

## 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.



### *Directions & Parking*

**Health Sciences Pavilion  
Anne Arundel Medical Center  
2000 Medical Parkway  
Annapolis, Maryland 21401**  
*Directions and Parking*

**From Annapolis and the Eastern Shore:**  
Route 50 West to Jennifer Road (Exit 23A). Turn left at the light onto Jennifer Road. Continue straight through the light on Jennifer Road and look for Health Science Pavilion and Garage E on the right.

**From Washington DC:**  
Take Route 50 East to Parole Exit (Exit 23). Follow exit ramp to turn right onto West Street then turn right onto Jennifer Road at the light. Look for Health Sciences Pavilion and Garage E on the left.

**From Baltimore:**  
Take 1-97 South to Route 50 East, and then follow Washington directions above.

**Parking:**  
Attendees park free in Garage E.

*Become a  
Certified Professional  
in  
Healthcare Quality*

**HEALTHCARE QUALITY  
MANAGEMENT  
REVIEW AND STUDY  
SESSION**

**Thursday, March 17, 2011  
8:00 am – 5:00 PM and  
Friday, March 18, 2011  
8:00 AM – 12:00 noon**  
(A 1 1/2 day course)

*Sponsored by*



*Approval for continuing education hours for CPHQ recertification 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, and
  4. Foster continuing competence and maintain the professional standard in healthcare quality management through the recertification program.
- Purchasing either the *Q Solutions* 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



**Christy L. Beaudin, PhD LCSW BCD CPHQ FNAHQ** is Former Vice President & Chief Quality Officer at Childrens Hospital Los Angeles. Dr. Beaudin currently serves as

Assistant Professor, Division of Research on Children, Youth, and Families at Childrens Hospital Los Angeles/USC Keck School of Medicine. Dr. Beaudin earned her doctorate in health services from the UCLA School of Public Health, Master of Social Work from San Diego State University, and Bachelor Degree in Criminal Justice from California State University San Bernardino. She led quality improvement efforts for PacifiCare Behavioral Health and Value Behavioral Health and served as Vice President, Research and Development at Magellan Behavioral Health. Dr. Beaudin has supported hospitals, managed behavioral healthcare organizations, and health plans in preparing for and maintaining state licensure and NCQA, URAC and Joint Commission accreditation. She is widely published, serves on several editorial boards and is a national subject matter expert on health care quality, behavioral health, and managed care. Additionally, she teaches the preparation course for the Certified Professional in Healthcare Quality and is co-editor of *Q Solutions (Second Edition)*. Dr. Beaudin

supports state and national quality initiatives for the National Association for Children's Hospitals and Related Institutions.

## Healthcare Quality Management Review and Study Session

**DATE:** March 17-18, 2011

**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:**

**Health Sciences Pavilion  
Anne Arundel Medical Center  
2000 Medical Parkway  
Annapolis, Maryland 21401**

**COST: \$275.00**

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, March 10, 2011** at the MAHQ web site, -- <http://www.mdahq.org>

For questions related to online  
registration and payment, contact  
Cheri Wilson at [chwilson@jhsph.edu](mailto:chwilson@jhsph.edu).

## Accommodations

### **Sheraton Annapolis Hotel** (1.0 mile from Medical Center)

173 Jennifer Road

Annapolis, Maryland 21401

(410) 266-3131

(800) 325-3535

<http://www.starwoodhotels.com/sheraton/property/overview/index.html?propertyID=1266>

### **Annapolis Marriott Waterfront Hotel**

80 Compromise Street

Annapolis, Maryland 21401

(410) 268-7555

[www.annapolismarriott.com](http://www.annapolismarriott.com)

### **Loews Annapolis Hotel**

126 West Street

Annapolis, Maryland 21401

(410) 263-7777

[www.loewsannapolis.com](http://www.loewsannapolis.com)

### **O'Callaghan Hotel Annapolis**

174 West Street

Annapolis, Maryland 21401

(410) 263-7700

[www.ocallaghanhotels-us.com](http://www.ocallaghanhotels-us.com)

### **Best Western Annapolis**

2520 Riva Road

Annapolis, Maryland 21401

[http://www.bestwestern.com/prop\\_21044](http://www.bestwestern.com/prop_21044)

*A complete list of hotels for Annapolis and surrounding area is available by visiting the Annapolis Visitors Center website at [www.visitannapolis.org](http://www.visitannapolis.org) or calling (410) 280-0445*