



Promoting quality healthcare through
education and professional
collaboration

ILLINOIS ASSOCIATION FOR HEALTHCARE QUALITY

HEALTHCARE QUALITY MANAGEMENT: REVIEW AND STUDY COURSE

March 15 and 16, 2012

Sherman Hospital

1425 N. Randall Road

Elgin, IL 60123

Are you:

- ✓ Preparing for the Certified Professional in Healthcare Quality (CPHQ) exam?
- ✓ New to, or interested in, improving performance in your organization?
- ✓ Wanting to stay current with the trends in healthcare quality?
- ✓ Looking for a better way to manage your organization's data?

This course may be just what you need!

Here is what some of your colleagues who participated in previous classes have said:

- I am very anxious to take the exam. I feel very prepared, thanks to this course (almost 10 years of experience!)- Jane M.
- Relaxed learning environment, with examples, interactions with leader and class- Terry D.
- Comprehensive course; information well presented with focus on key areas- Cynthia B.
- Instructor knowledgeable, accommodating and easy to listen to- Nancy G.

This activity was approved by the National Association for Healthcare Quality for 14 hours of CPHQ CE credit.

This 2 day program, led by **Susan Hamstra RN BS CPHQ**, will cover the following:

Day 1

8:00-8:15 Introduction
8:15-9:45 **Healthcare Quality Concepts**
9:45 Break
10:00-10:45 **Healthcare Quality Concepts**
10:45-12:00 **Strategic Leadership**
12:00 Lunch
12:45-2:45 **Quality Systems Management**
2:45-3:00 Break
3:00-4:30 **Performance Improvement Processes**
4:30-5:00 Questions and Evaluation

Day 2

8:00-9:00 **Performance Improvement Processes**
9:00-9:45 **Information Management**
9:45 Break
10:00-12:00 **Information Management**
12:00 Lunch
12:45-1:30 **Information Management**
1:30 Break
1:45-2:15 **Information Management**
2:15-2:45 **People Management**
2:45-3:30 **Standards and Surveys/Programs & Legislation**
3:30-4:00 Questions and Evaluation

This course is designed as an adjunct to CPHQ exam preparation. Attendance provides no guarantee of successful completion of the CPHQ Exam.

Registration includes the 26th edition of "The Healthcare Quality Handbook: A Professional Resource and Study Guide" by Janet Brown, a \$185.00 value. This will be the only source of education materials provided for the study course. Lunch are included for both days.

Name/Credentials: _____

Position: _____

Organization: _____

Address: _____

Telephone: _____

Email: _____

____ IAHQ Member Registration \$350.00

____ Join IAHQ and Registration \$400.00

____ Non-Member \$425.00

Please make check payable to **Illinois Association for Healthcare Quality**. Registration and payment can be mailed to:

IAHQ
PO Box 350
Kenilworth, IL 60043-0350

Registration can also be submitted online at www.iahq.net (Please note that IAHQ uses PayPal as its credit card vendor. Some corporate credit cards will not allow their use with PayPal so please check your company policies.) Registration is not complete without payment.

Seating is limited for this course and payment must be received by Monday March 5, 2012. No registrations will be accepted at the door.

Confirmation of registration and payment received will be sent by email. Cancellations must be made by Monday March 5 for a refund. A \$25.00

processing fee will be applied. Attendee substitutions may be made. IAHO reserves the right to cancel the CPHQ Review and Study course due to minimum registration requirements. If you have questions, please contact Kerry Wrigley at 618-257-5328 or kwrigley@memhosp.com.