

TWO DAY WORKSHOP

Thursday, Sept. 26 – 8:30 to 4:00

Friday, Sept. 27 – 8:30 to 4:00

Arkansas Hospital Association
419 Natural Resources Drive
AHA Classroom
Little Rock, AR
(501) 224-7878

Name

Title

Company

Street Address

City/State/Zip

Email Address

Work Phone # Fax #

**Please Fax ALL registration forms to:
501-224-0519**

**Registration forms are due by Sept. 20.
Fees include continental breakfast and
lunch for both days.**

AAHQ Member \$100.00

Non-AAHQ Member \$150.00

**Registration fees can be made by check
or money order and should be payable
and mailed to:**

Arkansas Association for Healthcare
Quality (AAHQ)
419 Natural Resources Drive
Little Rock, AR 72205

LEARNING OBJECTIVES

1. Describe the CPHQ exam characteristics.
2. Discuss test-taking tips for the CPHQ exam.
3. Describe tools/resources to assist in exam preparation.
4. Discuss basic concepts, techniques and tools used in total quality management.
5. Discuss the focus on patient safety and elimination of medical errors.
6. Identify key concepts and useful tools for effective information management.
7. Discuss statistical analysis and data interpretation tools commonly used in performance improvement.
8. Identify key concepts in the strategic management process for healthcare quality.
9. Discuss leadership's role in translating strategic goals into quality outcomes.
10. Identify areas of focus in risk, utilization and case management processes.
11. Identify key concepts for implementing change management and innovation.
12. Describe six main steps for FMEA.
13. Identify key components of continuous readiness programs and their impact on accreditation and survey.

The CPHQ Review Course is made possible
in part through the generous support of
American Data Network.

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an affiliate of



NAHQ
NATIONAL ASSOCIATION FOR HEALTHCARE QUALITY

proudly presents

CPHQ Review Course



September 26 and 27,
2013

Little Rock, Arkansas

WHO SHOULD ATTEND

This course establishes and extends foundational knowledge for healthcare quality professionals across the care continuum. It covers the breadth and depth of areas critical to professional development and leadership, including quality management, quality improvement, case management, utilization/risk management and patient safety at all employment levels and in all healthcare settings. These disciplines should consider attending:

- Registered & Licensed Practical Nurses
- Quality/Performance Improvement
- Outcomes Management
- Organizational Development/Education
- Case Management
- Risk Management/Patient Safety
- Health Information Management
- Infection Control
- Survey Coordination
- Home Health Care
- Healthcare Consulting

This course is one of many resources that may be used to prepare for the CPHQ exam. Attendance provides no guarantee of successful completion of the CPHQ exam.

RECOMMENDED MATERIALS

Janet Brown's *Healthcare Quality Handbook* is an excellent resource recommended by Dr. Mellott. Special course pricing of \$170 is available when ordering through www.jbqs.com.

NAHQ's *Q Solutions: Essential Resources for Healthcare Quality Professionals (3rd Edition)* is an excellent resource that closely follows the CPHQ exam outline. This can be purchased at the Online NAHQ Store by members for \$159 and by non-members for \$199.

CONTACT INFORMATION

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CPHQ REVIEW COURSE AGENDA

Thursday, September 26th:

8:30 Introductions
8:45-10:00 Healthcare Quality Concepts
10:00 – 10:15 BREAK
10:15 – 11:00 Healthcare Quality Concepts (cont)
11:00 – 12:15 Strategic Leadership
12:15 – 1:00 LUNCH
1:00 – 3:00 Quality Systems Management
3:00 – 3:15 Break
3:15 – 3:45 Performance Improvement
3:45 – 4:00 Questions & Evaluation

Friday, September 27th:

8:30 – 10:15 Performance Improvement & Information Management
10:15 – 10:30 BREAK
10:30 – 12:00 Information Management (cont)
12:00 – 12:45 LUNCH
12:45 – 2:15 Information Management (cont)
2:15 – 2:30 BREAK
2:30 – 3:30 Information Management (cont)
3:30 – 4:00 Questions & Evaluation

CONTINUING EDUCATION CREDITS

12.2 hours of CPHQ continuing education have been applied for through the National Association for Healthcare Quality (NAHQ).

12.2 nursing contact hours will be awarded upon completion of this event.

Arkansas Hospital Association is an approved provider of continuing nursing education by the Arkansas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Approved contact hours do not constitute approval or endorsement for any commercial products by the American Nurses Credentialing Center's COA.

Please visit our website www.arkahq.org for more information.



INTRODUCING THE PRESENTER

For over thirty years, **Dr. Susan Mellott** has focused on healthcare quality in multiple settings, including hospitals, long term care centers, home health, clinics, and networks. She has experience with improving patient/customer satisfaction and quality, decreasing costs, medical staff credentialing, OPPE/FPPE, and other areas. Mellott has extensive experience with the survey process for The Joint Commission, and is also a DNV healthcare surveyor. She is the President/CEO of Mellott & Associates, which provides consulting services to healthcare facilities. Mellott is a member of the Texas Advisory Board on Healthcare Associated Infections and Preventable Adverse Events. She also contracts as adjunct faculty for Texas Women's University in Houston and as clinical faculty for the National Association for Healthcare Quality. She has held the CPHQ certification since 1991 and has been a Fellow of the National Association for Healthcare Quality since 1999. Mellott has numerous publications and addresses groups across the country regarding healthcare quality and performance improvement.