



Healthcare
Division
The Global Voice of Quality™

Upcoming Healthcare Division Events

Plan Now to Participate in Healthcare Division Events at the World Conference on Quality and Improvement

Once again, the Healthcare Division will be actively participating in ASQ's annual World Conference on Quality and Improvement (WCQI)! This premier event will be held in Charlotte, NC, and you are invited to join us for one or more of the following activities:

- **2017 Healthcare Division 6th Annual Member Reception**
Join other Healthcare Division members for dessert, networking, and an opportunity to learn more about the hospital-based quality management system model and to contribute to development of its application in hospitals and other healthcare settings and associated organizational assessment tools.

*Monday, May 1, 2017, 7:30 PM to 10:00 PM (Check in starting at 7:00 PM)
Sheraton Charlotte Hotel, Le Meridien Mecklenberg Ballroom 1, 2, 3
555 South McDowell Street, South Tower, Charlotte, NC 28204*

“Leveraging the Hospital-Based Quality Management System (QMS) Model”

This presentation will review the fundamentals of the QMS model developed by the Joint Healthcare Technical Committee in 2016. Then a new model for evaluating organizational maturity and planning appropriate next steps will be introduced. Interactive discussions and polling techniques will be used to engage participants in providing feedback on how these models can be deployed effectively in hospitals, clinics, and other healthcare organizations.

Presenter: Grace Duffy is a noted provider of organizational performance, process improvement, leadership, and customer service to healthcare and other organizations. She is co-leader of the Joint Healthcare Technical Committee and oversees publication of its breakthrough concepts and applications. She has authored 12 books, including *The Public Health Quality Improvement Handbook* and *QFD and Lean Six Sigma for Public Health*. Duffy is a past member and Vice President of the ASQ Board of Directors, and she has received the highest levels of international recognition on many occasions including the ASQ Distinguished Service Medal, 2014 Quality Magazine Person of the Year, 2016 Asia Pacific Quality Organization Milflora M. Gatchalian Medal for Women Global Quality Leadership.

RSVP's are required by Tuesday, April 25, 2017, so that proper arrangements can be finalized to ensure all participants have a satisfying experience. Go to https://asq.co1.qualtrics.com/jfe/form/SV_agEXa6wuQ2CY6pv to register yourself and up to three guests. Attendance in the actual conference is not required to participate in this event.

- **2017 Healthcare Division Annual Meeting**

*Sunday, April 30, 2017, 2:00 PM to 4:00 PM
Sheraton Charlotte Hotel, Le Meridien Carolina A
555 South McDowell Street, South Tower, Charlotte, NC 28204*

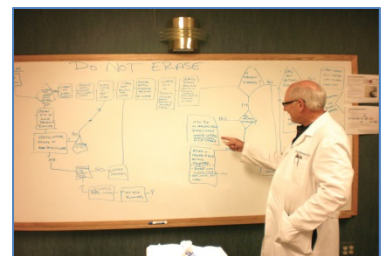
All division members are welcome to attend, and participation in the actual conference is not required to join us at this meeting. Learn more about the activities that are underway and how you can become involved. This also is a great opportunity to meet the division leaders and other members.

- **2017 Healthcare Division Booth**

*Sunday, April 30, 2017, from 6:30 PM to 8:30 PM
Monday, May 1, 2017, from 9:00 AM to 5:00 PM
Tuesday, May 2, 2017, from 9:00 AM to 4:00 PM
Exhibit Hall A, Booth #820, Charlotte Convention Center*

Stop by the Healthcare Division booth and pick up your “members only” packet with a USB drive of specially selected articles from the Healthcare Knowledge Center and other contents to help you connect better with the division's products, services, and other members.

More information appears on the next page.



Schedule at a Glance

Sunday, April 30

Healthcare Division Annual Meeting:
2:00 PM to 4:00 PM

Healthcare Division Booth:
6:30 PM to 8:30 PM

Monday, May 1

Healthcare Division Booth:
9:00 AM to 5:00 PM

Concurrent Sessions:
12:15 PM to 1:15 PM
1:30 PM to 2:30 PM
3:00 PM to 4:00 PM

Healthcare Division 6th Annual Member Reception:
7:00 PM to 10:00 PM

Tuesday, May 2

Healthcare Division Booth:
9:00 AM to 4:00 PM

Concurrent Sessions:
9:15 AM to 10:15 AM
10:45 AM to 11:45 AM
4:00 PM to 5:00 PM

Wednesday, May 3

Concurrent Sessions:
8:00 AM to 9:00 AM
9:30 AM to 10:30 AM

- **Healthcare-Related Conference Sessions**

- **“Quality in an Age of Intelligent Healthcare”**

Romain Denis

Sponsored by the Healthcare Division

Monday, May 1, 2017, 12:15 PM to 1:15 PM, Room: 208B

- **“Leaders Facilitating Change”**

Dawn Allbee

Sponsored by the Healthcare Division

Monday, May 1, 2017, 12:15 PM to 2:30 PM, Room: 213CD

- **“Obeya Strategy and Experience at Carolinas HealthCare System”**

Michael Jonhston

Monday, May 1, 2017, 12:15 PM to 1:15 PM, Room: 203B

- **“A Framework for Spread of Local Lean Six Sigma Improvements”**

Katie Castree

Sponsored by the Healthcare Division

Monday, May 1, 2017, 1:30 PM to 2:30 PM, Room: 217D

- **“Reduction In TAT For PHP Tests, Max Multi Speciality Center, Panchsheel Park, India”**

Max Healthcare Institute Ltd.

Monday, May 1, 2017, 1:30 PM to 2:30 PM, Room: 202

- **“Achieving Nursing Excellence in Patient care, Max Super Speciality Hospital, Patparganj, India”**

Max Healthcare Institute Ltd.

Monday, May 1, 2017, 3:00 PM to 4:00 PM, Room: 210

- **“Managing Big Data for Hospitals”**

Shalini Prabhakar and Katie McFadyen

Tuesday, May 2, 2017, 9:15 AM to 10:15 AM, Room 208B

- **“CTU Miami PI Team, Sylvester Comprehensive Cancer Center-University of Miami, USA”**

Gustavo Fernandez

Tuesday, May 2, 2017, 9:15 AM to 10:15 AM, Room 209

- **“Mission Pride, Max Healthcare Institute Ltd., India”**

Max Healthcare Institute Ltd.

Tuesday, May 2, 2017, 10:45 AM to 11:45 AM, Room 202

- **“The Role of Mindfulness and Neuroscience in a Lean Journey”**

Rafael Rojas

Wednesday, May 3, 2017, 8:00 AM to 9:00 AM, Room 217D

- **“Safety Matters: Decreasing Blood Transfusion Cycle Time”**

Gustavo Fernandez and Paola Pagan

Sponsored by the Healthcare Division

Wednesday, May 3, 2017, 9:30 AM to 10:30 AM, Room: 208B

