

Review and Study Course For The Healthcare Quality Certification Board Exam CPHQ

FACT SHEET

Introduction

This five days course is designed for healthcare quality professionals who are seeking certification by the Healthcare quality Certification Board. The course is an intensive review for the comprehensive body of knowledge that is designed according to the new content outline of the CPHQ Exam.

Candidates must have background and experience in healthcare quality to benefit from this condensed course. The participants will have live examples from health care organizations that help in the application questions of the exam. A variety of learning methods will be used to ensure full participation during the course. Sample questions will be answered during the course.

Who should attend?






This course is intended as a review for healthcare quality professionals who are preparing for the CPHQ examination or who want to sharpen their existing quality management skills, or others who want to expand their existing quality and performance improvement skills.

This course is a supplement to CPHQ examination preparation activities. Attendance to this course provides no guarantee of successful completion of the CPHQ examination.

Teaching Methods:

The instructors will use a variety of adult learning methods to ensure that participants are capturing the basic concepts and the knowledge in a way that takes into consideration the variations in background.

The purpose is to review and wrap up all the content outline of the CPHQ Exam, Including the application aspects. Methods include but not limited to:

-  Power point presentations and discussions
-  Demonstrations
-  Small group work
-  Case studies
-  Reviewing Questions and Answers.

What does the course cover?

The 5-day CPHQ course covers the next main topics:

1. Management and Leadership (Strategic and Operational roles)
2. Information Management
 - ✓ Design and Data Collection
 - ✓ Measurement
 - ✓ Analysis
 - ✓ Communication
 - ✓ Implementation
3. Performance Measurement and Improvement
 - ✓ Planning
 - ✓ Implementation
 - ✓ Education and Training
 - ✓ Evaluation/Integration
4. Patient Safety (Strategic and Operational)



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Learning Objectives

By the end of the course participants will be able to:

1. Explain the basic healthcare quality concepts
2. Participate in organization-wide strategic planning including development of mission, vision, goals, objectives and leadership values and commitment
3. Facilitate establishment of a performance improvement oversight group, performance Improvement teams and Quality champions
4. Identify the need/appropriate structure for team(s); lead, facilitate, and/or participate on teams
5. Participate in preparing/managing operating budgets and conducting cost/benefit analysis, assess quality management elements of contracts and monitor the activities of consultants (e.g., quality and patient safety)
6. Contribute to development and revision of a written plan for and case/care/disease/utilization management programs
7. Contribute to development and revision of a written plan for a risk management program
8. Coordinate a patient safety program
9. Maintain confidentiality of performance improvement activities, records, and reports
10. Perform or oversee data collection methodology using knowledge of epidemiological theory of data collection and analysis
11. Use basic statistical techniques to describe data (e.g., mean, standard deviation)
12. Use or coordinate the use of statistical process control components (e.g., common and special cause variation, random variation, trend analysis)
13. Use the results of statistical techniques to evaluate data (e.g., t-test, regression)
14. Use epidemiological theory in data collection and analysis
15. Integrate results of data analysis into the performance improvement process
16. Integrate outcome of risk management assessment into the performance improvement process
17. Integrate outcome of utilization management assessment into the performance improvement process
18. Facilitate change within the organization through education
19. Develop/provide survey preparation training (e.g., accreditation, licensure, or equivalent)
20. Compile and write performance improvement reports
21. Integrate quality concepts within the organization
22. Coordinate the dissemination of performance improvement information within the organization



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