



Presents

HEALTHCARE QUALITY MANAGEMENT: REVIEW AND STUDY SESSION

**Friday and Saturday
October 22 - 23, 2010
Community Health Network
North Campus
7250 Clearvista Drive
(Take Lobby Elevators to 3rd Floor – Multi-Service Rooms 1-2-3)
Indianapolis, Indiana 46256**

**InAHQ HEALTHCARE QUALITY MANAGEMENT:
REVIEW AND STUDY SESSION
Course Outline**

Day 1

8:00 am - 8:30 am	Introduction
8:30 am - 9:45 am	Healthcare Quality Concepts
9:45 am – 10:00 am	Break
10:00 am – 10:45 am	Healthcare Quality Concepts -continued)
10:45 am – 12:00 pm	Strategic Leadership
12:00 pm – 12:45 pm	Lunch
12:45 pm – 2:45 pm	Quality Systems Management
2:45 pm – 3:00 pm	Break
3:00 pm – 4:30 pm	Performance Improvement
4:30 pm – 5:00 pm	Questions & Evaluation

Day 2

8:00 am– 9:45 am	Information Management
9:45 am – 10:00 am	Break
10:00 am – 12:00 pm	Information Management -continued)
12:00 pm – 12:45 pm	Lunch
12:45 pm – 1:30 pm	Information Management -continued)
1:30 pm – 1:45 pm	Break
1:45 pm – 2:15 pm	Information Management -continued)
2:15 pm – 2:30 pm	People Management
2:30 pm – 3:00 pm	Questions and Evaluation

WORKSHOP INSTRUCTOR: Dr. Susan Mellott:

Over the past twenty plus years, Dr. Mellott has focused on healthcare quality in multiple settings including hospitals, long term care centers, home health settings clinics, and networks.

Dr. Mellott’s Qualifications include:

- Currently, Dr. Mellott is the President, CEO of Mellott & associates, which provides consulting services to healthcare facilities and groups.
- Experience with decreasing costs, improving patient/customer satisfaction and quality, while involving teams for the facility, including physicians and administrative staff.
- Extensive experience with the survey process, especially with the Joint Commission on Accreditation of Hospitals (JCAHO) standards and surveys.
- Contracts as adjunct faculty for Texas Women’s University in Houston, Texas.
- Clinical faculty for National Association for Healthcare Quality since 1999.
- Dr. Mellott has numerous publications and addresses groups around the country regarding healthcare quality and performance improvement.

YOU SHOULD ATTEND IF

- √ You are considering or preparing for the CPHQ certification
- √ You are new to the field or your position and desire to enhance your skills and knowledge
- √ You feel the need for an update or need recertification credit

CONTENT AND FORMAT

This intensive workshop covers the key content areas listed by the Healthcare Quality Certification Board (HQCB) as included in the 2010 CPHQ Exam. Although attendance does not guarantee that one will pass the CPHQ Exam, this workshop provides the most current information available, along with an innovative, hands-on instructional format designed to maximize learning.

CONTINUING EDUCATION

This program has been approved by HQCB for 12 CE hours

InAHQ RESERVES THE RIGHT TO CANCEL THIS WORKSHOP IF THERE ARE NOT ENOUGH PARTICIPANTS.

INFORMATION ABOUT THE CERTIFICATION EXAMINATION FOR CERTIFIED PROFESSIONAL IN HEALTHCARE QUALITY (CPHQ)

- The HQCB examination is available for administration in computer-based format at more than 100 AMP Assessment Centers geographically distributed throughout the United States (the locations in Indiana are Evansville, Ft. Wayne, and Indianapolis).
- A potential candidate can submit an application on-line and schedule a time to take the test on the same day. Theoretically, a candidate could sit for an examination the week he/she applies. The on-line application submission is currently available on the AMP website (www.goamp.com), or click on the link on HQCB's website (www.cphq.org).
- The acceptance of the candidate's application is valid for 90 days. A candidate who fails to schedule an appointment for an examination within the 90 day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for a future examination.
- The only Quality Management certification exam process fully accredited by the National Organization for Competency Assurance
- Minimum Requirements:
 - 1) associate degree in any field, RN, LVN, LPN, RHIT, or RHIA; and
 - 2) two (2) years full-time experience in quality improvement, quality management, case/care/disease/utilization and/or risk management activities within the last five (5) years by the application deadline.

REGISTRATION INFORMATION

Healthcare Quality Management:

Review and Study Session

Friday and Saturday, October 22 - 23, 2010

Location

Detailed instructions will be sent via email. A continental breakfast along with an AM and PM snack break will be included in your registration, but lunch will be on your own (there is a hospital cafeteria available on the premises).

Parking

In the front of the 7250 building located on Clearvista Drive.

Registration

Participants are encouraged to register early and **MUST** register by October 18, 2010.

Please mail the completed registration form to:

CPHQ Workshop

Attn: Cleo Ann Burgard, RN, CPHQ, CPHRM

Community Hospital North

7150 Clearvista Drive

Indianapolis, IN 46256

Ph. (317) 621.5329 Fax. (317) 621.7864

Email: cburgard@ecommunity.com



Defining Standards of
performance for
healthcare quality professionals

Indiana Association
for Healthcare Quality



**Indiana Association for Healthcare Quality
C/O Cleo Ann Burgard, RN, CPHQ, CPHRM
Community Hospital North
7150 Clearvista Drive
Indianapolis, IN 46256**

**HEALTHCARE QUALITY MANGEMENT:
REVIEW AND STUDY SESSION**

PLEASE CIRCULATE

CANCELLATION

Reservation cancellations are accepted and tuition will be promptly refunded with written notice postmarked by October 18, 2010. A \$50 service charge will be deducted to cancellations postmarked October 19 - 21, 2010. No refunds will be made for cancellations made as received after October 21, 2010.

Registration Form

Name: _____ Title: _____

Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: (____) _____ Fax: (____) _____ E-mail: _____

<u>Tuition</u>	<u>Without Handbook</u>	<u>With Handbook</u>
InAHQ Member	\$315	\$400
Non-members	\$365	\$450
InAHQ Membership	\$40	

Registration includes *The Healthcare Quality Handbook*, if circled above

Please enclose check made payable to: **InAHQ**

Mail registration form to:

**CPHQ Workshop
Attn: Cleo Ann Burgard, RN, CPHQ, CPHRM
Community Hospital North
7150 Clearvista Drive
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