

*Directions:*

**Good Samaritan Hospital  
5601 Loch Raven Boulevard  
Baltimore, MD 21239  
410-532-8000**

Good Health Center Conference Room A - located on the 2nd floor above the Emergency Department. Free parking is available in the Emergency Department Parking Garage which is below the ED building.

**From the Northeast**

Take I-695 to Loch Raven Boulevard, South. Alternatively, take either Harford Road, Perring Parkway or Belair Road South, make a right onto Northern Parkway and then a left onto Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

**From the Northwest**

Take I-695 to I-83 South. Exit onto Northern Parkway, East. Turn right at Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

**From the South**

Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.

**From BWI Airport**

Take I-195 west (exit from airport). Follow to I-95 North (toward Baltimore). Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne

Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.

Mail registration to:  
MAHQ  
P.O. Box 703  
Arnold, MD 21012

## **CPHQ STUDY COURSE**

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**SATURDAY**

**November 10, 2007**

**8:00 AM – 5:00 PM**

**Good Samaritan Hospital**



*Sponsored by*

*The Maryland Association  
for Healthcare Quality*

*Approved for 7.5 continuing education hours for  
CPHQ recertification by HQCB*

## Healthcare Quality Management: Review and Study Session (8 am–5 pm)

### Objectives:

1. To introduce and review concepts of health care quality methods, information management, application strategy and leadership, change management and innovation, and continuous readiness relating to the health care delivery and management. (Outline for CPHQ Exam)
2. To set forth a study strategy for the exam.

This workshop is designed to help those who are planning to take the CPHQ examination to focus their study.

This is an excellent course to learn about the realm of quality measurement in organizations.

The book *Q Solutions* is strongly recommended in preparation for the exam. *Q Solutions* may be ordered in advance online at: <http://www.nahq.org> or by calling 800/966-9392.

### Please note:

***Completion of the Healthcare Quality Management: Review and Study Session does not guarantee a passing grade on the examination, but it will help you focus your study.***

Janet Spinks RN, MS, CPHQ, CAAMA  
Spinks & Associates LLC  
Health Care Consultant

Continental breakfast and afternoon snack provided.

## CPHQ Study Course

### Agenda

- 8:00– 8:30 am Introduction/Test Taking Tips
- 8:30–10:15 am Foundation, Techniques and Tools
- 10:15–10:30 am Break
- 10:30–11:00 am Foundation, Techniques and Tools
- 11:00–12:00 pm Using Data for Improvement: The Toolkit (Disk 2)
- 12:00–1:00 pm Lunch (on own)
- 1:00–2:15 pm Strategy and Leadership
- 2:15–3:00 pm Continuous Readiness
- 3:00–3:15 pm Break
- 3:15–4:15 pm Change Management and Innovation
- 4:50–5:00 pm Wrap-up/Evaluation

### Contact person:

Janet Spinks, RN, MS, CPHQ, CAAMA  
Email: [spinksj@msn.com](mailto:spinksj@msn.com)

### Check out our website:

<http://www.mdahq.org>

## CPHQ STUDY COURSE

November 10, 2007  
Good Samaritan Hospital

### Registration

Registration \$175.00

2008 MAHQ Annual Membership  
\$35.00 (paid on-site at the door)

MAHQ is a 501(c) (3) Federal Tax exempt Association

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Employer: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Total Fees: \_\_\_\_\_

On-site registration is available on a first come basis. Space is limited and pre-registration is strongly recommended.

### Mail registration and check to:

MAHQ  
P.O. Box 703  
Arnold, MD 21012