

55th EOQ Congress
World Quality Congress
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



June 20, 2011 (Monday)

Pre-Congress Seminars

KEMPINSKI HOTEL CORVINUS
REGINA BALLROOM I.

Erzsébet tér 7-8, Budapest V.
Monday 10:00 – 18:15

2.2. QUALITY IN HEALTHCARE

Session Chair: *Paula Friedman, SSM Health Care, St. Louis, MO, USA*

Friedman, Paula (USA), Associate Member of the International Academy for Quality (IAQ)

She has a bachelor's and master's degree in business administration. As Senior Vice President, Strategic Development for SSM Health Care, Paula Friedman is responsible for strategic planning, quality, performance reporting, satisfaction monitoring and systems improvement across the 4 states in which SSM Health Care operates. In her 18 years service at SSM, Paula Friedman has served in a variety of roles including physician-hospital organization management, strategic planning, business development, as well as she managed contracting and operations and performance improvement. She served more than 6 years as a Malcolm Baldrige National Quality Award examiner and just finished her role as one of the 12 national Baldrige judges who evaluate high performing organizations on the use of the Baldrige performance excellence criteria. In 2010, she was named one of the 25 Most Influential Women in Business in St. Louis.