



The Healthcare Division Chair's Progress Report, October 2012

by Joe Fortuna

Healthcare Division (HCD) to participate in Lean and Six Sigma Conference

The HCD, through Dan Rand with the help of Lean Enterprise Division Liaison Patricia Morrill, recruited several workshop speakers to submit applications for the 2012 Lean and Six Sigma Conference in March 2013. I am happy to report that many of those recruited by Rand were chosen as event speakers.

New section healthcare special interest group (SIG) formed

We are happy to announce the application to create a healthcare SIG—submitted by Satish Laroia and the New York/New Jersey Metropolitan Section 300—was approved by Plaza Hamilton, the SIG task group chair, and the HCD division management committee (DMC). Congratulations to Satish and Section 300. We are looking forward to working closely with you.

HCD website webinar conducted for the HCD Leadership Council (LC) and the DMC

September's LC/DMC conference call was an informative, in-depth webinar on using the new HCD website as an effective communications tool for HCD officers, and committee and task group chairs. The webinar was conducted by Linh Dye, the primary author of the new website, and was the first episode in a series of three webinars on using this function-rich tool to inform and communicate with our HCD members and customers. We are in the process of scheduling episodes two and three.

Collaboration with the Central Michigan University (CMU) Medical School on quality improvement (QI) and process improvement (PI) training for healthcare professions students

At the invitation of Ernie Yoder, M.D., dean of the CMU Medical School, members of the HCD are collaborating with Ray Zielke, ASQ healthcare market manager, and others at ASQ to



develop a curriculum and materials for a mandatory course at school on PI and QI. Yoder is an expert in lean Six Sigma and views such training as essential for all healthcare professionals, not to make them PI and QI experts, but to make them aware of the tools and their value to healthcare professionals. We will keep you updated on the progress of this important effort.

Revenue generation strategy task group progress

The work of the revenue generation strategy task group, under the leadership of chair-elect Bill Dunwoody, is progressing well.

HCD, Quality Management Division (QMD) and Statistics Division apply for the Deming Award

An application for the coveted ASQ Deming Award has been submitted by the HCD and has been endorsed by the Statistics Division and the QMD. The candidate, who we can't reveal at this time, is deserving of the honor. Thanks to Ellen Hardy, HCD awards chairman, for meticulously preparing the application.

Southern California sections sponsors quality event

This year, in return for the help the Southern California Sections have given the Marshall Plan effort in the area, the HCD will be sponsoring a table for undergraduate and graduate healthcare students interested in QI and PI. Carole Elm, a Marshall Plan coach, is coordinating this sponsorship. The HCD will exhibit at the meeting, and 2012 Nightingale Scholarship Winner Winnie MacGregor will address the students attending.

Strategic plan, HCD leadership retreat

On Dec. 1-2, the HCD LC and DMC will convene for a "Strategic Doing" retreat in New Orleans. HCD Quality Management Process Chair Deb Hopen has developed the template for the HCD "Strategic Doing" plan. In preparation for the retreat, officers, and committee and task group chairs will be asked to populate the template with data. The deliverables from the retreat will be an achievable, measureable action agenda for the HCD for 2013 and beyond.



New member welcome kit

Douglas Dotan and Paul Grizzel are hard at work developing a new member welcome kit to help new HCD members learn about ASQ and the HCD, and derive value from joining the HCD sooner. The kit will be ready to deliver in a variety of ways. If any of you have suggestions for the kit's content, contact Grizzel at paul.grizzell@corevaluespartners.com.

HCD member involvement: We need to hear from you!

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

Yours respectfully,

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