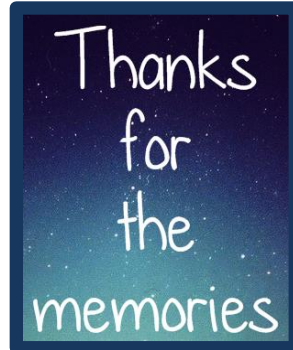




**The Healthcare Division Chair's Progress Report,**  
December 2013/January 2014  
by Joe Fortuna



**I. HAPPY NEW YEAR!**

I would like to take a moment to wish all Healthcare Division (HCD) and ASQ members a very Happy New Year and a wonderful holiday season!

**II. THANKS FOR THE MEMORIES**

I would also like to thank all of you for your support and hard work during my tenure as HCD chair. It has been a great ride and I have enjoyed every minute of it! Below are some of the milestones and successes that—together—we have had during the past three years.

- Stabilization of and progression toward the sustainability of HCD leadership.
  - We now have an almost full complement of excellent HCD Leaders for 2014-2015.
- Successful outings at the World Conference on Quality Improvement in 2012 and 2013.
  - Thanks to the work of Graciela de Perez, Linda Milanowski and others, we had successful health leader lectures and receptions at both of these events as well as excellent booth presences.
- HCD website.



- Thanks to Linh Dye and Cheri Graham-Clark , the HCD has its own fully functional website ([www.asqhcd.org](http://www.asqhcd.org)) from which it can deliver webinars, a healthcare body of knowledge (HBoK), news, original articles and more. We are also thrilled that Linh Dye has accepted the position of technical webmaster on a continuing basis. We are looking forward to this becoming an even more potent resource for the HCD and an effective tool for enhancing member value.
- HCD webinar series.
  - Thanks to Dan Rand (with help from Linh Dye) our HCD Webinar Series is now a reality! Please let Dan know if there is material you would like to present.
- Lean and Six Sigma Conference and workshop.
  - Once again in 2014 HCD is cooperating with ASQ and the Lean Enterprise Division (LED) in recruiting presentations for the Lean and Six Sigma Conference in Phoenix on Feb. 24 and 25 (<http://asq.org/conferences/six-sigma/program/> and <http://asqhcd.org/?p=8051>).
  - This year, however, we have added a day long healthcare-focused lean and Six Sigma workshop on Feb. 26 taught by Marti Beltz (<http://asqhcd.org/?p=7905>). These events were developed and coordinated by Dan Rand and Patricia Morrill, our hardworking LED liaison officer.
- Nightingale Scholarship.
  - In 2012 and 2013 the HCD awarded Nightingale scholarships thanks to the efforts of Grace Paranzino and Tammy Lampro. The presentations were made at WCQI in 2012 and 2013. Our 2012 winner was Winnie MacGregor and our 2013 winner was Coleen O'Brien.
- Electronic newsletter.
  - In 2011, the HCD newsletter transitioned from an every other month hardcopy publication to a monthly electronic enewsletter, saving the division over \$22,000



and greatly increasing the reach of our message. Pierce Story and Megan Schmidt have worked diligently to make this a valuable tool for our members.

- Quality Management Division (QMD)-HCD technical committee on healthcare.
  - Beginning in 2012 under the leadership of Grace Duffy and Pierce Story, this committee has produced several articles of interest to our members and beyond and has solidified relations between the HCD and QMD.
- Sectional special interest groups (SIGs).
  - In 2011, Hamilton Plaza, a HCD member from Atlanta (the 2014-2015 secretary), suggested that we form healthcare special interest groups (SIG) in as many ASQ Sections as possible as a way of more closely aligning the HCD with ASQ Sections. Hamilton led the way with the formation of the Atlanta SIG. He also developed a formal process for sections to apply to establish SIGs. There are now formal SIGs in place or in development in several ASQ Sections, including:
    - New York City under the leadership of Jorge Rosa.
    - Boston under the leadership of Chris Mundy.
    - Philadelphia under the leadership of Conway Shields.
    - Hawaii under the leadership of Kishore Erukulapati.
    - Atlanta under the leadership of Hamilton Plaza.
- National industry special interest groups (SIGS).
  - In 2012 the HCD division management committee saw the need for SIGs that could bring those in special segments of the healthcare industry together to effectively address quality issues. To date three such SIGs have been formed and operational. These include:
    - Mental health under the leadership of Tom Grinley. The SIG has already published a white paper on quality issues in behavioral health.



