Speakers Bureau
2 October 2016

The Healthcare Division Executive Committee maintains the Speakers Bureau as a resource listing of experienced speakers for ASQ meetings or other events. Topics are identified by the speaker as their areas of experience and competence.

Speakers should be contacted directly by the requesting group or organization regarding specific subject matter and presentation content, as well as expense reimbursement and honorarium requirements. All financial arrangements between the speaker and the contracting individual, group, or agency are the responsibility of the two parties.

According to ASQ Healthcare Division Policy 006.01 Speaker’s Bureau Participant and Content Standards, the Healthcare Division or ASQ assumes no responsibility for the content of the presentations or business arrangements made between the contracting parties.

The Speakers Bureau is prepared by and updated by the Healthcare Division Executive Committee. Questions regarding participation in the list should be directed to Susan Peiffer at susan.peiffer@hshs.org.

Please click on an individual’s name below to see their curriculum vitae or biography.

A print copy of this Speakers Bureau List can be accessed in pdf format by clicking on the link shown.

**Speaker Contact Information**

**Jonathon L. Andell**
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ja@creative-healthcare.com

**Topics**
- Lean Six Sigma in Healthcare
- Linkage between Baldrige criteria and Lean Six Sigma
- Quantifying the cost of rework
- Data-driven decision making

**David Birnbaum, PhD, MPH**
Program Manager
Healthcare Associated Infections Program
Department of Health
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**Topics**
- Hospital Epidemiology
- Infection Control
- Mandatory Reporting

**Edward Blackman, MA, CSSBB**
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Caledonia, MI 49316
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corequality@gmail.com

**Topics**
- Lean Training
- Lean Implementation
- Organizational Behavior
- Leadership Coaching
- Behavioral Measurement
- Team Building
- Interpersonal Communication
- Systems Design
- Customer Service Excellence
- Measurement System Analysis
<table>
<thead>
<tr>
<th>Speaker Contact Information</th>
<th>Topics</th>
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| **Glenn Bodinson, MBA**    | • Perfect Care: Implementing Baldrige Best Practices  
                             • Leadership Systems: The Key to Achieving Excellence  
                             • Pursuing Performance Excellence not Just the Baldrige Award  
                             • How to Win the Baldrige Award  
                             • How to earn a Baldrige site visit  
                             • Excellence in Healthcare: Getting to World-Class Results  
                             • Improving Patient Satisfaction  
                             • Healthcare Systems Engineering |
| Founder                    |  
| BaldrigeCoach              |  
| 826 Belt Line Plaza        |  
| Richardson, TX 75080       |  
| (972) 489-5430             |  
| [Glenn@Baldrige-Coach.com](mailto:Glenn@Baldrige-Coach.com) |  
| **Sophia Brooks**          | • Improving Patient Satisfaction Score on HCAHPS  
                             • Customer Service Metric’s for Healthcare Providers  
                             • Culture Change for Bedside Manners  
                             • Is Your Healthcare Organization Ready?  
                             • Delivering Exceptional Customer Care for Hospitals  
                             • Quick Change in Healthcare  
                             • Why Healthcare is in a Climate of Change? |
| President                  |  
| Global Learning Partners Inc (GLP) |  
| 2279 Eagle Glen Parkway    |  
| Suite 112-119              |  
| Corona, CA 92883           |  
| (951) 549-1800             |  
| [www.glpinc.com](http://www.glpinc.com) |  
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| **Robert Burney, MD**      | • ISO 9001  
                             • Efficiency in healthcare  
                             • Customer service  
                             • Data collection and presentation |
| Director, Quality Improvement |  
| Medical Services, U.S. Department of State |  
| 2700 Virginia Ave. NW      |  
| Washington, DC             |  
| (202) 663-2453             |  
| [BurneyRG@state.gov](mailto:BurneyRG@state.gov) |  
| **M.M. "Mickey" Christensen, P.E. Retired** | • ISO 9001 (IWA-1) and ISO 14001 implementation in both manufacturing and healthcare organizations  
                             • Integrating Systems (Baldrige, ISO 9001)  
                             • Interpreting ISO 9001 (IWA-1) and 14001  
                             • Internal auditing  
                             • QMS and problem solving tools for healthcare organizations and interpreting the AIAG document "Business Operating Systems (BOS) for Healthcare Organizations – Requirements for Process Improvements to Achieve Excellence" |
| President                  |  
| TQM Systems                |  
| 12382 Mollylea Drive       |  
| Baton Rouge, LA 70815      |  
| (225) 273-4972             |  
| [tqmiso@eotel.net](mailto:tqmiso@eotel.net) |  

**Note**: The URLs have been converted to clickable links.
Speaker Contact Information  

Douglas B. Dotan, MA, CQIA (ASQ)  
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CRG Medical, Inc.  
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ddotan@crgmedical.com

