

Why become a CPHQ?

The granting of CPHQ status recognizes professional and academic achievement by individuals in the field of healthcare quality management. The comprehensive body of knowledge includes quality management, quality improvement, case/care/disease/utilization management, and risk management at all employment levels and in all healthcare settings.

The CPHQ program is fully accredited by the National Commission for Certifying Agencies of the National Organization for Competency Assurance in Washington, D.C. It is the only international voluntary certification program in the field of healthcare quality management to achieve this accreditation.

Since the first examination was administered by the HQCB in 1984, more than 15,000 professionals from a wide variety of educational and employment backgrounds have registered for the CPHQ examination, with more than 11,000 achieving certified status. There are currently over 7,400 active CPHQs in the United States and worldwide.



Closest Hotels (within 2 miles and in order of proximity)

Best Western Baltimore Washington Airport

6755 Dorsey Road
Elkridge, MD 21075

Washington DC – BW Parkway Red Roof

7306 Parkway Drive
Hanover, MD

Ramada BWI Airport – Arundel Mills

7253 Parkway Drive
Hanover, MD

Holiday Inn Columbia

7900 Washington Boulevard
Columbia, MD

Become a Certified Professional in Healthcare Quality (CPHQ)

HEALTHCARE QUALITY MANAGEMENT

REVIEW AND STUDY SESSION

February 18-19, 2010
(a 1 1/2 day course)

Sponsored by



*Approval for continuing education
hours for CPHQ recertification by
HQCB is pending*

Program Objectives

1. Promote professional standards and improve the practice of international quality management,
2. Give special recognition to those professionals who demonstrate an acquired body of knowledge and expertise in the field through successful completion of the examination process,
3. Identify for employers, the public and members of allied professions individuals with acceptable knowledge of the principles and practice of healthcare quality management,
4. Foster continuing competence and maintain the professional standard in healthcare quality management through the recertification program.

Purchasing either the *Q Solutions 2nd edition* book, which follows the course curriculum, or Janet Brown's *The Healthcare Quality Handbook: A Professional Resource and Study Guide* is strongly recommended for exam preparation. They may be ordered online in advance at: <http://www.nahq.org> or by calling 800/966-9392.

Please note:

Completion of the Healthcare Quality Management: Review and Study Session does not guarantee a passing grade on the examination, but it will help you focus your study.

Faculty

Nancy Claflin, RN PhD CCRN

CPHQ FNAHQ is the Associate Chief, Nursing Service for Operations/Deputy Nurse Executive and service chief for nursing at the Phoenix VA Healthcare System in Phoenix, AZ. She has over 25 years' experience in healthcare quality. She serves as Chair of the Nursing Quality Council and Medical Records Committee. She is a member of Performance Improvement Board, Patient Care Services Quality Council, Clinical Informatics Committee, Clinical Executive Board, and Peer Review Committee.

She has been certified in healthcare quality since 1987. She has been an active member of the Arizona Association for Healthcare Quality since 1985, serving as Communications Team Leader, Program Chair, President Elect, President, and Past President. She has been an active member of the National Association for Healthcare Quality since 1987, serving on various committees, task forces and teams. She chaired the Nursing QA Task Force, Education Team, Critical Pathways Task Force, Corporate Member Task Force, Fellowship Review Board, and Past Presidents' Team. She is currently a member of the Healthcare Quality Foundation Team. She served as NAHQ's alternate representative to the Joint Commission Hospital Professional and Technical Advisory Committee and a member of the PTAC Rapid Response Team. She was a member of the Board of Directors of NAHQ from 1995-1998. She received the distinction of a Fellow in NAHQ in 1999. She served as President Elect on the National Association of Healthcare Quality from 2002-2003, and President of the Association from 2003-2004. She also received NAHQ's Distinguished Member Award in 2007.

She has published in professional healthcare quality journals and books. She has presented numerous review and study sessions throughout the country since 1994. She has also has presented nationally on nursing and hospital wide quality issues.

Healthcare Quality Management Review and Study Session

DATE: February 18-19, 2010
TIME: 8:00 AM-5:00 PM (day 1)
8:00 AM-12:00 PM (day 2)

A course agenda will be emailed to registered participants in advance of the course.

LOCATION:

Maryland Hospital Association
6820 Deerpath Road
Elkridge, MD 21075

COST: \$250.00
(includes course materials, continental breakfast, snacks, and lunch)
(Note: Lunch will only be provided on day 1).

Advance online registration and payment required by **Thursday, February 11, 2010**. Additional registration information will be forthcoming shortly.

For questions related to online registration and payment, contact Cheri Wilson at cwilso42@jhmi.edu.

MAHQ is a 501(c)(3) Federal Tax exempt Association.