- Public health under the leadership of Grace Duffy. The SIG has launched a joint project between the HCD and the Houston Public Health Department to develop and pilot a technical manual for bringing ISO 9001 to health departments of all sizes.
- Long-term care under the leadership of Sally McClatchey. They now have a number of members and are planning an active agenda.
- Other industry SIGs are being contemplated, such as accountable care organizations, patient-centered medical homes and others.
- Membership and voice of the customer committees.
  - These committees have been very active. Under the leadership of Paul Grizzell, Graciela de Perez and Gary Kollm, they have developed a new member tool kit (available at <http://asqhcd.org>) and have recently communicated successfully with all of the HCD members who had not renewed. Additionally, Gregg Gurican has done some very valuable analysis of our membership statistics.
- HCD nominations.
  - Jim Levett, HCD nominations committee chair, has done yeoman service to ensure an excellent slate of officers for elections. That role will now fall to me, and I must say that Jim left really big shoes to fill!!
- Strategic plan and budget.
  - Bill Dunwoody, HCD's incoming chair (with help from Debbie Hope, treasurer) spent countless hours developing the HCD 2014-2015 strategic plan and budget, which has been submitted to ASQ. This material will be posted to <http://asqhcd.org> for all members to review once it becomes available.
- Finances.
  - Debbie Hopen, treasurer, has done great work to keep us up to date on the HCD's finances.



- HBoK.
  - The HBoK is now a reality! Thousands of articles and resources have been catalogued and are in the process of being posted to the HCD website for easy access. This is thanks to the incredible work during the past two years by Susan Peiffer (our chair-elect), Debbie Hopen, the late Chris Robinson, as well as dozens of reviewers. I am also happy to report continued leadership of this project is assured in 2014 with the acceptance of the HBoK content chair position by Pat LaLonde.
- Awards and fellowships.
  - Ellen Hardy and Rod Munro have worked very hard during 2012 and 2013 on developing applications for ASQ awards and ASQ fellowships with considerable success.
- Healthcare quality certification exam.
  - A lot has happened this year to make this dream of previous HCD leaders a reality. Of primary importance was securing Chuck Gates as the chair of this effort and his ability to secure the volunteer services of nine HCD members to assist him. We will be hear more from this pivotal group in 2014!
- Committee on promotion and utilization of nonclinical quality improvement professionals in healthcare.
  - During the coming months, Rod Munro and I will kick off this important effort in earnest. For too long we have been missing these experts on the frontlines of healthcare's battle for more efficiency and higher quality.
- Publication of "The ASQ Healthcare Division Marshall Plan: 'Put Me In The Game, Coach!'"
  - This online report on the efforts of the HCD Marshall Plan in one California hospital will be published in December in a special edition of the *QMD Quarterly*



*Forum.* It will be accessible in print and online and a link will be posted to both the QMD and HCD websites.

- Technical program committee.
  - Thanks to Laura Kinney and Graciela, the healthcare content of WCQI 2013 was much improved.
- ASQ staff.
  - We will miss Linda Milanowski and her strong efforts on behalf of the HCD but we welcome her replacement, Megan Noviskis, and look forward to working with her! She has already gotten off to a great start. We will enjoy working with Megan Schmidt and assisting her in the publication of the enewsletter.
  - Also new on the scene is the new Healthcare Market Manager, Marla Wachtl. We look forward to a collaborative relationship with her to attract new members to ASQ and to the HCD. One such effort will be the Phoenix Health Leaders Reception to be held the night before the lean and Six Sigma healthcare workshop on Feb. 26 in Phoenix.

