



The Healthcare Division Chair's Progress Report, January 2013

by Joe Fortuna



We want to hit the ground running, and we need your help.

The Healthcare Division (HCD) Retreat 2012 Summary Minutes are now available.

A summary of the minutes from the HCD Retreat 2012 are available in this newsletter. A lot went on there and much progress was made. We sincerely hope you will take the time to peruse them to better understand what's on tap for the division in the coming year and beyond, and how you can help.

There are some exciting and effective changes on the way that will dramatically increase the value of membership in the HCD. The HCD is made considerably stronger and more effective if our members are active and involved. Please consider making 2013 the year you get involved.

The ASQ Lean Enterprise Division (LED) and the HCD are partnering to sponsor a fantastic, free webinar, titled, "Finding a Path to Creating an Organization of Problem-solvers." Join us for this event from 11 a.m. to 12 p.m. MDT on March 18. The webinar will help 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?



Beau Keyte, co-author of the new book *Perfecting Patient Journeys* (Lean Enterprise Institute Inc., 2012) will share the methods and paradigm shift he went through as new paths were created to improve performance and patient care. He helped unlock the minds and engage the front-line care givers across the state of Michigan in problem solving. Keyte will focus on three key concepts that serve as the book's foundation:

1. Developing large-scale learning collaboratives to leverage formal training and teaching.
2. Designing and running small reversible experiments, which avoids the pitfalls of many traditional *kaizen* activities.
3. Socializing problem solving to more broadly engage the organization in thinking through problems and how to deal with them.

The webinar will engage people at all levels of lean experience in any type of organization who want to better understand how to create an organization of problem solvers through challenging the methods we have relied on to create fundamental change. Space is limited, so to reserve your spot, go to: <https://www1.gotomeeting.com/register/579524537>

The Quality Management Division (QMD)-HCD Committee is off and running. Under the leadership of Grace Duffy (QMD) and Pierce Story (HCD), the QMD-HCD technical committee has been officially launched and is already working hard on several projects and activities, including a team webpage on both the HCD and QMD websites, white papers on affordability, sepsis, and other projects based on the healthcare body of knowledge (HBoK), as well as lean and impact drivers from current healthcare trends. If you're interested in this group's work, contact Story at pbstory@capacitystrategies.com or Duffy at grace683@embarqmail.com.

The HCD needs your help immediately. Please volunteer to help make 2013 the best year ever for the division. Several of our committees and task groups need you to pitch in as soon as you can. You can really benefit from this great networking opportunity. Our most critical manpower needs include:



- Membership and voice of the customer (VOC) committee. Specifically, we need the following positions filled as soon as possible for this newly reorganized 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 ASQ Healthcare Division membership numbers on a monthly basis.
 - A membership/VOC committee webmaster to ensure current membership-related information is on the HCD website, including implementation of new member tool kit.
 - A membership/VOC committee survey master to assist the committee leadership in collecting vitally important data for our 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 our HCD membership
 - A membership/VOC new member welcome kit editor and manager. More on this can be found later in this report.

Contact membership lead Paul Grizzell at paul.grizzell@corevaluespartners.com if you are interested in any of these activities. Other committees and task groups looking for help include:

- The HBoK Competency Project ([see more information in last month's progress report](#)).
- The Education Committee needs help organizing and presenting the anticipated HCD webinar series. If interested, contact Dan Rand at DRand@winona.edu.



- The Nightingale Award Committee. If interested, contact Grace Paranzino at parangk@kellyservices.com.
- The task group on increasing awareness of quality and process improvement professional in the healthcare sector. If interested, contact Rod Munro at roderickmunro@att.net.
- The Development of Health special interest groups (SIG) 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.
- New HCD National SIGs: Behavioral Health, Public Health, Long-term Care. If interested, contact Tom Grinley at tomgrinley@gmail.com or me at jaf@prism1.org.
- 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, contact Linh Dye at ldye@bjc.org or Cherie Graham-Clark cheri.grahamclark@cox.net.

New Member Welcome Kit! I am happy to report that after much contemplation and very hard work, our web-based new member welcome kit is now taking shape and will be formally launched soon as part of the HCD website. The following is a partial listing of the features that will be available in this welcome kit:

- Welcome letters from HCD membership leaders and chairs.
- A rolling list of new HCD members (three-month list updated monthly, with their permission.)
- HCD membership list, with their permission.
- *Healthcare Update* newsletters contains specific quality improvement tools, templates, case studies and tips for use, as well as healthcare-related news and



events, healthcare job postings, and *Healthcare Update* history with links to descriptions of the improvement tool described.

Educational Resources:

- BoK.
- Webinar listings.
- Healthcare resources in ASQ Quality Press.
- HCD leadership listing with email links and phone contacts. Contact of these leaders if you have questions about HCD.
- HCD volunteer opportunities.
- HCD mentorship agreement.
- Baldrige healthcare criteria.
- Healthcare SIG materials.
- Link to information about Nightingale Scholarship.
- Annual HCD Town Hall webinar.
- Other items to be added by members and vetted by appropriate HCD leadership.

If any of you have suggestions for the content of this kit, please let Grizzell (paul.grizzell@corevaluespartners.com) know as soon as possible.

Please consider making this the year 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 welcome you on board.

Joe Fortuna, Chair, ASQ Healthcare Division

jaf@prism1.org

(248-709-6669)