



Healthcare
Division
The Global Voice of Quality™



Strategic Plan



Changing the Future of Healthcare

HCD and its members will contribute materially to the elimination of \$700 billion of annual waste in healthcare

We will do this by

- Enabling and equipping champions of performance excellence and continuous improvement
- Informing, educating, and motivating members in a cost effective way

This will lead to sustainable

- Improved organizational and operational excellence
- Increased patient and customer satisfaction
- Positive changes to the culture of healthcare



Over-Arching Objectives

- To advance the theory and practice of quality in healthcare and the allied arts and sciences
- To maintain high professional standing among the division's members

Purpose, Mission, and Vision

- *Purpose*

Making Healthcare Better

- *Mission*

To advance patient-centered, high-value healthcare by helping the division's members, their organizations, and the global community apply quality concepts and tools

- *Vision*

ASQ HCD and its partners will add value to members and the global healthcare community by being an acknowledged expert resource in healthcare quality



Values

- *Patient-Centered*

We recognize that patient-centered care that meets or exceeds the needs, preferences, and priorities of patients and families can lead to higher quality, lower costs, and improved care experiences

- *Excellence*

We support excellence to consistently meet or exceed quality, safety, service, and financial requirements

- *Accountability*

We advocate and demonstrate accountability and responsibility to achieve the goals and objectives of those we serve



Values

- *Innovation*

We see innovation as the catalyst of growth and the development of new ideas, devices or processes which can be applied to healthcare to develop better solutions

- *Learning*

We recognize that learning is essential to our ability to innovate and continually improve ourselves, our organizations and our profession

- *Collaboration*

We strive to develop collaborative, collegial relationships with other ASQ and global healthcare organizations as a means of gaining strength through sharing opportunities and expert knowledge to make healthcare better



2020 Goals and Strategic Objectives

By 2020 ASQ is recognized as the preeminent society in the world for leadership in advancing quality philosophy and practices

Global Expansion

Promote Quality Healthcare in Africa

Explore a partnership to bring quality to healthcare in Africa



2016 Goals and Actions

Membership Transformation

- *Retain First-Year Members*
Develop and sustain a process to engage and demonstrate membership value to first-year members
- *Engage Members*
Increase member participation in division committees and task groups
- *Establish a healthcare certification*
Develop a reading list from resources available in the Healthcare Body of Knowledge and other sources
- *Enhance Healthcare Market Task Groups*
Develop and sustain task groups associated with key healthcare market segments
- *Healthcare Webinars*
Develop and disseminate webinars based on Healthcare Body of Knowledge content



2016 Objectives and Actions

Growing Organizations

- *Obtain Grants, Sponsorships, and/or Donations*
Promote activities that increase quality management knowledge and skills in HCD members and their organizations

QBOK Leadership

- *Expand the Healthcare Knowledge Center*
Expand resources available to the Healthcare Body of Knowledge and finalize the public portal for access to collected materials

2016 Objectives and Actions

Operational Excellence

- *Establish an Operations Manual*
Document and implement policies and procedures for the division's key operational process

Gift of Quality

- *Establish Strategic Partnerships with other Organizations to Promote Engagement in Quality Management*

