



# Society of Manufacturing Engineers Chapter 275 Bulletin

## May 8 Meeting (Joint with ASQ)

**Topic:** Continuous Improvement in  
Health Care

**Speakers:** Terrill Paradise & Susan Rust  
Columbus (IN) Regional Hospital

**Times:** Social at 6:00 pm, Meal at 6:30 pm, Presentation at 7:00 pm

**Location:** Holiday Inn, Terre Haute, US41 and I-70, Gallery Room

**Cost:** \$15.00 for members, \$6.00 for students

**Advise:** Roy Boissy (812- 237- 8329 or [arrangements@asqwabashvalley.org](mailto:arrangements@asqwabashvalley.org)) by Monday  
May 5, for attendance.

## 2003 Officers

Chair	Bill Wortman	812-533-4215
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### Terrill Paradise

Terrill Paradise is the Clinical Quality Advisor at the Columbus (IN) Regional Hospital. He has ASQ certifications for Quality Engineer, Quality Technician, and Mechanical Inspection. He has a B.S. degree from Kennedy Western University in Quality Management/Engineering, and is pursuing a Master's degree in Quality Engineering/Management. He has approximately two years experience in health care, and previously had fourteen years in automotive manufacturing.

### Susan Rust

Susan Rust is a Process Improvement and Patient Satisfaction Specialist. She has worked at the hospital for 9 years and been involved in improvement efforts including process improvement, Process redesign and process design. Hospital improvement work has included reduced surgery wait time, development of a pain center, redesign of women's breast health services. Current work is focused on service delivery improvement for improved patient satisfaction.



**Chapter 275 Secretary**  
**Box 360**  
**West Terre Haute, IN 47885**

### **2003 SME Contacts**

**Region 7  
Chairman**

**Richard Boyer**  
**Parkwood Place**  
**Frankfort, KY 40601**  
**(P) 502 227-7005**  
**email: rboyer6622@aol.com**

**Chapter 275  
Chairman**

**Bill Wortman**  
**602 W. Paris Ave.**  
**W. Terre Haute, IN 47885**  
**(P) 800 660-4215 or 533-4215**  
**email: bill@qualitycouncil.com**

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