



# Maryland Association for Healthcare Quality Education Conference

October 18<sup>th</sup> & 19<sup>th</sup>, 2018

## CPHQ Review Course

### Description

This interactive 2-day workshop covers all topics presented in the Content Outline of the CPHQ Certification. The content of the outline will be covered with discussion, real life examples of how the information should be utilized, including examples of when the content was not applied correctly in healthcare organizations. The participants are encouraged to ask questions throughout the presentation since most of the information builds throughout the 2 days. Information covered includes but is not limited to basic quality concepts, leadership, performance measurement and management, information management including tools and statistics, patient safety, and accreditation & licensure. Attendees will be able to identify areas within the CPHQ Certification Content Outline where they are strong in their knowledge and where they are weak and thus require further study, knowledge, and/or experience prior to taking the CPHQ Certification exam.

### Instructor

#### **Susan Mellott PhD, RN, CPHQ, FNAHQ**

Susan Mellott is well known in the field of healthcare quality as a consultant and educator. Dr. Mellott has authored numerous publications and is a nationally-recognized speaker. Susan is a Certified Professional in Healthcare Quality (CPHQ) and is also a Fellow of the National Association for Healthcare Quality. She currently serves on the Advisory Panel of the Healthcare Associated Infections (HAI) and Preventable Adverse Events (PAE) under the Texas Department of State Health Services. She is also a DNV Accreditation surveyor. Dr. Mellott has extensive experience with the survey process, especially with The Joint Commission standards and surveys. Dr. Mellott has focused on healthcare quality in multiple settings, including hospitals, long term care centers, home health settings, clinics, and networks. She has experience in decreasing costs, improving patient/customer satisfaction and quality, while involving teams from the facility, including physicians and administrative staff. Dr. Mellott also addresses groups around the country regarding performance and quality improvement in healthcare.

### Agenda

<u>Day 1</u>		<u>Day 2</u>	
8:00-8:30	Introduction & Test Taking Tips	8:00 - 9:30	Health Data Analytics
8:30 - 9:9:15	Healthcare Basics	9:30 – 9:45	Break
9:15 - 10:00	Organizational Leadership	9:45 - Noon	Health Data Analytics
10:00 - 10:15	Break	Noon - 12:45	Lunch
10:15 - Noon	Performance & Process Improvement	12:45 – 2:30	Patient Safety
Noon - 12:45	Lunch	2:30– 3:00	Regulatory, Accreditation, & External Recognition
12:45 – 3:30	Performance & Process Improvement		
3:30– 3:45	Break		
3:45 – 5:00	Information Management		

*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](http://www.cphq.org).

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### Location:

**Laurel Regional Hospital**  
7300 Van Dusen Rd,  
Laurel, MD 20707

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HEALTHCARE QUALITY HANDBOOK, 2016, **30th Edition**

Editor Susan Mellott PhD, RN, CPHQ, CPPS, FNAHQ

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ORIGINAL AUTHOR

**JANET A. BROWN, RN, CPHQ, FNAHQ**

EDITOR

**SUSAN MELLOTT, PhD, RN, CPHQ, CPPS, FNAHQ**



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