



The Healthcare Division Chair's Progress Report: Summer Fun

1. Healthcare Division (HCD) Webinar on forming a special interest group (SIG) on healthcare in an ASQ section: The HCD plans to host a webinar, "Introduction to Healthcare-Special Interest Groups (HC SIGs) in ASQ Sections: A 'How-To' Tool Kit for Sections" from 1:00 to 2:00 p.m. Eastern, Tuesday, Aug. 2.

The event is for:

- Chairs of ASQ sections with 20 or more HCD members.
- HCD members in those sections.
- ASQ regional directors.

During the webinar, the following topics will be covered:

- The purpose of HC-SIGs.
- The value propositions to your section and section members of having a healthcare SIG.
- The process you need to follow to establish a HC-SIG in your section.

Webinar speakers will include:

- Bob Burney, M.D., HCD chair-elect. on "Forming Section-HCD Bonds Through SIGs."
- Carla Konzel, HCD voice of the customer chair, "SIG's As An Important VOC Tool for the HCD."
- Hamilton Plaza, HCD SIG task group chair, on "How You, Too, Can Form a SIG."

Email invites will be sent out soon with information on how to join into the webinar. If you do not receive one and would like to attend, please contact [Hamilton Plaza](#) or [me](#) to let us know of your interest in this event.

2. HCD and ASQ are co-sponsoring the 10th National Quality Colloquium: The [10th National Quality Colloquium](#) has been held on the campus of Harvard University since 2000, and it focuses on healthcare privacy, security and HIPAA, as well as healthcare quality and medical error reduction. This year's event will be held Aug. 15-18. The 2011 colloquium will address issues surrounding patient safety and quality in the light of major changes stemming from health reform.

Because the HCD is a co-sponsor, ASQ members can get substantial discounts to attend the event either on-site or via the internet. Our at-the-door price is \$1,095 vs. the regular price of \$1,895. Our online price



is \$895 vs. the regular online price of \$1,295. However, there is no ASQ discount for the onsite Patient Safety Boot Camp on Aug. 15 or for the Patient Safety Certificate Program. Also, unfortunately, if you are an ASQ member and have already registered, there can be no partial refunds.

To register for this the on-site version of important event and take advantage of the substantial discount afforded to you as an ASQ member, please copy this URL,

[www4.eventsinteractive.com/hcca/getdemo.ei?id=5160071&s= 6AO0YK7T3](http://www4.eventsinteractive.com/hcca/getdemo.ei?id=5160071&s=6AO0YK7T3), paste it into your web browser and click on it to register.

To register for internet version of the conference, copy this URL

[www4.eventsinteractive.com/hcca/getdemo.ei?id=5160071&s= 6AO0HOL7U](http://www4.eventsinteractive.com/hcca/getdemo.ei?id=5160071&s=6AO0HOL7U), paste it into your web browser and click on it to register.

If you have any questions about registering for either version of the conference, please call 800-503-7630 (for the United States, only) or 206-452-5516 between 7 a.m. and 5 p.m. PST Monday-Friday.

3. A change in HCD leadership: Having assumed her new role as vice-chair of the 2012 Quality Institute for Healthcare (QIHC) in Anaheim, CA, Laura Kinney has resigned her position as HCD treasurer effective immediately. The HCD owes a debt of gratitude to Kinney for her work in that role, and we are very much looking forward to what she and Jim Levett have in store for us in California. I have appointed Bill Dunwoody (who was recently elected to succeed Kinney in her role as treasurer as of Jan. 1, 2012) to succeed Laura effective immediately.

4. A final report on QIHC 2011 and a call for papers for 2012:

A few notes about **QIHC 2011**.

- There were 127 attendees,
- Session evaluations came in as follows:
 - Short-session ratings averaged 8.4.
 - Short-session speaker ratings averaged 8.8 (this compares favorably to the average speaker rating for all of World Conference on Quality and Improvement (WCQI) and QIHC of 8.7).
 - Workshop-session ratings averaged 8.7.
 - Workshop-speaker ratings averaged 8.9 (this compares favorably to the average speaker rating for all of WCQI and QIHC of 8.7).
- The highest-rated workshop and short session were David Balestracci's "Data Sanity" and Alfred Miller's "Evidenced-Based Practice to the Theoretical Limit," respectively.



Next, a few notes about **QIHC 2012**:

- After much deliberation, there will be a QIHC 2012.
- Jim Levett, M.D., and Laura Kinney have been appointed to serve as co-chairs of the event.
- The theme of the conference is “Measurements that Matter: Achieving and Sustaining Meaningful Healthcare Quality and Performance Results.”
- [Learn more about QIHC, including information on the call for papers](#), which is scheduled to close on Sept. 5.

5. Marshall Plan Update: The Marshall Plan lives! The HCD Marshall Plan is rising from the ashes. Work is underway in two areas of the country—California and Missouri—to orient and deploy volunteer ASQ members in healthcare settings using the curriculum and the workflow plan developed and successfully used in conjunction with the Michigan Improving Performance in Practice Program (IPIP).

Additionally, HCD folks have agreed to contribute to a new effort at ASQ: “Communities for Enhancing the Value of Membership in the 21st Century.” It is an effort being developed to find opportunities for ASQ members to be of service in their communities. More on this and how you can be involved will appear in future issues.

6. Our July HCD committee/task group opportunity: Our committee “Opportunity-Of-the-Month” for July is with the Nightingale Scholarship committee. The committee co-chairs, Grace Paranzino and Tamera Lampro, need help. They are seeking committee members to work with them to review and score submissions for the Nightingale Scholarship Award. This scholarship provides financial support to students enrolled in an accredited post-secondary institution who are pursuing studies related to healthcare quality.

By Feb. 1, 2012, those applying for the scholarship must submit an essay on the topic of “Quality in Healthcare: Strategies for Reducing Adverse Outcomes, Costs or Both While Improving Quality of Care.” They must also be nominated by a member of the HCD and must supply three letters of recommendation.

If you are interested in this important effort to reach out to health-profession students to interest them in quality management, culture change and process improvement, please email [Paranzino](#).

Thanks, as always, for your contributions to the HCD, and have a great summer!

—Warm regards,
Joe Fortuna, HCD chair

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