

VAHQ Offers a CPHQ Preparation Course October 13-14, 2009

VAHQ is proud to present a 1½ day **CPHQ Preparation Course** on October 13-14, 2009 at the Fredericksburg Hospitality House in Fredericksburg, Virginia. Day 1 will begin at 8:00 a.m. and end at 5:00 p.m. Day 2 will begin at 8:00 a.m., ending at 12:00 noon. The instructor will be Nancy Claflin, RN, PhD., CCRN, CPHQ, FNAHQ.

Dr. Claflin received her CPHQ in 1987 and has 30 years experience in Quality Management. She is a highly respected instructor for the CPHQ Course and her qualifications include:

- Currently serves as the Associate Chief of Nursing Service for Operations in the Phoenix VA Healthcare System, and is responsible for over 700 nursing service employees
- Serves as Chair of the Nursing Quality Council
- Active member of the Arizona Association of Healthcare Quality since 1985, including serving on the Executive Team as President and other positions
- Active member of NAHQ since 1987, serving on several committees and task forces, as well as the Board of Directors (1995-1998) and President of NAHQ in 2003-2004.
- NAHQ Fellow in 1999
- NAHQ Distinguished Member Award in 2007
- Over 24 publications in professional journals and books
- Presented 41 review and study sessions, as well as 47 presentations on nursing and hospital-wide quality

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 those who 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, and 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*. This can be purchased online at www.NAHQ.org. or *The Healthcare Quality Handbook: A Professional Resource and Study Guide* by Janet A. Brown, which can also be purchased online at www.jbqualitysolutions.com.

This course will be submitted to the National Association of Healthcare Quality for CPHQ CE credit. The CPHQ Course costs \$325 for VAHQ Members and \$375 for non-members. Register before September 15th to take advantage of a \$25 early bird discount. For questions contact: Mary Turner (mturner@xallo.com) or Debra Croy (dycroy@carilion.com). For hotel information & reservations, go to: http://reservations.ihotelier.com/crs/g_reservation.cfm?groupID=286409&hotelID=15003, or phone the Fredericksburg Hospitality House at 1.800.682.1049. Be sure to tell them that you are with the VAHQ group to take advantage of the special \$99 room rate.

This course is immediately prior to the **Annual VAHQ Education Conference**, which will be held at the same location on October 15-16, 2009.

Register for the CPHQ Preparation Course and/or the VAHQ Educational Conference online at www.vahq.org
Credit cards accepted online

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 September 1st. For more information and an application, go to www.vahq.org