



[image based on a newspaper editorial by Francis P. Church in response to a letter by Virginia O'Hanlon published in *The New York Sun* newspaper in 1897]



The Healthcare Division Chair's Progress Report, January 2012

by Joe Fortuna

As you may recall in my December "Letter from the Chair," I notified Santa of the good things the ASQ Healthcare Division (HCD) has been doing, and then made several requests of him—augmented, of course, with factual evaluative data on which he could more easily render a decision.

I am happy to report Santa has answered quite a few of my requests and several more are in the works. Thanks to all of you who responded with offers to participate!

Among my wishes, there has been significant progress on the following HCD activities:

1. **HCD website:** Our website chairs, Linh Dye and Cheri Graham-Clark, will meet this month to begin work on a new HCD website. The HCD will be assisted in this task by Ron Meier from the ASQ Quality Management Division (QMD), which has one of the [most successful](#) ASQ divisional websites. I will keep you posted as this develops. If you'd like to assist in this work, please let me know as soon as possible.

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2. **QIHC 2012:** Thanks to the HCD Conference Committee, chaired by Jim Levett and Laura Kinney, and supported by Ray Zielke, the agenda for the Quality Institute for Healthcare (QIHC) has been finalized. It is sure to be a wonderful and valuable experience for all who attend. QIHC will be held in conjunction with the ASQ World Conference on Quality and Improvement (WCQI) May 21-23 in Anaheim, CA. More information is available at <http://qihc.asq.org/>.

Other important events for the HCD taking place during the QIHC include:

- **HCD divisional meeting:** This year the event will be at 1 p.m. PST on Sunday, May 20 at the conference headquarters hotel. Please plan to attend this important meeting. More information will be available soon.
 - **HCD-QMD keynote speech:** This event will be held at 6 p.m. PST on Monday, May 21. The keynote address will be delivered by Robert Jesse, MD, principal deputy under the secretary for health at the Veterans Health Administration. Jesse is one of the principal architects in the successful deployment of process improvement and quality improvement tools and techniques in the Veteran's Affairs Health System.
 - **HCD-QMD wine and cheese reception:** Following Jesse's address, join us for a wine and cheese tasting reception, organized by accomplished sommelier Graciela Perezan. If you are attending the QIHC or WCQI and would like to volunteer to assist Perezan. in organizing this event for the HCD, please email her at glphci@gmail.com.
 - **HCD exhibit booth at QIHC:** Perezan. is revising the HCD booth banners while membership chairs Douglas Dotan and Paul Grizzell are developing a new HCD brochure and a new member onboarding tool kit, which we hope to have ready for QIHC. If you are attending the QIHC or WCQI and would like to volunteer a couple of hours to man the booth for the HCD, please email Perezan..
3. **HCD Mental Health Worker Special Interest Group (SIG):** Tony Weiss, Ty Asante and Tom Grinley have been meeting to form a Mental Health Worker SIG. We hope to hear about their efforts at our HCD divisional meeting. If you are interested in assisting them, please email Grinley at TomGrinley@nafi.com.



4. **Section Health SIGs:** There will soon be news from HCD Health SIG Leader Hamilton Plaza about a webinar on Health SIGs. The webinar will address how to form a SIG and will be available to all section chairs with 10 or more HCD members as well as the HCD members in those sections. If you would like to start a Health SIG in your ASQ section, please email Hamilton at hamiltonplaza@gmail.com.
5. **Healthcare Book of Knowledge:** As a result of my "Letter to Santa," we now have co-chairs for the Healthcare Book of Knowledge. Susan Peiffer, Harry Feliciano, MD, and Deb Hopen will co-chair the project, and several others have volunteered to work on the project including HCD members Brian Kvapil, Russ Russo and Kathryn Seifert (also members of the Education committee), Brie Corfman, and Debbie Meeks. Our first leader meeting for this effort will be in early February. To ensure continuity with past efforts and relevance for future HCD related efforts, we will be inviting past leaders of this project, as well as the education and the publication chairs, to participate.
6. **HCD divisional audit for final six months of 2011:** Siew Lee Cheng, Deb Hopen and Bill Dunwoody are all cooperating to ensure we complete this task on time.
7. **A comprehensive and implementable HCD education strategy and plan.** Dan Rand is already hard at work on this, **as are Russ Russo and Kathryn Seifert** but he could use more volunteers. Please contact him DRand@winona.edu to let him know of your interest.
8. **A comprehensive and implementable HCD publication strategy and plan.** Pierce Story is already hard at work on this, but he too could use more volunteers. Please contact him at pbstory@jumbee.com to let him know of your interest.
9. **HCD member involvement:** 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 member of the HCD in at least one HCD activity. The more active participation we have, the stronger and more valuable we can be to our members, customers and ASQ.

In closing, Santa, thanks for reading my letter and for making many of my wishes come true!

Yours respectfully,



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