



The Healthcare Division Chair's Progress Report: A Potpourri of News

As always, I welcome your feedback [via email](#) or phone (248-709-6669). Thanks in advance.

1. [Quality Institute for Healthcare \(QIHC\)](#): I hope you come to the 2011 QIHC, May 16-18 in Pittsburgh. The theme of the conference is "First Do No Harm, Then Make No Waste." It promises to be a world-class event.

2. Annual membership meeting of the Healthcare Division (HCD) at the QIHC: At 1 p.m. Sunday, May 15, the HCD will hold its annual meeting in the Lawrence Welk Room at the Omni Hotel. Please plan to arrive early and join us for this important event. We'd love to hear from you and to get you involved in the HCD.

3. The HCD in the QIHC exhibit hall: Please plan to visit the HCD's booth in the QIHC exhibit hall. Thanks to the hard work of HCD members Carla Konzal, Graciela Perez and their team, this year's exhibit will be bigger and better than ever.

4. HCD nominations and elections for officers: This year, for the first time in a long time HCD members will be voting for at least one officer position. You will shortly be receiving a email (if we have your email address) or a letter from me asking you to go to a website and vote. PLEASE VOTE! Our thanks go out to the HCD nominating committee—Jim Levett (chair), Mickey Christensen, Douglas Dotan and Carla Konzal—for completing their task of presenting nominations on time and to specifications.

5. The HCD gets the ASQ Silver Excellence Award: This year, the HCD has received the coveted ASQ Silver Excellence Award for Divisional Performance. Thanks are due to all those who participated in the process for achieving this distinction. Way to go everyone!

6. The HCD needs you: The following committees are urgently in need of members to assist in their work:

- Quality management committee.
- Audit committee.
- Membership committee.
- Newsletter committee.
- Website committee.

Please review the information on the website (learn more about [each committee's chair](#) and the [HCD's operations and initiatives](#)) and call or email me to let me know which committee you would like to join.

7. Two HCD white papers ready for prime time: Two HCD white papers have been completed and *ASQ Healthcare Update*, published in collaboration with the ASQ Healthcare Division

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peer reviewed, and are now awaiting publication. HCD members Tony Weiss and Tom Grinley wrote “A Call for Triple Aim Process Improvement and Quality Initiatives in Behavioral Healthcare,” and HCD member Alex Kolker wrote “Management Engineering in Healthcare Settings: Examples and Fundamental Principles.” Look for them soon. If anyone has an idea for an HCD white paper on a topical issue, please let me know.

8. HCD exploring a reprise of the Marshall Plan: The HCD is discussing with two national health-related programs and a few ASQ sections providing access on a limited basis to ASQ member volunteers who can serve as “coaches” in medical practices and other health facilities. More information will come soon on this exciting new effort. Please let me know if you’d like to learn more.

9. Patient safety now in the news—big time. What can and should we do? I would like your thoughts about what the HCD and ASQ can and should do to address the problems referenced in the quote below. Please call or write me with your suggestions ASAP.

“In the April issue of the journal *Health Affairs*, which focuses on medical error[s], a team of researchers affiliated with the Institute for Healthcare Improvement, a think tank in Cambridge, MA, report that the number of ‘adverse events’ in hospital—injuries caused by medical error rather than patients’ underlying conditions—might be 10 times greater than previously measured.”¹

Please let me know if you have any questions about any of this information and what else you’d like to hear about.

See you at QIHC.

—Warm regards,
Joe Fortuna, HCD chair
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Reference

1. Eryn Brown, “Medical Errors in Hospitals Go Undetected, Study Suggests,” *Los Angeles Times*, April 7, 2011, www.latimes.com/health/boostershots/la-heb-hospital-errors-20110407,0,1083235.story.