

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 _____

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 380708, San Antonio, TX 78238

Registration fee for the August course is due by July 28, 2010

PAYMENT INFORMATION

- ◇ TAHQ Member \$219.00
- ◇ Non-TAHQ Member \$269.00
- ◇ To Join TAHQ \$50.00 (and qualify for member rate \$219.00)
- ◇ Late fee \$25 if past July 28th deadline

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

Paying by Check: Mail registration and check to: TAHQ, P.O. Box 380708, San Antonio, TX 78238.

Paying by Credit Card: Mail registration to the address listed above with credit card information or scan to info@txquality.org

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:

Fall 2010
Healthcare Quality Management Session

Dell Children's Hospital
4900 Mueller Boulevard,
Austin, TX 78723



August 5-6, 2010
Austin, 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 (25th 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

August 5-6, 2010, Austin, Texas

Dell Children's Hospital

4900 Mueller Boulevard,

Austin, TX 78723

Signe Auditorium—3rd Floor

Save the Date:

The **TAHQ Annual Conference 2010** - in collaboration with NTAHQ & DFWAHQ will be held on Oct 28-29, 2010 in Dallas, TX. 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:

August Course— July 28, 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 July 28, 2010 for the August course.

HOTEL OPTIONS

Ramada

919 East Koenig Lane
Austin, TX 78751
Hotel Info: (512) 454-1144
Rooms \$59.99/night Distance: 1.86 miles

Embassy Suites Austin Central

5901 N IH 35
Austin, TX 78723
Hotel Info: (512) 454-8004
Rooms \$139.00/night Distance: 1.98 miles

* Room quotes are as of the publish date of this brochure. No rooms will be blocked off for this event as the amount of attendees cannot be confirmed in advance.

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.