HEALTHCARE QUALITY MANAGEMENT: REVIEW & STUDY SESSION

*Workshop Instructor*
Susan Mellott, PhD, RN, CPHQ, FNAHQ

*November 19-20, 2015*
Thursday and Friday

*St Vincent Hospital*
**Indianapolis Campus**
Orthopedic Classroom
2001 West 86th Street
Indianapolis, Indiana 46260

*You should attend if:*
√ You are considering CPHQ certification or preparing for the CPHQ certification
√ You are new to the field or your position in healthcare quality
√ You desire to enhance their skills and knowledge of healthcare quality
√ You require CEUs for recertification

*Content and Format*
This intensive two-day workshop covers the key content areas listed by the Healthcare Quality Certification Board (HQCB) as included in the 2015 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 submitted to NAHQ for CPHQ CE credit approval of 13.3 CE hours.

*Registration*
Pre-registration is required for both days. See page 3 and 4 for details.

Contact H. Robin Conners at Heather.Conners@stvincent.org or 317. 338-2706 with questions related to this workshop.

*InAHQ reserves the right to cancel this workshop if there are not enough participants.*
InAHQ HEALTHCARE QUALITY MANAGEMENT: REVIEW AND STUDY SESSION
Planned Course Outline: Subject to modification due to instructor travel.

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
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<tbody>
<tr>
<td>8:00 am - 8:30 am Introduction</td>
<td>8:00 am– 9:45 am Performance Improvement &amp; Information</td>
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<tr>
<td>8:30 am - 9:45 am Healthcare Quality Concepts</td>
<td>9:45 am – 10:00 am Break</td>
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<td>9:45 am – 10:00 am Break</td>
<td>10:00 am – 12:00 pm Information Management</td>
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<tr>
<td>10:00 am – 10:45 am Healthcare Quality Concepts (continued)</td>
<td>12:00 pm – 12:45 pm Lunch</td>
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<tr>
<td>10:45 am – 12:00 pm Strategic Leadership</td>
<td>12:45 pm – 1:45 pm Information Management (continued)</td>
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<td>12:00 pm – 12:45 pm Lunch</td>
<td>1:45 pm – 2:00 pm Break</td>
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<tr>
<td>12:45 pm – 2:45 pm Quality Systems Management</td>
<td>2:00 pm – 2:45 pm Survey Readiness</td>
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<td>2:45 pm – 3:00 pm Break</td>
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<tr>
<td>3:00 pm – 4:30 pm Performance Improvement Questions &amp; Evaluation</td>
<td>2:45 pm – 3:00 pm Questions and Evaluation</td>
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<tr>
<td>4:30 pm – 5:00 pm</td>
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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.

CONTINUING EDUCATION
This program has been submitted to NAHQ for CPHQ CE credit of **13.3 CE hours**. Attendance for the entire workshop and submission of evaluation is required to obtain contact 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.

- Recommended Workbook: “Janet Brown’s The Healthcare Quality Handbook: A Professional Resource and Study Guide” can be obtained directly from the NAHQ website: http://www.nahq.org/certify/content/exam.html

Location
St Vincent Hospital Indianapolis Campus Orthopedic Classroom 2001 West 86th Street Indianapolis, Indiana 46260

Detailed instructions will be sent via email. Here is a link to resources in the area as well as maps: https://www.google.com/maps/place/St.Vincent+Indianapolis+Hospital/@39.9088292,86.1971305,17z/data=!3m1!4b1!4m2!3m1!1s0x886b54c7dfeda80d:0x5387d7139c68c426

Registration
Pre-registration is required for both days. Please complete the registration form on page 4. You may register online at www.inahq.org or Mail the completed form and check payable to InAHQ to:

CPHQ Workshop
H. Robin Connors JD, RN, CPHQ
Director of Accreditation and Patient Safety
St. Vincent Indianapolis
8402 Harcourt Road, Ste. 732
Indianapolis, IN 46260

Fee includes registration, course binder with materials, lunch and break refreshments. Participants are encouraged to register early. **Registration deadline is Nov. 7, 2015**. Cancellations and refunds will be accepted until Nov 7, 2015. See registration form for details.
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PLEASE CIRCULATE

**Registration deadline is November 7, 2015**

Cancellations are accepted and tuition will be promptly refunded with email or written notice postmarked by November 7, 2015. A $50 service charge will be deducted for cancellations postmarked Nov. 8-Nov.17, 2015. No refunds will be made for cancellations made or received with a postmark after November 17, 2015.

__________________________________________________________

Registration Form

Name: ______________________________________ Title: ______________________________________

Preferred Badge Name: __________________________________________________________

Organization: _________________________________________________________________

Mailing Address: ______________________________________________________________

City: __________________ State: _______ Zip: __________________

Telephone: (_____) _______________________ Fax: (_____) __________________________

*E-mail: ____________________________________________  (*Please include your email address. All registered participants will receive a confirmation email with details for the workshop.)

Workshop Tuition:

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<tr>
<th>Type</th>
<th>Fee</th>
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<tbody>
<tr>
<td>InAHQ Member</td>
<td>$320</td>
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<tr>
<td>Non-members</td>
<td>$370</td>
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<tr>
<td>InAHQ Membership</td>
<td>$45</td>
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Register online using PayPal at [www.inahq.org](http://www.inahq.org) or Please enclose check made payable to: InAHQ for the tuition.

Mail registration form and payment to:

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   H. Robin Connors JD, RN, CPHQ
   Director of Accreditation and Patient Safety
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