



The Healthcare Division Chair's Progress Report, July 2012

How's your summer going? How are you faring in the wake of the decision on the healthcare reform law?

by Joe Fortuna

There is much to report on this month, as there are many new developments in the Healthcare Division (HCD). But first I would like to invite your comments as soon as possible on the following question:

How will the SCOTUS decision and the healthcare reform law affect ASQ, the HCD and our members?

Some thought-starting ideas:

1. Will the law be kind or cruel to process improvement and quality management in healthcare? Why?
2. Will the law improve or detract from the job prospects for HCD and other ASQ members? Why?
3. Will the law enhance or detract from focusing on all of the domains of quality in healthcare—clinical, financial, cultural and operational? If so, how and why? If not, why not?

Please send your responses of 500 words or less via email directly to me at jaf@prism1.org. No attachments, please. I will send a copy of Nancy Tague's second edition of *The Quality Toolbox* to the best overall answer. In addition, I anticipate that many of your responses will be posted to our website and our HCD LinkedIn page. Thanks in advance for your responses.

Now, back to the HCD news for the month:



Chair-elect Bob Burney resigns

It is with deep regret that I announce the resignation of our chair-elect, Bob Burney. After many years of great and valuable service to the HCD, Burney will be leaving the U.S. Department of State, where he has served as quality director for healthcare operations, and will be entering a new phase of his career. We wish him the best in all he does.

New HCD officers nominated and voted in

Following Burney's resignation, the division management committee (DMC) met and voted in two HCD officers nominated by the chair. Bill Dunwoody, who has served as HCD treasurer since 2011, was confirmed as the new chair-elect. His term as chair-elect will continue until Dec. 13, 2013, after which he will serve a two-year term as HCD chair until Dec. 31, 2015. Dunwoody also will continue working on the development of a sustainable revenue generation strategy for the HCD.

Replacing Dunwoody as treasurer to serve out his term until Dec. 31, 2012, will be Deb Hopen, who oriented Dunwoody to his position as treasurer. Hopen is a past president of ASQ and a longtime member of its board. Recently, Hopen has served the HCD as the chair of its quality management plan committee, co-chair of the healthcare quality body of knowledge (QBOK) task group and a mentor to the audit committee. She is certainly one of the most qualified officers we have ever had. Welcome aboard, Bill and Deb!

HCD to participate in Lean and Six Sigma Conference in March 2013

Recently, the HCD received an invite from the ASQ Lean Division through the Lean Division liaison to the HCD, Pat Morrill, to participate in the planning of the healthcare content at the 2013 ASQ Lean and Six Sigma Conference in late March. Several discussion meetings have been held between Lean Division leadership and HCD leadership. These meetings have also been attended by Ray Zielke, ASQ's healthcare marketing manager.

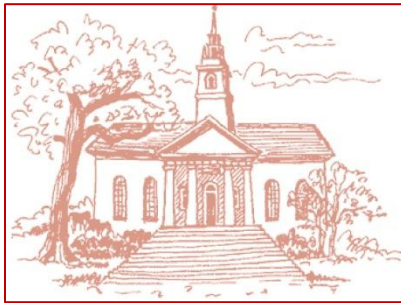
The HCD DMC has voted to continue active planning with the Lean and Six Sigma Divisions and ASQ on this meeting, and to explore the possibility of adding a third day to the



conference that would be focused solely on healthcare. The hope is that all healthcare content during the three days—if a third day is added—would be in the form of skill and competency-building workshops. It appears this is the preference of the potential customers of the event.

The 11th National Quality Colloquium: Aug. 13-15 at Harvard University

This year, the HCD will again co-sponsor the 11th National Quality Colloquium at Harvard University in Cambridge, MA, taking place August 13-15. One



benefit of our co-sponsoring this successful and prestigious event is that HCD members get a healthy discount to attend the event in person or online. As an ASQ member, you can save \$1,000 off the non-ASQ member price for onsite attendance (\$995 vs. \$1,995) or \$500 off the non-ASQ member price for online attendance (\$795 vs. \$1,295).

Register now using the discount code "ASQ" at www.qualitycolloquium.com/registration.php. If you have questions about registering for either the in-person or virtual conference, please call 800-503-7630 (Continental U.S., Alaska and Hawaii only) or 206-452-5516, Monday-Friday, 7 a.m.-5 p.m. PDT.

Another benefit of being a sponsor is that the HCD is able to exhibit at the event. Accordingly, Graciela de Perez, who so successfully ran our booth at the Quality Institute for Healthcare, and Douglas Dotan, a past chair of the HCD and an organizer of this event, will host our booth at the colloquium. They will be taking our new and well-received booth format with them to Cambridge. Thanks, Graciela and Douglas!

New HCD website

Have you gone to www.asqhcd.org yet to look at our wonderful new website? If not, I urge you to go there as soon as you can. Our webmasters, Linh Dye and Cheri Graham-Clark, have gone to great lengths to give us a professional, user-friendly site that can provide high value to all of our HCD members. The trick to deriving this value, however, is that you need to visit the site! When you do, please let me and our webmasters know what you like, what you



don't like and what you would like to see there. Email Dye at ldye@bjc.org and Graham-Clark at cheri.grahamclark@cox.net.

National special interest group (SIG) on behavioral health

I am happy to report that Tom Grinley (who has just become a new Dad) and Tony Weiss are now hard at work with Hamilton Plaza, our HCD SIG guru, on the development of a national SIG on behavioral health within the HCD. We hope to be getting a full status report in August.

Publication group making progress

Pierce Story and the publication group are continuing their work to synchronize the look, feel, content and reach potential of HCD publications, including the website, LinkedIn page, newsletter, blogs and Twitter. We are looking forward to a report from them on this in the near future.

Healthcare QBOK committee continues to meet and exceed expectations

QBOK Chairs Sue Peiffer, Hopen and Chris Robinson, along with their active committee, are chugging along in their effort to produce our first version of the healthcare QBOK by Dec. 31. It certainly looks like they will make this deadline.

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 division activity. The more active participation we have, the stronger and more valuable we can be to our members, customers and ASQ.

Yours respectfully,

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