- Systems thinking in design of proactive performance measurement applications to prevent harm in aviation and healthcare  
- Baldrige criteria coaching and implementation for performance excellence in healthcare  
- ISO 9001 (IWA-1) and quality management system design for healthcare organizations  
- Human factors, root cause analysis, and accident investigation in high reliability organizations – aviation and healthcare  
- Crew resource management, team training, and problem solving in aviation and healthcare organizations  
- Design and implementation of Web-based communications and measurement solutions to analyze data and information rapidly, share best practice knowledge, minimize adverse impact, mitigate institutional risk, reduce costs, and prevent future harm to patients  
- Patient Safety  
- Patient Satisfaction  
- Systems Thinking

William H. Dunwoody, MBA, CMQ/OE, EMTP  
Scholar-Practitioner  
International Institute for Organizational Excellence, LLC  
852 E Madison Rd  
Madison, ME 04950  
(207) 649-3074  
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whd@iioe.net

- Principles of Quality Management  
- Establishing a Culture of Performance Excellence  
- FMEA: Lessons Learned in Prevention Practices  
- Identifying Solutions Through Root-Cause Analysis  
- Homeland Security Exercise Evaluation Program Training  
- Pediatric Emergency Preparedness for Schools, Health Systems, and Communities  
- FEMA Incident Command System Training for Healthcare IS100HC – Intro to ICS for Healthcare/Hospitals IS200HC – Applying ICS to Healthcare Organizations  
- Leveraging e-Systems and Organizational Knowledge  
- Creating the Learning Organization

Dave Eitel, MD, MBA  
3660 Springettes Drive  
York PA 17406  
(717) 495-5314  
daveitel@comcast.net

- Demand-based Business Process Analysis  
- Conceptual and Dynamic Modeling  
- Health Care-focused Service Management Training
Speaker Contact Information

**Brian J. Galli, PhD, PMP, PEM, PE, LSS Black Belt**  
Assistant Professor  
College of Management  
Long Island University  
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**Topics**
- Lean, Six Sigma, Model for Improvement, PDCA/PDSA  
- Quality Management Systems  
- Lean 101  
- Lean Healthcare  
- Six Sigma Healthcare  
- ISO 9000/Joint Commission  
- Change Management  
- Team Dynamics/Organizational Development  
- Coaching/Mentoring  
- Project Management  
- Leadership & Team Dynamics  
- Decision-Making  
- Strategic Planning  
- Risk Management  
- Supply Chain Management  
- Industrial Engineering.  
- Design of Experiments  
- Statistics & Rational Decision-Making  
- Specializes in applying these tools and concepts to several areas, including: manufacturing, medical device, healthcare, government, academia, pharma, and transactional services

**Sue Kozlowski, MSA, CSSBB (ASQ)**  
President  
Lean Learning Solutions, LLC  
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**Topics**
- Lean Six Sigma in Healthcare  
- Lean Six Sigma Projects / Case Studies in the Emergency Department, Laboratory, Length of Stay, Physician Offices  
- Educational Deployment of Lean and/or Six Sigma  
- Culture Change for Lean Six Sigma in Healthcare  
- Lean or Six Sigma: Is Your Healthcare Organization Ready?  
- Black Belt Career Path in Healthcare  
- Quick Change in Healthcare: Choosing a Methodology  
- Lean Six Sigma: Why Healthcare is Different

**James M. Levett, MD, FACS**  
Chief Medical Officer, Physicians’ Clinic of Iowa  
President, Cedar Rapids Healthcare Alliance  
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**Topics**
- ISO 9001  
- Baldrige in healthcare  
- Statistical process control in healthcare  
- Balanced scorecards, strategy maps  
- Community initiatives in healthcare, value exchanges  
- Performance measurement in healthcare  
- Core Measures  
- Quality Systems

**Terry Manning, MPM, CSSBB**  
Quality Project Manager  
Danbury Hospital  
24 Hospital Avenue  
Danbury, CT 06810

**Topics**
- Capacity Management  
- Lean/Six Sigma in Healthcare  
- Transactional vs. Transformational Leadership in Achieving Change
Speaker Contact Information

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Lean and Six Sigma Certified
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Topics

- Creating a Safe Workplace in Healthcare
- Lean Six Sigma in Health Care
- A Systems Approach to Lean and Evidence-Based Design
- Kicking Off Your Lean Journey during a Building Project
- Patient satisfaction
- Core measures
- Measuring the cost of quality
- Healthcare efficiency
- Systems engineering
- Leadership education
- Culture change and adoptions
- Baldrige
- Why hospitals are unsafe?
- Continuous Innovation, Not Continuous Improvement
- Paradigm Pioneers in Healthcare Quality
- Proactive Patient Safety
- Heuristics for robust healthcare
- The new standard in hospital accreditation: NIAHO from DNV Healthcare
- Organizing to Prevent Medical Misadventures
- Quality Auditing
- Baldrige in Healthcare
- ISO 9001:2008 in Healthcare
- Lean Six Sigma in Healthcare
- Systems engineering
- Capacity Management
- Healthcare Efficiency