Abstract
Henry Ford Health System (HFHS) received the prestigious Malcolm Baldrige National Quality Award in 2011 in recognition for improvements to key processes and clinical/operational results across this large health system. Ms. Hawkins will provide an overview of Henry Ford’s journey of using the Baldrige Criteria for Performance Excellence over the past eight years, highlighting the health system’s innovative changes to leadership structures and processes, strategic planning, performance measurement, and quality/safety improvement approaches.

Bio
Susan S. Hawkins is the Senior Vice-President of Performance Excellence for Henry Ford Health System, responsible for leading strategic planning, process engineering, operational analytics, and clinical quality and safety initiatives across the System, including the No Harm Campaign. In April 2012 HFHS received the John M. Eisenberg Patient Safety and Quality Award for innovation. Ms. Hawkins also serves as a leader for the organization’s Baldrige-based Performance Excellence initiatives. Prior to this role, Ms. Hawkins held positions of Vice President of Planning and Performance Improvement, Director of Management Services, and Administrative Manager for Eye Care Services within the Henry Ford Medical Group. Ms. Hawkins has applied engineering, business, and quality improvement methods to projects throughout HFHS since 1986. She has served as faculty for two corporate quality management courses, is a trained facilitator for rapid-cycle improvement workshops, and has an ongoing role in teaching HFHS leadership development courses on project management, mentoring, and quality & safety. Ms. Hawkins was a certified state examiner in 2006 and 2007 for the Michigan Quality Council’s Quality Award Program, based on the Malcolm Baldrige National Performance Excellence Criteria, and a certified national examiner for the Baldrige Program in 2008.

Ms. Hawkins holds a Bachelor's Degree in Industrial Engineering from the University of Michigan and a Master's in Business Administration from Wayne State University. She is a member of the Institute of Industrial Engineers/Society for Health Systems (and formerly on their Board of Directors) and Chair of the Michigan Health and Hospital Association’s Quality and Accountability Committee. She serves as a Director on the Board of Directors for both the Engineering Society of Detroit and Inforum (formerly Detroit’s Women’s Economic Club). Ms. Hawkins has published several papers in Society journals, published a teaching case for the Department of Health Policy and Management of the Harvard School of Public Health, and presented on a variety of topics at numerous local, national, and international healthcare conferences and business/academic seminars.

Refreshments will be served

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