



HEALTHCARE QUALITY MANAGEMENT: REVIEW & STUDY SESSION 3 Day Virtual Event

***Workshop Instructor**

Susan Mellott, PhD, RN, CPHQ, FNAHQ

***October 22, 23, and 27th 2020**

Thursday October 22nd: 09-1330

Friday October 23rd: 09-1330

Tuesday October 27th: 09-1330

***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 three-day workshop covers the key content areas listed by the Healthcare Quality Certification Board (HQCB) as included in the 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 will be submitted to NAHQ for CPHQ CE credit approval for approximately 13.3 CE hours.

***Workshop Tuition :**

InAHQ Member:	\$300.00
Non-members	\$350.00
InAHQ Membership	\$ 45.00

Fee includes registration and on-line access to the course materials prior to the conference. Participants are encouraged to register early.

***Registration:** **Pre-registration is required for all days.** Please register through this link: [InAHQ Healthcare Quality Management: Review and Study Session](#)

***Membership:** You may purchase or renew your membership at: [InAHQ membership](#)

Contact Susan Craig at smcraig@ascension.org or Erin Geiselman at elgeisel@iu.edu with questions related to this workshop.

CPHQ Study Course: Virtual 3-Day Course 2020 Agenda

Day 1: (4/1/2 hours)

- Introduction 20 min.
- Test Taking Tips – Additional self-study slides included
- Healthcare Quality Basics
- Leadership – 1 ½ hr
- Patient Safety – 1 ½ hr
- Regulatory/Accreditation – Self study

Day 2: (4 ½ hours)

- Performance Improvement – all webinar

Day 3: (4 ½ hours)

- Health Data Analytics - all webinar

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 Associate Clinical Professor for Texas Women's University in Houston, Texas nursing master's program.
- Dr. Mellott also contracts as clinical faculty for the 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 will be submitted to NAHQ for CPHQ CE credit of approx. 12 **CE hours**. Attendance for the entire workshop and submission of evaluation is required to obtain contact hours.

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.
- 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

Virtual

Registration

Pre-registration is required for all days. Please register through this link: [InAHQ Healthcare Quality Management: Review and Study Session](#)

Registration deadline is October 12, 2020*

Fee includes registration and online course materials that will be available prior to the beginning of the conference.

Cancellations are accepted and tuition will be refunded with email or written notice. A \$50 service charge will be deducted for cancellations postmarked before October 11, 2020. No refunds will be made for cancellations made or received with a post mark after October 12, 2020.

Membership: You may purchase or renew InAHQ Membership online at: [InAHQ membership](#)

Cancellations are accepted and tuition will be refunded with email or written notice. A \$50 service charge will be deducted for cancellations postmarked before October 11, 2020. No refunds will be made for cancellations made or received with a post mark after October 12, 2020.

InAHQ reserves the right to cancel this workshop if there are not adequate registrations.