



## Colorado Women's Forum in Health Administration February 2007 Newsletter

### February Meeting Information

**SPEAKER:** Deborah L. Smith, PhD, RT(R)  
Vice President Process  
Improvement, Centura Health

**TOPIC:** Process Improvement  
Knowledge is Serious  
Competition: Are You a  
Gazelle or a Lion?

**DATE:** Thursday, Feb. 15 at 5:30 p.m.  
**TIME:** Social time & cocktails begin  
at 5:15 p.m.  
Speaker begins at 5:30 p.m.  
Meeting ends approx. 7:00 p.m.

**WHERE:** Berenbaum, Weinshienk &  
Eason  
48th Floor, Republic Plaza  
370 17th Street  
Denver, CO 80202

**PARKING:** Validated parking at the Adam's  
Mark Hotel. Directions to the parking garage  
and meeting location are as follows:

**Directions from I-25 Southbound:** Take the  
Speer Blvd (southbound) exit. Merge with  
Speer. Continue on Speer to Colfax. Veer left  
on Colfax and turn left at Court Place. Take  
Court to 16th St and turn right (yes, onto the  
16th St Mall - they allow car traffic for this!)  
Entrance to the garage is on the right.

**Directions from I-25 Northbound:** Take the  
Auraria Parkway Exit. Stay on Auraria  
Parkway. Turn right on 14th Street and left on  
Court. Take Court to 16th St and turn right  
(yes, onto the 16th St Mall - they allow car  
traffic for this!) Entrance to the garage is on the  
right.

From the hotel, exit at the lobby level and cross  
the street to Republic Plaza (there is an  
entrance to Republic Plaza off of the 16th  
Street Mall. As the 48th floor is an even floor,  
when you are in the lobby of the building you  
will need to take the escalator down to get the  
right elevator.

### SPEAKER BIO:

**Deborah Smith's** current role is VP Process  
Improvement. She is leading, organizing and  
implementing structured problem solving  
techniques for Centura Health. This role includes  
supporting departments and sites with research,  
analysis, and identification of complex  
opportunities for improvement, while building  
internal capability and intellectual capital. She  
was a GE Medical System's Healthcare Solutions  
Senior Consultant, Six Sigma Product Leader, and  
MBB (Master Black Belt and Change Agent). She  
was employed as Process Design director for the  
High Performance Six Sigma Teams, a Six Sigma  
Master Black Belt and Master Change Agent,  
Radiologic Technologist, Cardiac Cath  
Technologist, Women's Comprehensive Care  
Center Administrator, Business Development  
Strategist, at a large tertiary medical center. She  
has over thirty years of experience in clinical and  
operational healthcare, experience in process  
design & performance improvement,  
organizational development and change  
management. She has worked directly with  
executives in many of the top ten healthcare  
facilities across America and trained many of the  
leaders in the first Six Sigma healthcare programs  
launched in the United States.

Her academic credentials are in healthcare,  
business and education with a PhD in Health  
Management, Masters in Human Resource  
Management and Associate Degree in Radiologic  
Technology. Prior work experience includes  
operational management, education, external  
consulting, continuous improvement, medical  
imaging, cardiology, primary care medicine,  
women's health, leadership development, and  
government legislation and change management  
education. She has publications in numerous  
Radiology Magazines, Health Progress and Six  
Sigma web sites.

Her unique, practical, interactive approach to  
education, clear communication skills, and down-  
to-earth teaching style has earned her recognition  
with healthcare, government, universities, and

private industry. She is also a former faculty member of the University of Charleston, West Virginia State College, and Adjunct Faculty West Virginia University School of Medicine. She has been very successful in helping teams apply these techniques to a wide variety of strategic, clinical, and operational challenges including: Performance Improvement Master Black Belt – Six Sigma DMAIC, DMADV, Lean, statistical process control, MINITAB application instructor, design and implementation of clinical and service delivery systems, design and development of simulation models. Master Change Facilitator – strategic planning facilitation, Change Acceleration and Work-Out, Rapid Decision Making Process, Values in Action, visioning, critical success factor identification and analysis, mobilizing commitment, developing influence strategies, technical-cultural-political analysis, and analysis/redesign of systems and structures necessary to sustain results. Leadership Development – Facilitative Leadership Training, Project Management and Leadership, Development of Front-line Leaders and Physicians, System and Structure Development and coaching of executive sponsors during major change initiatives. Designed Chief Learning Officers for Healthcare programs with competency based assessments for achieving success. Deborah has been successful in applying these skills in a wide variety of business sectors and environments including healthcare, non-profit organizations, and governmental agencies.

