

Interested in taking the Certified Professional in Healthcare Quality (CPHQ) exam this year? Don't miss out on this opportunity!

REGISTRATION FORM

Name _____

Credentials _____

Organization Title _____

Mailing Address _____

City/State/Zip _____

E-mail (so that we may confirm your registration) _____

Work Phone # _____

Fax # _____

I would like to order The Healthcare Quality Handbook for an additional fee of \$157.

I consent to release my information in order to compile an attendee list.

Texas Association for Quality
P.O. Box 852789
Mesquite, TX 75185

Registration fee for the April course is due by April 2, 2009.

PAYMENT INFORMATION

- ◇ TAHQ Member \$219.00
- ◇ Non-TAHQ Member \$269.00
- ◇ To Join TAHQ \$50.00

Membership applications can be downloaded at www.txquality.org.

Paying by Check: Mail registration and check to: TAHQ, P.O. Box 852789, Mesquite, TX 75185

Paying by Credit Card: Mail registration to the address listed above with credit card information or fax to 972-285-0357

Amount: \$ _____

Circle One: Visa Mastercard
American Express

Credit Card Number

Expiration Date

Print Card Holder's Name as it Appears on the Card

Signature

The Texas Association for Healthcare Quality

Proudly Presents:

Spring 2009
Healthcare Quality
Management
Session



April 16-17, 2009
McKinney, Texas

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.

RECOMMENDED TEXTBOOK

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 LOCATIONS

April 16-17, 2009, McKinney, Texas

The Medical Center of McKinney
4500 Medical Center Drive
McKinney, TX 75069
Education Classrooms 3 and 4

Save the Date:

The Fall course will be August 6-7, 2008 in Houston, Texas. The Fall course information and registration form will be mailed out in May 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 & Test Taking Tips
8:30 - 9:45 Healthcare Quality Concepts
9:45 - 10:00 Break
10:00 - 11:00 Healthcare Quality Concepts (cont.)
11:00 - Noon Strategic Leadership
Noon - 12:45 Lunch
12:45 - 2:30 Quality Systems Management
2:30 - 3:00 Performance Improvement
3:00 - 3:15 Break
3:15 - 4:30 Performance Improvement (cont.)
4:30 - 5:00 Questions & Evaluation

Friday, 8:00 am to 3:00 pm

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

REGISTRATION

Registration deadline:

April Course— April 2, 2009

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 March 26, 2009 for the April course.

HOTEL OPTIONS

Comfort Suites

1590 North Central Expressway
McKinney, TX 75070
972-548-9595
Rooms \$79.00

Hilton Garden Inn

705 Central Expressway
Allen, TX 75103
214-547-1700
Rooms \$119.00

INSTRUCTOR

Susan Mellott, PhD, RN, CPHQ, FNAHQ
President
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 is president & owner of Mellott & Associates, a healthcare quality consulting firm. Dr. Mellott and her associates have experience with decreasing costs, improving patient/customer satisfaction and quality, while involving teams from the facility, including physicians and administrative staff.

Dr. Mellott has extensive experience with the survey process, especially with the Joint Commission standards and surveys. Currently, Dr. Mellott also contracts as faculty for NAHQ. Dr. Mellott is also an Adjunct Associate Professor at Texas Women's University. Dr. Mellott has been certified as a CPHQ since 1991 and 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.