

Questions contact:

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**This** is a review session for healthcare quality professionals who are preparing for the Certified Professional in Healthcare Quality (CPHQ) exam or who want to expand their existing quality management skills.

This course is designed as an adjunct to CPHQ exam preparation. Attendance provides no guarantee of successful completion of the CPHQ exam.

### Course Location

**Providence St. Peter Hospital**  
413 Lilly Rd NE  
Olympia, WA 98586

### DIRECTIONS:

#### I - 5 from Seattle

Take I-5 South to Exit 109 Martin Way, toward College/Sleater Kinney Rd. Turn Right onto Martin Way, follow to Lilly Rd NE. Turn right onto Lilly, follow to Providence St. Peter Hospital on the left.

#### I-5 from Centralia

Take I-5 North to Exit 107 for Pacific Ave. Turn right onto Pacific. Turn left onto Lilly Road NE. Stay on Lilly until you come to Providence St Peter Hospital on the left. *There is signage for Providence St. Peter Hospital from both directions*

### Recommended Textbooks (not required for session)

The Healthcare Quality Handbook 2016, 29th Edition:  
Editor Susan Mellott, PhD RN CPHQ CPPS FNAHQ  
To order, go to [jbqs.com](http://jbqs.com) and use the Coupon Code SUSAN\$29 at checkout.

Q Solutions: Essential Resources for the Healthcare Quality Professional, 3rd Edition Set

### Nearby Hotels

- **The Ramada Olympia** ▪ 4520 Martin Way E. ▪ Olympia WA 98516 ▪ 360-459-8866 (*discounted rates for ORAHQ CPHQ attendees; mention you are attending the conference at St. Peter hospital*)
- **The La Quinta Inn** ▪ 4704 Park Center Ave NE ▪ Lacey ▪ WA 98516 ▪ 360 412-1200
- **Holiday Inn Express and Suites** ▪ 4460 3<sup>rd</sup> Ave SE ▪ Lacey ▪ WA 98503 ▪ 360 491-7985
- For additional accommodations, search on-line "lodging in Olympia/Lacey Washington"

### Who will benefit from attending?

- Quality/Performance Improvement
- Strategic Planning
- Outcomes Management
- Organizational Development/Education
- Case Management
- Risk Management
- Health Information Management
- Infection Control
- Survey Coordination
- Home Health Care/LTC/Rehab
- Dental Management/Quality
- Health Care Consulting
- Behavioral Health
- Nursing Leadership/Education

### Course Instructor – Dr. Susan Mellott

Over the past 30 years, Dr. Mellott has focused on healthcare quality in multiple settings including hospitals, long-term care centers, home health settings, clinics, and networks. Dr. Mellott's qualifications include:

- President & CEO of Mellott & Associates, providing consulting services to healthcare facilities and groups
- Experience with decreasing costs, improving patient/customer satisfaction and quality while involving teams for the facility, including physicians and administrative staff
- Extensive experience with the survey process, in particular The Joint Commission Standards and surveys
- Currently contracting as clinical faculty for The National Association for Healthcare Quality
- A CPHQ and a Fellow for the National Association for Healthcare Quality
- Author of numerous publications and nationally recognized speaker on healthcare quality and performance improvement

### Agenda

### November 17

#### Day 1

8:00 – 8:30	Introduction & Test Taking Tips
8:30 – 9:15	Healthcare Basics
9:15 – 10:00	Quality Leadership
10:00 – 10:15	Break
10:15 – 12:00	Performance Measurement
12:00 – 12:45	Lunch
12:45 – 3:30	Performance Measurement (continued)
3:30 – 3:45	Break
3:45 – 5:00	Information Management

### Agenda

### November 18

#### Day 2

8:00 – 9:30	Information Management
9:30 – 9:45	Break
9:45 – 12:00	Information Management (continued)
12:00 – 12:45	Lunch
12:45 – 2:30	Patient Safety
2:30 – 3:00	Accreditation, Licensure, & Survey
3:00	Questions & Evaluation



### CEUs

This conference has been approved for **15.75** CPHQ Continuing Education hours from the National Association for Healthcare Quality

### Disclaimer

ORAHQ reserves the right to substitute faculty or rearrange the program due to unforeseen circumstances

**Register & Pay Online:** [www.OrAHQ.org](http://www.OrAHQ.org)

**No refunds after November 1, 2017**

Onsite registration is discouraged; we cannot guarantee handouts.

OR

**Register by Mail:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

This address is:  Home  Work

Preferred Phone #: \_\_\_\_\_

Preferred Email: \_\_\_\_\_

Place of Employment (for badge): \_\_\_\_\_

Job Title (for badge): \_\_\_\_\_

Primary Work Area (check one):

- Quality
- Performance Improvement
- Utilization Management
- Risk Management
- Infection Control
- Data Analysis/Decision Support
- Health Information Management
- Patient Care
- Other \_\_\_\_\_

Special needs:

Wheelchair  Service Animal  Other \_\_\_\_\_

Dietary Restrictions: \_\_\_\_\_

Register EIN: 93-0998491	OrAHQ Member	Non-member
<b>Early Bird</b> - On or Before October 9, 2017	\$200	\$275
October 10 – November 18th or on site	\$275	\$325

OrAHQ Membership is \$50.00 annually 1/1-12/31

Membership Registration: [www.OrAHQ.org](http://www.OrAHQ.org)

Mail payment to Paula Derr: 3700 NW Falcon Ridge, Bend, Oregon 97703.

**Make checks payable to OrAHQ**

**Envelope must be postmarked on or before October 9, 2017 to receive the EARLY BIRD RATE**

Paula Derr  
3700 NW Falcon Ridge  
Bend, Oregon 97703



## Oregon Association for Healthcare Quality proudly presents **CPHQ** **REVIEW COURSE**



**November 17 & 18,  
2017**  
**Providence St. Peter Hospital**  
**200 Room**  
**413 Lilly Rd NE**  
**Olympia, Washington 98586**

Sponsors:  **PROVIDENCE**  
St. Peter  
Hospital