



ARIZONA ASSOCIATION  
for HEALTHCARE QUALITY

# CPHQ Review Course

Saturday September 5, 2009

Carl T. Hayden VAMC

650 E. Indian School Road

Phoenix, AZ 85012

Have you thought about becoming certified in healthcare quality?

This course will help you prepare to take the CPHQ exam. All handouts are provided so you don't need to purchase a separate book for this course.

Approved by the National Association for Healthcare Quality for 8.0 CE hours.

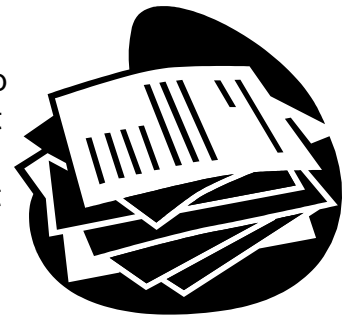
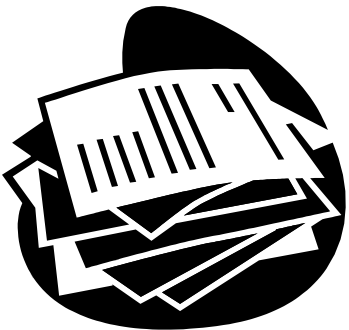
If you have questions about the program, please contact:

Nancy Claflin RN PhD CCRN CPHQ FNAHQ

602 277-5551, extension 7333 pager 602 779-3921

## Agenda

|                |                         |
|----------------|-------------------------|
| 7:15—7:30am    | Registration            |
| 7:30—8:30 am   | Management & Leadership |
| 8:30—9:45am    | Performance Improvement |
| 9:45—10:00am   | Break                   |
| 10:00—11:30 am | Performance Improvement |
| 11:30—12:30 pm | Patient Safety          |
| 12:30—1:00 pm  | Lunch                   |
| 1:00—2:30 pm   | Information Management  |
| 2:30—2:45 pm   | Break                   |
| 2:45—4:00 pm   | Information Management  |
| 4:00—4:30pm    | Wrap Up & Evaluation    |



**Program Fee: \$125.00 for AzAHQ Member; \$160.00 for Non-AzAHQ Members**  
**Includes: 7 CPHQ credits, continental breakfast, lunch and snack.**

Register by logging into the AzAHQ website: <http://www.azahq.org/>

Click on Education. Under Educational Events, if you are a member, click on the member price, then log in using your username and password. Click on Select Product. Click on Select Payment Method. If you are not a member, click on the non member price, and you are taken to a similar screen. You can pay online using Paypal, or you can select Offline payment and mail your check to:

Holly Grems  
AzAHQ Association Manager  
20118 N. 67<sup>th</sup> Avenue, Suite 300-470  
Glendale, AZ 85308

This course will help you assess your readiness to take the CPHQ certification examination. Although there are no minimum education or experience criteria, the Healthcare Quality Certification Board recommends that each candidate take the time to assess and judge his/her own readiness to apply to take the CPHQ examination, particularly those individuals who haven't worked in the healthcare quality field for two years.

The examination is designed to test the knowledge, skills, and abilities of effective quality management professionals who have been performing a majority of the tasks on the examination outline for two years. The examination does not test at the entry level and is not appropriate for entry level candidates

*The class will be held in the building marked T 7 below. There is a traffic light between buildings 4 & 5 in the bottom center of the map below. Turn west into the medical center at the first driveway just north of that light (the first light north of Indian School.) Building 8 (T8) will be on your immediate right as you turn in, and building 7 (T 7) is right next to it.*



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