



Western Maryland Health System
A Partnership for a Healthier Community

**Memorial Hospital and Medical
Center**

**600 Memorial Avenue
Cumberland, MD 21502
301-723-1425**

*Conference will be held in the
Auditorium on the second floor.*

*Parking is available in parking
garages directly in front of
building.*

Directions:

To Memorial Campus
(Westbound)

Exit Interstate 68 West at Exit 43D,
Maryland Avenue. Route to
Memorial Hospital is clearly marked
with "H" signs.

To Memorial Campus
(Eastbound)

Exit Interstate 68 East at Exit 43D,
Maryland Avenue. Route to
Memorial Hospital is clearly marked
with "H" signs.

CPHQ STUDY COURSE

FRIDAY

September 26, 2008

8:00 AM – 5:00 PM

Memorial Hospital



Sponsored by

*The Maryland Association
for Healthcare Quality*

*Approval for 7.5 continuing education hours for
CPHQ recertification by HQCB is pending*

Healthcare Quality Management: Review and Study Session (8 am–5 pm)

Objectives:

1. To introduce and review concepts of health care quality methods, information management, application strategy and leadership, change management and innovation, and continuous readiness relating to the health care delivery and management. (Outline for CPHQ Exam)
2. To set forth a study strategy for the exam.

This workshop is designed to help those who are planning to take the CPHQ examination to focus their study.

This is an excellent course to learn about the realm of quality measurement in organizations.

The *Q Solutions* book or Janet Brown's *The Healthcare Quality Handbook: A Professional Resource and Study Guide* is strongly recommended for the exam. They may be ordered in advance online 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.

Janet Spinks RN, MS, CPHQ, CAAMA
Spinks & Associates LLC
Health Care Consultant

Continental breakfast and lunch provided.

CPHQ Study Course

Agenda

8:00– 8:30 am	Introduction/Test Taking Tips
8:30–10:15 am	Foundation, Techniques and Tools
10:15–10:30 am	Break
10:30–11:00 am	Foundation, Techniques and Tools
11:00–12:00	Using Data for Improvement: The Toolkit (Disk 2)
12:00–1:00 pm	Lunch (provided)
1:00–2:15 pm	Strategy and Leadership
2:15–3:00 pm	Continuous Readiness
3:00–3:15 pm	Break
3:15–4:15 pm	Change Management and Innovation
4:50–5:00 pm	Wrap-up/Evaluation

Contact person:
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Work: 301-639-3443
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CPHQ STUDY COURSE

September 26, 2008
Memorial Hospital and Medical Center
Western Maryland Health System

Registration

Registration	\$175.00
2008 MAHQ Membership	\$35.00

Advance online registration and payment required by **September 19, 2008 at the MAHQ web site, <http://www.mdahq.org>.**

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

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