

WHO SHOULD ATTEND?

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.

WHAT TO BRING

The recommended reading is: *The Healthcare Quality Handbook (23rd ed.): A Professional Resource and Study Guide* by Janet Brown, RN, CPHQ, FNAHQ.

You may order the handbook through TAHQ at the price of \$157. Please mark the appropriate box on the registration form to confirm your handbook order. You will receive your handbook at the course registration table.

You may also purchase this handbook by contacting Janet Brown at www.jbqualitysolutions.com or the National Association for Healthcare Quality at www.NAHQ.com.

COURSE LOCATION

August 7-8, 2008, Austin, Texas

The Mansion at Judges Hill
1900 Rio Grande
Austin, TX 78705

Save the Date:

The TAHQ Annual Conference and Membership Meeting will be October 23-24, 2008 in San Antonio, Texas. The brochure and registration form will be mailed out in July and posted on the TAHQ website at www.txquality.org when finalized.

FOR QUESTIONS CONTACT

- Kim Sprattley, toll free (877) 756-4400 or email kim.sprattley@txquality.org

TWO DAY WORKSHOP

Thursday, 8:00 am to 5:00 pm

8:00-8:30 Introduction
8:30 - 9:45 Healthcare Quality Concepts
9:45 - 10:00 Break
10:00 - 10:45 Healthcare Quality Concepts (cont.)
10:45 - Noon Strategic Leadership
Noon - 12:45 Lunch
12:45 - 2:30 Quality Systems Management
2:30 - 2:45 Break
2:45 - 4:30 Performance Improvement
4:30 - 5:00 Questions & Evaluation

Friday, 8:00 am to 3:00 pm

8:00 - 9:45 Performance Improvement (continued)
Information Management
Break
9:45 - 10:00 Information Management (continued)
Lunch
10:00 - Noon Information Management (continued)
Lunch
12:45 - 1:15 Information Management (continued)
Break
1:15 - 1:30 Information Management (continued)
1:30 - 2:30 Questions & Evaluation
2:30 - 3:00

REGISTRATION

Registration deadline:

August Course— July 30, 2008

Registration or handbook order is not complete without payment. Registration at the door will be allowed on a space available basis. TAHQ reserves the right to cancel due to unforeseen circumstances. Speakers may be subject to change.

CANCELLATION POLICY

ALL CANCELLATIONS MUST BE IN WRITING.

A \$25.00 processing fee will be charged for all cancellations. Attendee substitutions can be made at any time. No refunds will be made on cancellations postmarked after July 20, 2008 for the August course.

HOTEL ACCOMMODATIONS

The Mansion at Judges Hill

1900 Rio Grande
Austin, TX 78705
800-311-1619
Rooms \$139.00
Parking Complimentary

INSTRUCTOR

Susan Mellott, PhD, RN, CPHQ, FNAHQ
CEO/Healthcare Consultant
Mellott & Associates

Over the past twenty years 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 with decreasing costs, improving patient/customer satisfaction and quality, while involving teams from the facility, including physicians and administrative staff. She has extensive experience with the survey process, especially with the Joint Commission on Accreditation of Hospitals (JCAHO) standards and surveys. Currently, Dr. Mellott contracts as clinical faculty for NAHQ, as well as an independent healthcare consultant to all types of healthcare facilities and systems. Dr. Mellott is an Adjunct Associate Professor at Texas Women's University. Dr. Mellott has been a Fellow of the NAHQ since 1999.

CEUs

Application has been made to the Texas Nurses Association for 14.9 contact hours of Type I continuing nursing education.

Approval for 14.9 continuing education hours for CPHQ recertification by the HQCB is pending.