

Learning Objectives

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.

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.

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

Recommended Textbook (Not required for session)

The Healthcare Quality Handbook, 2018, 30th Edition:

Editor Susan Mellott PhD, RN, CPHQ, CPPS, FNAHQ. To order, go to www.jbqs.com and use the Coupon Code - SUSAN\$29 at checkout.

HQ –Solutions: Essential Resources for the Healthcare Quality Professional, 4th Edition

Please visit www.oraHQ.org for more information and to register.

CEU's: This program has been approved through the National Association for Healthcare Quality (NAHQ) for 14.5 continuing education hours.

Oregon Association for Healthcare Quality (OrAHQ)

2018 CPHQ Review Course



Who should attend?

Quality and patient safety professionals, process improvement specialists, data analysts, case managers, infection control practitioners, health care consulting or anyone interested in a refresher in healthcare quality or looking to take the CPHQ exam

**Friday & Saturday
November 16th & 17th, 2018**

**Oregon Association
for Healthcare Quality**
proudly presents:



RiverBend Annex

Shasta Room

**123 International Way
Springfield, Oregon 97477**



Registration Form

Oregon Association for Healthcare Quality
2018 Educational Conference

Name _____

Title _____

Organization _____

Address _____

City, State, Zip _____

Phone () _____

Fax () _____

E-mail _____

Registration Fees

OrAHQ Member

\$200 by Oct 19, 2018
\$275 after Oct 19, 2018

Non-Member

\$275 by Oct 19, 2018
\$325 after Oct 19, 2018

Wheelchair

Service Animal

Dietary Restrictions

Register online at OrAHQ.org

By mail, send registration form & check payable to:

OrAHQ (Tax ID # 93-0998491)

Paula Derr, 3700 NW Falcon Ridge
Bend, OR 97703

100% refund if cancellation received by Oct 25th

Cancellations: You may cancel registration through Oct 26, 2018 minus a \$25 fee. Cancellations made between Oct 27 thru Nov 2, 2018 will be refunded at 50% of the registration fee. We regret that we are unable to process refunds after Nov 3, 2018. We reserve the right to issue refunds by check for registrations paid for by credit card. Cancellation funds are not able to be credited to a future event.

Parking: Complimentary parking in parking lot at front of the building.

2018 CPHQ Review Course

November 16th, 2018

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
3:30 – 3:45	Break
3:45 – 5:00	Information Management

November 17th, 2018

8:00 – 9:30	Information Management
9:30 – 9:45	Break
9:45 – 12:00	Information Management
12:00 – 12:45	Lunch
12:45 – 2:30	Patient Safety
2:30 – 3:00	Accreditation, Licensure & Survey Questions and Evaluations
3:00	Questions and Evaluations

Speaker Information

Over the past 30 years, Dr. Susan 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 which provides 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, specifically The Joint Commission standards and surveys.
- Currently contracted 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.

Hotels

Courtyard Eugene/ Springfield

3443 Hutton, Springfield, OR 97477
541-736-2121

Holiday Inn Express & Suites

3480 Hutton St, Springfield, OR 97477
541-746-8471

Comfort Suites

969 Kruse Way, Springfield, OR 97477
541-746-5359

Questions: mdsutch@icloud.com

Disclaimer: OrAHQ reserves the right to substitute faculty or rearrange program material due to unforeseen circumstances.