



The Healthcare Division Chair's progress report:

1. **Healthcare Division (HCD) webinar on forming a special interest group (SIG) on healthcare in an ASQ section ...** Plans are underway for this event to be held in October. Watch for the announcement! The webinar will explain the 'How-To' Tool Kit for Sections" on forming an Healthcare SIG.
2. **Marshall Plan Update:** The Marshall Plan lives! Work has progressed on our effort in Southern California to partner in a Pilot Project with the organization that pays all of the Medicare Part A and Part B bills to providers in California and several other states. The HCD is also partnering on this with ASQ Sections in the SoCal region (Region 7), Craig Tingley an HCD member who is a member of Sections 701 and 702, and the Regional ASQ Director, Elias Monreal, to recruit volunteer quality professional coaches to work with selected medical practices and healthcare facilities in that area to identify and correct the root causes of process errors that result in costly claim rejections and denials. The problem results in hundreds of millions of dollars of waste at the national level. In October at a meeting of 300-400 health care providers in California known as "MACToberfest" this program will be introduced and explained and HCD will be exhibiting. Anyone in Southern California who is interested in becoming a volunteer coach in this program should let your section chair, or email me directly at jaf@prism1.org.
3. **MANY THANKS!!!** Sincere thanks are due Deb Hopen, a past President of ASQ [and someone who knows the organization inside and out] for her help in orienting our new Treasurer, Bill Dunwoody and for assisting with the submission of our HCD QMP and business plan.
4. **QIHC 2012:** It's not too early to make plans for Quality in Healthcare (QIHC) 2012 in Anaheim, CA. Next year, Past-HCD Chair Jim Levett and Laura Kinney are planning a world-class educational and networking event in conjunction with the World Conference on Quality and Improvement from May 21-23, 2012. The theme will be "Measurements That Matter: Achieving and Sustaining Meaningful Healthcare Quality and Performance Results." Focus areas for QIHC 2012 will include:
 - Efficiency, cost and reducing waste.
 - Patient satisfaction.
 - Patient safety.
 - Care coordination.
 - Quality systems and organizational excellence.
 - Developing and sustaining a quality culture.
5. **The ASQ HCD Nightingale Scholarship is BAAAACK!** Thanks to the work of HCD members Grace Paranzino and Tammy Lampro and ASQ Community Development Director, Cynthia Nazario. There will be a \$2,000 Nightingale Scholarship awarded in 2012.
Eligibility Requirements: To be eligible the applicant must
 - be a student enrolled in an accredited post-secondary institution pursuing studies related to healthcare quality
 - be a current Healthcare Division member or sponsored by a current division member
 - submit a one page personal profile
 - supply three letters of recommendation attesting to capacity for independent applied research and leadership in their chosen field :
 - submit an essay of no more than six double-spaced pages in 12-point typeface on the topic of "Quality in Healthcare: Strategies for Reducing Adverse Outcomes, Costs, or Both While Improving Quality of Care".**Evaluation Criteria:** A panel of judges from the Healthcare Division will evaluate each application based on
 - the caliber of their essay paper
 - the caliber of three recommendation letters;



- their academic standing;
- the extent of their previous relevant employment experience; and
- the extent of previous professional society activity

Submission: If you or someone you know wants to submit an application or if you need further information on the program, please email Grace Paranzino at gparangk@aol.com

6. Our Featured September HCD Committee/Task Group Opportunity: Our “committee of the month” opportunity is with the HCD Website Committee. We will shortly be undertaking an overhaul of our HCD website and the Co-Chairs, Linh Dye and Cheri Graham-Clark will need some help. If you are interested in helping on this project, please contact me ASAP at jaf@prism1.org.

Thanks, as always, for your valuable contributions to the HCD!

—Warm regards,
Joe Fortuna, HCD chair
jaf@prism1.org (248-709-6669)