



The Healthcare Division Chair's Progress Report, October 2013

by Joe Fortuna

I. Please Join Me in Thanking Cheri Graham-Clark and Linh Dye for Their Yeoman Service As Co-Webmasters!

After serving for three years as the co-webmaster for the HCD website, Cheri will be stepping down from that role as of Dec. 31. During her time in that role she ably assisted Linh Dye in redesigning the site to make it a very functional tool of great value to the HCD members and others. She, along with Linh, also spent countless hours migrating the content from the old HCD site to the HCD site (www.asqhcd.org). In addition, they are finalizing several wonderful additions to the HCD site:

- Announcing the HCD-Lean Enterprise Division-sponsored, in depth, one-day workshop, "Creating and Sustaining a Lean Culture in Healthcare: What You Can't Learn From a Book" on Feb 26. in Phoenix. (See below for more details.)
- Providing online access to the full healthcare body of knowledge.
- Providing access to the new HCD webinar series
- Providing access to a new, online new member tool kit.

Thanks to Cheri and Linh, these items and more are either available now or soon will be! We owe them both a debt of gratitude! If you know something about the web and would like to help out on the HCD website, please let me know!

II. 2014 World Conference on Quality and Improvement (WCQI) Update

WCQI 2014 has accepted all four of the HCD-sponsored proposals (listed below). It is a tribute not only to the proposers but also to the fine work of the HCD committee in charge of vetting WCQI 2014 proposals for HCD sponsorship, chaired by Graciela dePerez:

Creasy	Richard	Don't Lose Patients-Hybrid Helps Hospital
Deeba	Farah	Lean Implementation for Streamlining Processes in the Emergency Department
Graham-Clark	Cheri	Partnership: A New Approach to Skilled Nursing Care



Morrill	Patricia	Process Improvement Strategy Deployment
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Congratulations and thanks to all who had a hand in this important achievement!

Those who submitted but did not receive HCD endorsement are invited to present their material at an online HCD webinar (contact Dan Rand at drand@winona.edu), and/or if appropriate, to submit to their material for consideration for the ASQ Lean and Six Sigma Conference in February 2014 in Phoenix.

III. **Special Edition of the QMD Quarterly Forum to Feature a Report on the HCD Marshall Plan**

There will be a special edition of the QMD Quarterly Forum published this winter focused on the work of the Quality Management Division (QMD)-HCD Joint Technical Committee on quality management systems (QMS) in healthcare. This committee is jointly chaired by our own Pierce Story and Grace Duffy of the QMD. One of the feature articles will be an in depth report on the HCD's Marshall Plan entitled "The ASQ Healthcare Division Marshall Plan: "Put Me in the Game, Coach!" It will emphasize the value and importance of getting first-career quality and process improvement professionals involved in healthcare and will tell the story of one of the true successes of the Marshall Plan—helping a California hospital save hundreds of thousands of dollars annually in their claims submissions to Medicare. When published, there will be a direct link to this article on the HCD website (www.asqhcd.org). Please look out for this!

IV. **The HCD Webinars Are Almost Ready!**

Our education chair, Dan Rand reports that two HCD webinars have been recorded and a third is in the early stages of development! The plan is that these will be made available free of charge via the HCD website (www.asqhcd.org). A notice will be sent to all HCD members when these have been posted. Please watch for it. You will need to enter the special code in the notice you receive to access the webinars free of charge. If you have any questions, please contact Dan at drand@winona.edu.

V. **2014 ASQ Lean and Six Sigma Conference: Something New and Exciting!**

The HCD and the LED are once again collaborating with ASQ on the Lean and Six Sigma Conference, taking place Feb. 24-25 in Phoenix. This year an exciting event has been added: a third day (Feb. 26) devoted exclusively to an in-depth, advanced, hands-on workshop on lean in healthcare (<http://asqhcd.org/?p=7905>). This workshop will be hosted by Marti Beltz, a nationally recognized, award-winning speaker. Marti will be assisted by Cindy Burns. This third day is being presented jointly by the LED and HCD. HCD members can get more information by contacting Dan Rand at drand@winona.edu. More details will be announced soon. When you see the announcement, be sure to sign up early as space will be limited.

VI. **News from the National Healthcare Special Interest Groups (SIG):**

Public Health SIG:



The HCD has reached agreement with the Houston Health Department to develop and test a QMS template in a pilot project. Swami Reyes will be our feet on the ground in Houston. When the pilot is complete, we should have a tool for use in all public health departments to assist in organizing their operational documents. Grace Duffy, the SIG chair, reports that the SIG is now meeting regularly each month and is actively seeking new members. Please email Grace for more info at grace683@embargmail.com or go to http://asqhcd.org/?page_id=5775.

VII. HELP IS STILL URGENTLY NEEDED FOR SEVERAL OTHER HCD COMMITTEES, TASK GROUPS AND ACTIVITIES! PLEASE CONSIDER PITCHING IN IN ONE OF THESE AREAS. I GUARANTEE YOU WILL GET AS MUCH OR MORE THAN YOU GIVE!

A. The Healthcare Quality Certification Exam Task Group: The chair of the rejuvenated HCD certification exam task group, Chuck Gates, is looking for a few HCD members to assist in bringing this long-term HCD dream to reality. While it won't be easy, the result will be well worth it and will provide great value to our members. It is not too late to get in on this activity at the ground floor. If you are interested in joining Chuck on this journey, please let him know directly at Chuck Gates (CGates@olivet.edu).



B. Task Group on the Value of Non-Clinical Improvement Professionals In Healthcare: Rod Munro is just getting this group up and running and would welcome the support and assistance of all those who have tried to break through the "clinical-only glass ceiling" in healthcare. The intent is to ensure that healthcare has sustainable access to the "A -team" in tackling the problems of efficiency, quality and culture change. If interested, let me know right away or please contact Rod directly at roderickmunro@charter.net.

C. MEMBERSHIP/VOC COMMITTEE: CONTACT our membership lead, Paul Grizzell (paul.grizzell@corevaluespartners.com) or our VOC chair, Gary Kollm (garyak22@yahoo.com).

D. THE EDUCATION COMMITTEE. If interested, please contact Dan Rand at DRand@winona.edu or Kathryn Seifert at kathryn.m.seifert@gmail.com.

E. THE NIGHTINGALE AWARD COMMITTEE. If interested, please contact Grace Paranzino at parangk@kellyservices.com.

F. NEWSLETTER EDITORIAL BOARD: Please consider signing up to help out. You contact Megan Schmidt editor, at mschmidt@asq.org or Pierce Story at pbstory@capacitystrategies.com.



WARM REGARDS,

**JOE FORTUNA, CHAIR
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