



Healthcare Quality Management: Review & Study Session

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

When: November 17-19

Delivery: 3 Day Virtual Workshop Via Zoom

Who Should Attend?

- Those considering CPHQ certification or preparing for CPHQ certification
- Those new to the field or holding a position in healthcare quality
- Those seeking professional development in skills & knowledge in healthcare quality
- Those seeking opportunities to earn CEUs for recertification

Content & 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

Schedule

Wed Nov 17: 0900-1330

Thurs Nov 18: 0900-1330

Fri Nov 19: 0900-1330

Continuing Education

This program will be submitted to NAHQ for CPHQ CE credit approval for approximately **13.3 CE hours**

Tuition:

- InAHQ Member \$300.00
- Non-Members \$350.00
- InAHQ Membership \$45.00

Fee includes registration & electronic copy of materials. Please register early.

Registration

[CLICK HERE](#)

Registration Deadline

Friday, Nov 12, 2021

To Join InAHQ

[CLICK HERE](#)

Contact

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About 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. 13 **CE hours**. Attendance for the entire workshop and submission of evaluation is required to obtain contact hours. Attendance will be monitored via Zoom report tracking.

Cancellations

Cancellations are accepted and tuition will be refunded with email. A \$50 service charge will be deducted for cancellations on or after November 12, 2021. No refunds will be issued for failure to cancel or participation in course.

InAHQ reserves the right to cancel if there are not enough participants