

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 informa-

**TAHQ OFFICE—Contact Information**  
P.O. Box 380708, San Antonio, TX 78238  
Email: [info@txquality.org](mailto:info@txquality.org) Fax: 210-520-6280

**Registration fee for the Spring course is due by March 23, 2011**

### 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 past March 23rd deadline**

*Membership applications can be downloaded at [www.txquality.org](http://www.txquality.org).*

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

**Paying by Credit Card:** Fax, mail, or scan to email your registration form with payment information or pay through your [www.txquality.org](http://www.txquality.org) account

**\*Please refer to TAHQ Office contact information on this brochure**

**Amount:** \$ \_\_\_\_\_

**Circle One:** Visa    MC    Disc

**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 2011  
Healthcare Quality  
Management  
Session**

**Medical City Dallas  
Hospital**  
7777 Forest Lane,  
Dallas TX 75230



**March 31 - April 1, 2011**  
**Dallas Area**

## 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](http://www.jbqualitysolutions.com) or the National Association for Healthcare Quality at [www.NAHQ.com](http://www.NAHQ.com).

## COURSE LOCATIONS

**March 31-April 1, 2011, Dallas, TX**

**Medical City Dallas Hospital**

7777 Forest Lane,  
Dallas, TX 75230  
City Hall - Level 2

### Save the Date:

The **TAHQ Annual Conference 2011** - in collaboration with TGC&HQ will be held on Oct 20-21, 2011 in Houston, TX. Please visit [www.txquality.org](http://www.txquality.org) for more information.

## FOR QUESTIONS CONTACT

· Samara Sanchez, toll free (877) 756-4400 or email [info@txquality.org](mailto: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:

Spring 2011 Course— March 23, 2011

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 23, 2011 for the spring course.

## HOTEL OPTIONS

### **Hyatt Place Dallas/Park Central**

12411 N Central Expressway  
Dallas, TX 75243  
Hotel Info: (972) 458-1224  
Rooms \$89.99/night Distance: 0.72 miles  
\*complimentary shuttle

### **Crowne Plaza Suites Dallas Park Central**

7800 Alpha Road  
Dallas, TX 78240  
Hotel Info: (972) 233-7600  
Rooms \$89.00/night Distance: 1.52 miles  
\*complimentary shuttle

\* 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

TAHQ has requested up to 14.9 nursing contact hours for successful completion of these educational activities. The Texas Association for Healthcare Quality is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

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