



Presents:

HEALTHCARE QUALITY MANAGEMENT: REVIEW AND STUDY SESSION

**WORKSHOP INSTRUCTOR:
Dr. Susan Mellott**

**Thursday and Friday
March 8th & 9th, 2012
St. Vincent's Hospital
Orthopedic Classrooms 3 & 4
2001 West 86th Street
Indianapolis, Indiana 46260**

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

Planned Course Outline: Subject to modification due to instructor travel.

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	Performance Improvement & 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 - 1:45 pm	Information Management (continued)
1:45 pm - 2:00 pm	Break
2:00 pm - 2:30 pm	Information Management (continued)
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:

- She has experience with improving patient/customer satisfaction and quality, decreasing costs, medical staff credentialing, OPPE/FPPE, and other areas while involving teams from the facility, including physicians and administrative staff.
- She has extensive experience with the survey process, especially with DNV and The Joint Commission on standards and surveys. Dr. Mellott is a DNV healthcare surveyor.
- She is a member of the Texas Advisory Board on HAI and Preventable Adverse Events. Dr. Mellott is an Associates Clinical Professor for Texas Women's University in Houston, Texas nursing master's program.
- Dr. Mellott also contracts as clinical faculty for National Association for Healthcare Quality.
- Dr. Mellott has held CPHQ certification since 1991 and has been a Fellow of the National Association of Healthcare Quality since 1999.
- Dr Mellott has numerous publications and addresses groups around the country regarding healthcare quality and performance improvement. Currently, Dr. Mellott is the President, CEO of Mellott & Associates, which provides consulting services to healthcare facilities and groups.

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 2012 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 **13 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
- The examination is written to test the knowledge, skills and abilities of effective quality management professionals who have been performing the majority of the tasks on the examination outline for two (2) years. It is not appropriate for entry level candidates.

REGISTRATION INFORMATION

**Healthcare Quality Management:
Review and Study Session**

Thursday and Friday, March 8th & 9th, 2012

Location

Detailed instructions will be sent via email. Here is a link to resources in the area as well as maps:

<http://www.stvincent.org/St-Vincent-Indianapolis/Surrounding-Area/Default.aspx>

A continental breakfast along with an AM and PM snack break will be included in your registration. (There is a hospital cafeteria available on the premises).

Parking

Free parking is available. From 86th Street, turn south onto Naab Road (runs along the west side of the hospital). Turn left into the Orthopedic Center/Spine Center Entrance 8 on John Ambers Lane. Turn left prior to the circle into the free parking for visitors. Go into Entrance 8 to the Ortho Classrooms 3 & 4 in the basement. There will be signs to get you there or ask at the reception desk. The above link also has maps of each hospital floor.

Registration

Participants are encouraged to register early and **MUST** register by February 24th, 2012.

Please mail the completed registration form to:

**CPHQ Workshop
Eileen McInnes RN
4010 Kessler Boulevard North Drive**



Defining Standards of
performance for
healthcare quality professionals

Indiana Association
for Healthcare Quality



HEALTHCARE QUALITY MANAGEMENT: REVIEW AND STUDY SESSION

PLEASE CIRCULATE

CANCELLATION

Reservation cancellations are accepted and tuition will be promptly refunded with written notice postmarked by February 24th, 2012. A \$50 service charge will be deducted to cancellations postmarked March 4 – 7, 2012. No refunds will be made for cancellations made as received after March 7th, 2012.

Registration Form

Name: _____ Title: _____

Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: (_____) _____ Fax: (_____) _____

E-mail: _____

Tuition

Without Handbook

With Handbook

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: Eileen McInnes RN
4010 Kessler Boulevard North Drive
Indianapolis, IN 46228