

**ONLINE REGISTRATION IS ENCOURAGED**

However if registering by mail, envelope must be postmarked by September 1<sup>st</sup> to receive early discount.

Make checks payable to VAHQ & mail to VAHQ at:  
P.O. Box 71013, Richmond, VA 23255-1013

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

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

State: \_\_\_\_\_ Zip: \_\_\_\_\_

This address is:  Home  Work

Preferred Phone #: \_\_\_\_\_

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

Place of Employment (for badge): \_\_\_\_\_

\_\_\_\_\_

Job Title (for badge): \_\_\_\_\_

Primary Work Area (check one):

- Quality
- Performance Improvement
- Utilization Management
- Risk Management
- Infection Control
- Data Analysis/Decision Support
- Health Information Management
- Patient Care
- Other \_\_\_\_\_

Will you need a vegetarian meal?  Yes  No

Will you need special seating accommodations?

- No  Yes  Wheelchair  Service animal

Register:	VAHQ Member	Non-Member*
Before Sept 1 <sup>st</sup>	\$225	\$275
Sept 2 <sup>nd</sup> - 19 <sup>th</sup>	\$250	\$300
After Sept 19 <sup>th</sup> or Onsite**	\$300	\$350

\* Membership application available at [www.vahq.org](http://www.vahq.org)

\*\* Onsite registration is discouraged. We cannot guarantee handouts and a meal on Day 2.

VAHQ  
P.O. Box 71013  
Richmond, VA 23255-1013

# Virginia Association for Healthcare Quality

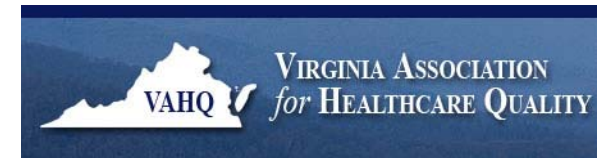
**PROUDLY PRESENTS:**

## Certified Professional in Healthcare Quality Review Course

**September 30 – October 1, 2008**

**Wintergreen Resort**

**Wintergreen, VA**



**Register online at [www.vahq.org](http://www.vahq.org)**

## WHO SHOULD ATTEND?

This 1½-day course is designed to help those who are planning to take the examination to become a Certified Professional in Healthcare Quality (CPHQ), or who those want to expand their existing quality management skills. The course will follow the exam matrix, presenting information in the following areas:

- Management & Leadership
- Information Management
- Performance Measurement & Improvement
- Patient Safety

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

## RECOMMENDED READING

*Q Solutions: Essential Resources for the Healthcare Quality Professional.* Can be purchased online at [www.NAHQ.org](http://www.NAHQ.org)

or

*The Healthcare Quality Handbook: A Professional Resource and Study Guide,* by Janet A. Brown. Can be purchased online at [www.jbqualitysolutions.com](http://www.jbqualitysolutions.com)

## CEUs

This activity will be submitted to the National Association for Healthcare Quality for CPHQ CE credit.

Did you know that VAHQ's **Virginia Neal Education Grant** provides funds for a current VAHQ member to take the CPHQ exam? If you are going to take the CPHQ examination this year, consider applying for the Virginia Neal Grant. The deadline to apply is August 1<sup>st</sup>. For more information and an application, go to [www.vahq.org](http://www.vahq.org)

## WHO WILL BENEFIT FROM ATTENDING?

- Quality/Performance Improvement
- Strategic Planning
- Outcomes Management
- Organizational Development/Education
- Case Management
- Risk Management
- Health Information Management
- Infection Control
- Survey Coordination
- Home Health Care
- Long-Term Care
- Health Care Consulting

## COURSE INSTRUCTOR - DR. SUSAN MELLOTT

Over the past thirty years, Dr. Mellott has focused on healthcare quality in multiple settings including hospitals, long-term care centers, home health settings, clinics, and networks. Dr. Mellott 's qualifications include:

- President and CEO of Mellott & Associates, which provides consulting services to healthcare facilities and groups.
- Experience with decreasing costs, improving patient/customer satisfaction and quality, while involving teams for the facility, including physicians and administrative staff.
- Extensive experience with the survey process, especially the Joint Commission on Accreditation of Hospitals (JCAHO) standards and surveys.
- Currently contracting as clinical faculty for JCAHO.
- A CPHQ and a Fellow for the National Association for Healthcare Quality.
- Author of numerous publications and nationally recognized speaker on healthcare quality and performance improvement.

VAHQ reserves the right to cancel due to unforeseen circumstances.

## 1½-DAY CPHQ REVIEW COURSE

By Dr. Susan Mellott

Day 1 – Tuesday, September 30, 2008  
1:00 p.m. to 5:00 p.m.

Day 2 – Wednesday, October 1, 2008  
8:00 a.m. to 5:00 p.m.

**REGISTRATION DEADLINE SEPTEMBER 19<sup>TH</sup>**

**Go green and register online at**  
[www.vahq.org](http://www.vahq.org)

## For Questions Contact:

Mary Turner  
804.379.4364 or [mturner@xallo.com](mailto:mturner@xallo.com)  
Denise Russell  
804.628.4687 or [drussell2@mcvh-vcu.edu](mailto:drussell2@mcvh-vcu.edu)

## For Hotel Information & Directions go to:

<http://www.wintergreenresort.com/>

or call 1.800.926.3723

To receive the conference room rate, be sure to mention VAHQ when making reservations.

This course is immediately prior to the **Annual VAHQ Education Conference** held at the same location on October 2-3, 2008. "Beyond the Horizon-The Future of Healthcare Quality"

Register online at [www.vahq.org](http://www.vahq.org).  
Credit cards accepted online.