### **III. GODSPEED**

In short, I firmly believe that there is a very bright future for the HCD and that the HCD is in very good hands under the leadership of the new chair, Bill Dunwoody, and the new chair-elect, Susan Peiffer. I hope that all of you will take the time to reach out to the new HCD leaders and offer your volunteer services to make the HCD a value-added organization for its members, the HCD and ASQ!

### **IV. GAPS IN HCD LEADERSHIP STRUCTURE**

There appear to be some gaps in the leadership structure for the upcoming two-year term in positions that currently exist or where there is a plan for expansion. Please review the positions



and summaries below. If you have any suggestions or recommendations for individuals that will excel in these roles, please let me know as soon as possible. Thanks for your help.

PAR Task Group Coordinator	TBD	Organizes and leads the efforts of the division in developing and managing strategic planning programs and the submission of all reports and paperwork related to the PAR program.
Programs task group		
WCQI conference logistics coordinator	TBD	Manages all aspects of HCD activities at the annual WCQI, including the scheduling and management of logistics for the annual meeting, the annual healthcare speaker reception, and all issues related to the exhibit booth (supplies requisition and purchases, set-up, staffing and break-down). This individual will be eligible for full reimbursement of the cost of attending and managing WCQI events.
Lean and Six Sigma Conference logistics coordinator	TBD	Manages all aspects of HCD activities at the annual lean and Six Sigma Conference, including the scheduling and management of logistics for special meetings, and all issues related to the exhibit booth (supplies requisition and purchases, set-up, staffing and break-down). This individual will be eligible for full reimbursement of the cost of attending and managing Lean and Six Sigma Conference events.
Technical Communities Conference logistics coordinator	TBD	Manages all aspects of HCD activities at the annual Technical Communities Conference including the scheduling and management of logistics for special meetings, and all issues related to the exhibit booth (supplies requisition and purchases, set-up, staffing and break-down). This individual will be eligible for full reimbursement of the cost of attending and managing the conference events.
SIGS		
Hawaii	TBD	Represents and informs the division in matters related to the activities of the respective SIG.



Houston	TBD	Represents and informs the HCD in matters related to the activities of the respective SIG.
<b>Education committee</b>		
HCD technical program committee coordinator (this is an internal role and does not involve the ASQ WCQI technical program committee directly)	TBD	Reports to the education committee chair. Coordinates activities related to the review of educational materials or presentations being offered by the HCD for distribution to customers in print or web formats. Responsible for coordinating the review and recommendation of speakers for recognition as division sponsored presenters at local, national or international conference proceedings.
<b>Communications task group</b>		
Newsletter coordinator	TBD	Oversees the delivery of a monthly newsletter to members by coordinating efforts with ASQ staff. Includes establishing a schedule of topics, recruiting writers and coordinating the logistics of preparing the materials for publication.
Website program coordinator	TBD	Oversees the development and management activities of the website and is the primary program administrator for coordination of activities with the contracted webmaster.
<b>Healthcare Market SIGS</b>		
Patient-centered medical homes liaison	TBD	Recruits members and coordinates the activities of the respective SIG. Represents and informs the HCD in matters related to the activities of the SIG.
Accountable care organization liaison	TBD	Recruits members and coordinates the activities of the SIG. Represents and informs the division in matters related to the activities of the SIG.

**WARM REGARDS,**

**JOE FORTUNA, CHAIR**  
**ASQ HEALTHCARE DIVISION**  
[jaf@prism1.org](mailto:jaf@prism1.org), (248-709-6669)





---

**ASQ CUSTOMER CARE CENTER:**

**Phone:**

United States and Canada: 800-248-1946

Mexico: 001-800-514-1564

All other locations: +1-414-272-8575

**Mail:**

ASQ

600 N. Plankinton Avenue

Milwaukee, WI 53203