



The Healthcare Division Chair's Progress Report, February 2012: *Spring is just around the corner!* by Joe Fortuna



I am happy to report that this month there has been even more progress all leading to a great Annual Meeting with all of our members in May in Anaheim and beyond!

The news and milestones of this month this month are as follows:

1. Nightingale Scholarship Award: We have a winner!

We are proud to announce that after a three year hiatus, we have once again awarded a \$2,000 scholarship to an deserving applicant for the coveted Nightingale Scholarship. Co-Chairs Grace Paranzino and Tammy Lampro recently announced that the recipient of the scholarship was Winnie MacGregor, an ASQ member and a Project Manager with Kaiser Permanente. She is an MBA Candidate at Cal U. with a concentration on Project and Quality Management. Her winning essay was on "Quality in Healthcare: Strategies for Reducing Adverse Events, Costs or Both While Improving Quality." Winnie plans to attend the HCD Annual Meeting on May 20 at 1PM and the Health Leaders Presentation on May 21 at 6PM where she will be presented with her scholarship.

2. First HCD "Newbie" Focus Group Held: We Listened to The "Voice of Our Customer"

Our first HCD "Newbie" Focus Group teleconference was held on March 20. Membership Co-Chair, Paul Grizzell, and VOC Chair, Graciela Perez asked probing questions to learn what new members did and didn't like about the HCD "On-Boarding Process" and gained valuable insights. Both committees will be using this information to plan and implement their committee activities this year. Specifically Membership Co-Chairs Dotan and Grizzell will be using the insights gained to develop an On-Boarding Toolkit for New HCD Members the outline for which will be unveiled at our Annual Meeting in May.

3. Health SIG Webinar to Be Held: Plaza Rehearsing His Presentation As I Write This!



As I write this column, our industrious Health Special Interest Group Chair, Hamilton Plaza, is busy rehearsing his presentation for the webinar to be held in April for the leaders of the 54 ASQ Sections that have 20 or more HCD members and those members to discuss how they too can form a Health SIG and deliver more value to their members (as Hamilton has done in the Atlanta Section). The Date and time for the Webinar will be announced soon. Several Sections have already expressed an interest and Hamilton is working with them to help them get up and running.

4. HCD Helps One of Our Own Advance: Please Take The Time To Answer Her Thesis Survey

Recently we were asked by an ASQ member to assist her in her quest to complete her thesis for her PhD in Industrial Engineering. We are asking our HCD members to take 5 minutes to go online to complete her survey questionnaire on No Show Forecasting in Healthcare. When you get the email asking you to assist, please help her out!!

5. QBOK Committee Making Great Strides: We Hope To See Some Early Results of Their Work At the Annual Meeting

QBOK Chairs Sue Peiffer, Deb Hopen, and Chris Robinson have nothing but progress to report on this important project! They are meeting weekly to meet the goal of delivering the first edition by year's end. We are very hopeful that we will even be seeing the fruits of their very hard work at our May meeting in Anaheim.

6. Quality Institute for Healthcare Conference (QIHC) 2012: A "Must Attend Conference"

Hope by now you have made your plans to be in Anaheim from May 20-23rd for a great educational and networking experience! Our Chairs, Laura Kinney and Jim Levett have worked very hard with Ray Zielke at ASQ HQ to bring you a world class experience. More info about registering can be found at <http://qihc.asq.org/>.

7. HCD Activity At The QIHC/WCQI in May at Anaheim on May 20th and 21st: A Lot Going On!

- a. **HCD Annual Meeting:** It will be at the Hilton Anaheim at 1pm PST on Sunday, May 20. Please join us to meet your fellow HCD members, hear what the Division is doing, meeting the Nightingale Scholarship winner, and maybe seize the opportunity to become involved



- b. **A HCD/QMD Joint “Health Leaders” Presentation by the Head of the VA Health System:** The address will be delivered by Robert Jesse, M.D., principal deputy under the secretary for health at the Veterans Health Administration. The date for the event is May 21 and the time is 6 PM. 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 and is an excellent speaker! It will be a very worthwhile experience. Several SoCal Section leaders and our Marshall Plan coaches will be joining us for this event.
 - c. **A HCD/QMD Joint Wine and Cheese Tasting Party:** This will follow Dr. Jesse’s presentation. Dr. Perez, an HCD member and a trained sommelier, is planning a event to be remembered and will, herself, be giving a lecture that will make you too a wine connoisseur. The location of this event will be posted soon. You won’t want to miss it!
 - d. **The “New and Improved” HCD Exhibit Booth:** If you are at the WCQI/QIHC please stop by Exhibit Booth #137 to see our new and improved HCD Exhibit Booth that has been very ably planned and developed by Dr. Perez with a great deal of assistance by Deb Hopen and her daughter, and accomplished artist. It will tell the story of the “New and Improved” (Dare I Say, Reformed” in this Year of Health Reform?) Healthcare Division. Also, while at the booth, please pick up one of our brand new HCD brochures which have been developed by Paul Grizzell and Douglas Dotan with help from our Community Development Director, Cynthi Nazario and Deb Hopen. They are great!!!
 - e. **We Need You!:** Speaking of the HCD Exhibit Booth, We still need you to help man the exhibit booth. Please let Graciela Perez know at glphci@gmail.com as soon as possible of any times during the conference you can offer two hours to help her host the booth. Please do it soon!!
8. **The Marshall Plan Continues To Roll: Coaches and Cooperating SoCal Leaders Will Be honored At The Wine & Cheese Party**





Though there have been some start up “lessons learned”, we are now rolling and are working in three medical practices and soon two hospitals. Results are starting to show. We will be giving a more formal report at the HCD Annual Meeting!

9. HCD website:

We are hoping to debut the new HCD site at the HCD Annual Meeting at the QIHC in Anaheim. One of our website chairs, Linh Dye, is arranging for the transfer of data from the old site to the new site very soon. That is the last hurdle to being able to turn on the switch and see the wonderful work that Linh and Cheri Graham-Clark have done!!

10. 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, I hope to see you all at the Annual HCD Meeting on May 20 at the QIHC in Anaheim, CA, and at the HCD-QMD keynote and wine and cheese reception on May 21. Until then, I hope that you have a wonderful and productive spring 2012!

Yours respectfully,

Joe Fortuna, Chair

ASQ Healthcare Division

jaf@prism1.org

(248-709-6669)