please contact our membership lead, Paul Grizzell (paul.grizzell@corevaluespartners.com) or our VOC chair, Gary Kollm (garyak22@yahoo.com).

D. THE EDUCATION COMMITTEE:

Please contact Dan Rand at DRand@winona.edu or Kathryn Seifert at kathryn.m.seifert@gmail.com.

E. THE NIGHTINGALE AWARD COMMITTEE:

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

F. THE NIGHTINGALE AWARD COMMITTEE:

Please contact Grace Paranzino at parangk@kellyservices.com.

G. ENEWSLETTER EDITORIAL BOARD:

Contact Megan at mschmidt@asq.org or Pierce Story at pbstory@capacitystrategies.com.

WARM REGARDS,

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