**We welcome your feedback on speakers or topics of interest to you. Please send your feedback to Alexia Lentz, at [lentza@hotmail.com](mailto:lentza@hotmail.com) or fill out a Feedback Card at the end of the meeting.**

## **PRESIDENT'S MESSAGE**

I'm looking forward to another great speaker in February. Deborah Smith is an active member of CWFHA, contributing greatly at every meeting with her knowledge and experience.

One of the key components of CWFHA's mission is providing quality education. Every year CWFHA and the Friedman Foundation award \$2,000 to a female graduate student demonstrating commitment to enhancing the role of women in health care administration. The deadline to apply for our scholarship, February 23<sup>rd</sup>, is fast approaching. To be considered, candidates must be:

1. A graduate student in a health administration master degree program in Colorado with a minimum grade point average of 3.0
2. A member of CWFHA during the 2006-2007 program year
3. On track to graduate in the scholarship year (by December 2007)
4. Available to serve on CWFHA's 2007-2008 Board as Student Liaison.

If you qualify for this award or know of someone who does, you can visit our website, [www.cwfha.org](http://www.cwfha.org), for more information or contact Ashley Feaster at 303-570-5764 or [ashley.feaster@gmail.com](mailto:ashley.feaster@gmail.com).

I look forward to seeing you at our February 15<sup>th</sup> program meeting!

Alexia  
President, CWFHA

## **2006-2007 Board**

- ❖ President – Alexia Lentz
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## Women, Civic Responsibility and Advocacy: An Essential Component of Leadership

Jandel T. Allen-Davis, MD

Colorado Permanente Medical Group

January 18, 2007

In January, Dr. Allen-Davis gave a wonderful talk on the role of women in advocating for a number of health care and other societal needs. She discussed the need for women to learn a new model for understanding the role of women in mentoring, advocating, and building a socially responsible vision for leadership. Dr. Allen-Davis found the following definitions relevant to the discussion:

- **Volunteerism** is the willingness of people to work on behalf of others without the expectation of pay or other tangible gain.
- **Advocacy** is the act of arguing on behalf of a particular issue, idea or person.
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Dr. Allen-Davis then discussed the following five practices of exemplary leadership adopted from *Kouzes and Posner, 2003*

1. Model the Way
  2. Inspire a Shared Vision
  3. Challenge the Process
  4. Enable Others to Act
  5. Encourage the Heart
- Kouzes and Posner, 2003*

Dr. Allen-Davis reviewed several examples of this type of leadership in US History including The Girl Scouts, the Right to Vote and Women's Reproductive Rights. She also reviewed the lessons learned from Women's Civic Involvement

- Hierarchy
- Mentoring
- Opportunity to influence larger agendas
- Feminine presence
- Development of essential leadership skills for *our* organizations (read: health care and health care reform)

Dr. Allen-Davis also recommended the following from *Kouzes and Posner, 2003* as a good list of things to consider as you women shape their leadership roles:

1. Find your voice.
2. Set the example.
3. Envision the future.
4. Enlist others.
5. Search for opportunities.
6. Experiment and take risks.
7. Foster collaboration.
8. Strengthen others.
9. Recognize contributions
10. Celebrate the values and victories.
- 11.

*Dr. Allen-Davis then closed with the following key points:*

- Leadership and Civic Responsibility Begin in the Heart
- Women's central role in shaping and molding family, friends, community
- Leadership and civic responsibility are about influence
- Skills that are traditionally and uniquely viewed as "feminine" are required in the workplace and in society
- Opportunities for involvement in the community abound



