

2011

Healthcare Quality Overview & Certification Workshops

Offered by
JANET BROWN
and the
**CALIFORNIA ASSOCIATION FOR
HEALTHCARE QUALITY**



February 24-25, 2011

July 14-15, 2011

October 13-14, 2011

*The following organizations/associations
recognize this CAHQ training program:*



This two-day intensive didactic Workshop . . .

provides current, principle-based information for healthcare quality professionals seeking an integrated overview of the field, preparing for the **Certified Professional in Healthcare Quality (CPHQ) Examination**, or desiring continuing education.

Janet covers up-to-date field information and key CPHQ Exam Content Outline topic areas in a focused walk through ***The Healthcare Quality Handbook***, the required text, including discussion of many Study Questions.

Who Should Attend?

Professionals responsible for quality management and/or organizational improvement across the healthcare delivery continuum, as well as physicians, patient safety and compliance officers, utilization/care/case management professionals, risk management professionals, medical staff management professionals, health information management professionals, and all healthcare professionals with a passion for quality.

Course Objectives

- Identify the core elements of current healthcare quality knowledge necessary to become an expert for your organization.
- Fit the core elements into a cohesive whole within the umbrella of healthcare quality.
- Apply healthcare quality principles and processes to your experience and work setting.
- Relate the core elements and their applications to appropriate areas of the CPHQ Certification Exam Content Outline.
- Identify which core elements and content areas require additional study prior to taking the Exam.

Continuing Education

This program is approved by the California Board of Registered Nursing, provider number 13370, for 16.8 contact hours and by the National Association for Healthcare Quality for CPHQs for 14 contact hours. Certificates of Attendance may be submitted for continuing education for all associations accepting healthcare quality content.

All reservations at the Radisson Hotel, adjacent to the Ontario International Airport, are on a "space available" basis at the CAHQ special group rate of \$97 per night. We meet in the Lecture Hall, a spacious amphitheater. The hotel has a Fitness Center and smoke-free policy.

Hotel Information

To book your reservation: Call 1-866-788-9344 & mention CAHQ Online: www.radisson.com; for city-Ontario, CA; on right, for Promotional Code:

- February Session: CAHQ02
(special rate deadline February 2, 2011)
 - July Session: CAHQ07
(special rate deadline June 22, 2011)
 - October Session: CAHQ10
(special rate deadline September 21, 2011)
- After deadline date, call hotel directly.

Radisson Ontario Airport Hotel®
2200 E Holt Boulevard
Ontario, California 91761 USA
Reservations: 866-788-9344 Direct: 909-975-5000

Parking/ Shuttle

Secure parking is provided at no charge for CAHQ Workshop participants. Complimentary shuttle service is available to and from the Ontario International Airport.

CONTENT OUTLINE



Janet A. Brown, RN, BA, BSN, CPHQ, FNAHQ

Janet Brown is well known in the field of healthcare quality as a consultant and educator. She is the author of *The Healthcare Quality Handbook: A Professional Resource and Study Guide*, in its 26th Annual Edition (July 2011) and has taught more than 110 Workshops nationally for healthcare quality professionals preparing for the CPHQ Certification Examination. She is also co-author of *Managing Managed Care II: A Handbook for Mental Health Professionals*, in its second edition, and a complementary Casebook. Janet is owner of JB Quality Solutions, Inc., and has been actively involved with healthcare organizations making strategic system changes for quality improvement, resource and risk management, and managed care. She is a past president and current fellow of the National Association for Healthcare Quality (NAHQ), was the first Chair of the National Healthcare Quality Foundation, received NAHQ's National Distinguished Member Award, has served on the CAHQ Board, and has partnered with CAHQ since 1987 to provide Workshops in California.

Healthcare Quality Overview

- ◆ CPHQ Certification Exam Information
- ◆ Quality Concepts, Movements, and Terminology
- ◆ Structure, Process, Process Variation, and Outcome
- ◆ Systems Thinking, the Customer, and the Healthcare Organization Healthcare Delivery Systems
- ◆ Insurance, Managed Care, and Reimbursement

Quality Functions Management

- ◆ The Quality Strategy: Planning, Building Effective Structure & Process, Implementation
- ◆ Utilization/Resource Management: Components, Effectiveness
- ◆ Care Coordination, Case and Population Management, and Patient/Member Advocacy
- ◆ Risk Management: Liability, Loss Prevention & Reduction, Early Warning Systems
- ◆ Patient Safety Management: Culture, Medical Error, Goals, Program, Technology
- ◆ Financial Management: Budgeting, Cost Analysis, the Financial Side of Quality

