

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 \$174.

I do not consent to release my information in order to compile an attendee list.

Texas Association for Healthcare Quality
P.O. Box 5160
Bryan, TX 77805

Registration fee for the April course is due by April 15, 2010.

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 5160, Bryan, TX 77805

Paying by Credit Card: Mail registration to the address listed above with credit card information or fax to (979) 703-8235

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 2010
Healthcare Quality
Management
Session**

Tarrant County Public Health
1101 S. Main Street
Fort Worth, TX 76104



**April 22-23, 2010
Fort Worth, 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 a price of \$174. It retails for \$185 (excluding shipping). 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 22-23, 2010, Fort Worth, Texas

Tarrant County Public Health
1101 S. Main Street
Fort Worth, TX 76104
Baker Education Classroom

Save the Date:

The Fall course will be August 5-6, 2010 in Austin, Texas. The TAHQ Annual Conference will be held in Dallas on October 28-29, 2010. Please visit www.txquality.org for more information.

FOR QUESTIONS CONTACT

• Samara Sanchez, toll free (877) 756-4400 or email info@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 15, 2010

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 April 8, 2010 for the April course.

HOTEL OPTIONS

Hotel Trinity InnSuites

2000 Beach St.
Fort Worth, TX, 76103
Hotel Info: (888)619-2754
Rooms \$79.00/night Distance: 3.22 miles

Holiday Inn Express Hotel and Suites

1111 W. Lancaster Ave.
Fort Worth, TX, 76102
Hotel Info: (800)345-8082
Rooms \$139.00/night Distance: 1.8 miles

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.