



## **The Healthcare Division Chair's Progress Report, February 2013**

by Joe Fortuna

### **Network at the ASQ Lean and Six Sigma Conference**

The 2013 ASQ Lean and Six Sigma Conference will take place March 4-5 in Phoenix. I am looking forward to seeing the keynote speakers. The keynotes will share first-hand experience on the application of lean and Six Sigma tools in a variety of industries and the steps needed to sustain results.

Attendees will get a chance to network with top experts in the world of lean and Six Sigma during a special networking event:

#### **Meet the Keynotes Reception**

Sunday, March 3

5:30 to 7:00 p.m.

Exhibit Hall

Sponsored by the ASQ Six Sigma Forum

Attendees can meet fellow conference attendees, sponsors, exhibitors and mingle with the keynote speakers.



I hope to meet two keynote speakers in particular:



Jeffrey K. Liker  
President, Liker Lean Advisors

- Author of the international best seller, *The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer*.
- Winner of 11 Shingo Prizes for Operational Excellence.



Stacy Aaron  
Change Guides LLC

- More than 24 years of business and academic experience specializing in change management, marketing, and organizational behavior.
- Co-author of two books and author of numerous articles.

I hope to see you there.

### **Registration Still Open for Free Webinar Event: Finding a Path to Creating an Organization of Problem Solvers**

Monday March 18, 2013

11 a.m. to noon MDT

Host: Beau Keyte, co-author of *Perfecting Patient Journeys*

Register: <https://www1.gotomeeting.com/register/579524537>

Limited seats available

The ASQ Lean Enterprise Division (LED) and the ASQ Healthcare Division (HCD) joined forces to sponsor a free webinar titled, "Finding a Path to Creating an Organization of Problem-solvers."

HCD members are invited to attend this event, which will take place March 18 at 11 a.m. to noon MDT.



Beau Keyte, co-author of the new book *Perfecting Patient Journeys*, will share the methods he used to improve performance and patient care in hospitals across Michigan. The audience will hear about the approaches he employed to engage frontline caregivers in problem solving.

In his presentation, he will focus on a handful of key concepts, which are also the foundation of his book:

- Developing collaborative, large-scale learning opportunities to leverage formal training and teaching.
- Designing and facilitating small reversible experiments to avoid the pitfalls of many traditional *kaizen* activities.
- Socializing problem solving to broadly engage the organization in thinking through problems and how to deal with them.
- Answer questions, such as:
  - How can we get the right people in our organizations to solve the critical problems facing us that affect our customer and our staff?
  - Is it possible to migrate from the sometimes-successful-sometimes-not *kaizen* strategy to a place where good thinking is not “event based” but instead integrated into the way we think and work?

This webinar is appropriate for all levels of lean experience and professionals from all industries. If you want to understand how to create an organization of problem solvers and the methods to create fundamental change, this webinar is for you.

Register now at <https://www1.gotomeeting.com/register/579524537>

## **The QMD-HCD Technical Committee Charge Forward**

Under the outstanding leadership of Grace Duffy of the ASQ Quality Management Division (QMD) and Pierce Story of the HCD, the QMD-HCD technical committee has officially launched and work is underway on several projects and activities.

Key projects include a team webpage, white papers on affordability, sepsis and other projects based on the healthcare body of knowledge (HBoK), and current healthcare trends.



It's not too late to get involved in the QMD-HCD technical committee. For more information, contact Story at [pbstory@capacitystrategies.com](mailto:pbstory@capacitystrategies.com) or Duffy at [grace683@embarqmail.com](mailto:grace683@embarqmail.com).

## **Manpower Needed for HCD Task Groups and Committees**

As I mentioned in the January update, the HCD needs your help to make 2013 a success. Several committees and task groups still need volunteers to help coordinate efforts. Participation in a committee or a task group is a great networking opportunity.

Critical volunteer needs include:

- Membership/VOC committee:
  - 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 responsibilities include tracking and reporting segmented HCD membership numbers on a monthly basis.
  - A membership/VOC committee webmaster to ensure current membership-related information is on the HCD website, including the new member tool kit.
  - A membership/VOC committee survey master to assist committee leadership in collecting vitally important data for current and potential HCD members and other customers. This person also would assist and guide us in developing our programming and service offerings and in building and maintaining HCD membership
  - A membership/VOC new member welcome kit editor and manager. More on this can be found later in this report.

If interested in a membership/VOC committee opportunity, contact Paul Grizzell, membership lead, at [paul.grizzell@corevaluespartners.com](mailto:paul.grizzell@corevaluespartners.com).



- Other committees and task groups looking for help include:
  - The HBoK competency project.
  - The education committee needs help with organizing and presenting HCD webinars. If interested, please contact Dan Rand at [DRand@winona.edu](mailto:DRand@winona.edu).
  - The Nightingale Award Committee. If interested, please contact Grace Paranzino at [parangk@kellyservices.com](mailto:parangk@kellyservices.com).
  - The task group on increasing awareness in healthcare of the quality and process improvement professional. If interested, please contact Rod Munro at [roderickmunro@att.net](mailto:roderickmunro@att.net).
  - The development of healthcare special interest groups (SIGs) within ASQ sections. Is your section ready for a healthcare SIG? If so, or if you want to learn more, please contact Hamilton Plaza at [hamiltonplaza@gmail.com](mailto:hamiltonplaza@gmail.com).
  - New HCD national special interest groups: Behavioral Health, Public Health and Long-Term Care. If interested, please contact Tom Grinley at [tomgrinley@gmail.com](mailto:tomgrinley@gmail.com) or Joe Fortuna at [jaf@prism1.org](mailto:jaf@prism1.org).
  - The HCD website and social media effort. Are you a techie? Do you understand how to develop websites or social media campaigns work to produce desired effects? If so, and you'd like to make an important contribution to the HCD, please contact Linh Dye at [ldye@bjc.org](mailto:ldye@bjc.org) or Cherie Graham-Clark at [cheri.grahamclark@cox.net](mailto:cheri.grahamclark@cox.net).

## **New Member Welcome Kit to Launch**

After tireless dedication and hard work, the new member welcome kit is almost ready for its release on the HCD website. The following is a partial list of the features that will be available in the welcome kit:

- Welcome letters from HCD leaders and membership chairs.
- Rolling list of new HCD members (with permission).



- HCD membership list (with permission).
- *Healthcare Update* newsletters with specific quality improvement tools, templates, case studies and application tips. The kit will also contain healthcare-related news and events, job postings and *Healthcare Update* history with links to descriptions of the improvement tools described.
- The HBoK
- Webinar listings
- Healthcare resources from ASQ Quality Press
- HCD leadership directory with contact information.
- HCD volunteer opportunities.
- HCD mentorship agreement.
- Baldrige healthcare criteria.
- Healthcare SIG materials.
- Scholarship information.
- Annual HCD town hall webinar.
- Other items to be added by members and vetted by appropriate HCD leadership.

If you have suggestions on the content of the kit, please contact Grizzell at [paul.grizzell@corevaluespartners.com](mailto:paul.grizzell@corevaluespartners.com).

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