Performance Improvement Processes

- ◆ Design, Measurement, Analysis, and Improvement Processes
- ◆ Organizationwide PI Approaches/Models
- ◆ Performance Measurement: Measure Selection, Systems, Outcomes, Reporting
- ◆ Clinical PI, Organizationwide Processes, Infection Prevention and Control
- ◆ Patient Safety Analysis and Risk Reduction: RCA, FMEA, RRTs
- ◆ Benchmarking and Best Practice
- ◆ Practitioner Credentialing, Privileging, Profiling, and Peer Review
- ◆ Patient/Member Advocacy and Feedback Processes
- ◆ Communication, Reporting, and Evaluation of the PI Function and Performance

Strategic Leadership

- ◆ Leadership Concepts and Commitment to Quality
- ◆ The Organization: Infrastructure, Ethics, Functions
- ◆ Strategic and Quality Planning, Strategic Initiatives, the Strategy-Focused Organization

Information Management

- ◆ IM Concepts, Resources, Legal Aspects, and Documentation Management
- ◆ Epidemiological Theory/Methods and SPC Components
- ◆ Sampling and Data Collection
- ◆ Basic Statistics, Display, Analysis, Interpretation, and Reporting
- ◆ QI Process Tools
- ◆ Computerized Data Systems

People Management

- ◆ Empowerment, Decision Making, Problem Solving, and Change Management
- ◆ Team Coordination and Organization Communication
- ◆ QM/PI Orientation, Training, Education, and Performance

Accreditation, Licensure, Certification, & Awards

- ◆ Concepts and Comparisons
- ◆ Survey Readiness
- ◆ Survey Process Training and Coordination
- ◆ TJC, NCQA, JCI, ISO 9000, Baldrige, EFQM, Magnet

Presenter Information and Registration Form
are on Reverse Side.

IMPORTANT INFORMATION

- ◆ **Schedule:** Registration 7:00 a.m. Course presentation both days 8:00 a.m. - 5:00 p.m. Continental breakfast, lunch, and break refreshments included. Please bring a sweater or jacket.
- ◆ **Disclaimer and Note:** Attending the Workshop does not guarantee that you will pass the CPHQ Examination. The only Exam information available to the author/presenter is the same Content Outline provided in the CPHQ Candidate Handbook, www.cphq.org. However, Janet has 26 years of experience providing support for professionals seeking the CPHQ credential.
- ◆ **Organizations** registering three or more participants for the same Workshop may be eligible for a discount. Please contact the CAHQ Manager, 800-230-3163 or cahqoffice@aol.com.
- ◆ **ADA Needs:** Please contact CAHQ concerning any special arrangements needed in the Lecture Hall.
- ◆ **Cancellations/Refunds/Transfers:** Cancellations will be accepted if received or postmarked at least 14 days prior to the event date and are subject to a \$75 processing fee to cover costs. In lieu of a refund, with payment of an additional \$75 processing fee, you may transfer to another scheduled workshop during the current year, space permitting.
- ◆ **Recording and Laptops:** Individual recording of the Workshop is not permitted. The complete Workshop in Audio CD or MP3 is available at a discount to participants. Janet requests that you not bring laptops.
- ◆ **CPHQ Examination:** For information, visit the Healthcare Quality Certification Board (HQCB) at www.cphq.org or call 800-346-4722. Candidate Handbooks are provided at the Workshop.
- ◆ **CAHQ** reserves the right to substitute faculty or rearrange the program due to unforeseen circumstances.

REGISTRATION

You may register online at www.cahq.org or use this form.

PLEASE PRINT

Name _____

Title _____

Organization _____

Mailing Address _____

City _____ State _____ Zip _____

Work Address Home Address License # _____

Telephone (_____) _____

E-mail _____

Please select session: February 24-25, 2011

July 14-15, 2011

October 13-14, 2011

DIET: Please check for vegetarian meals

TUITION: Select one of the three tuition categories below

1. CAHQ Member \$375 _____

2. Register and join CAHQ (select the session you will attend)

February session (membership through 12/31/11) \$470 _____

July session (membership through 12/31/11) \$445 _____

October session (membership through 12/31/12) \$475 _____

3. Non-member \$505 _____

COURSE MATERIALS: The Healthcare Quality Handbook

Each participant is REQUIRED to purchase the Handbook

Discounted \$20 off the \$185 retail \$165 _____

Receive the Handbook in advance—optional (Feb. & Oct. only). . . . \$ 15 _____

Discount for CPHQ or if you have attended the course within the past 12 months: Deduct \$25

TOTAL Tuition and Course Materials \$ _____

Payment by: Check Mastercard VISA American Express

• A charge of \$25 will apply to checks returned for insufficient funds.

• A \$25 processing fee will be charged if rebilling of a credit card charge is necessary.

Credit Card # _____ Exp. Date _____

Signature (required) _____ Billing Zipcode _____



Fax Credit Card Registrations to: (562) 692-3425 or mail to:

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for Healthcare Quality
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Whittier, CA 90601
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