

## Program Highlights

This course uses content developed by the National Association for Healthcare Quality and addresses:

- management and leadership
- information management
- patient safety
- training and communication
- performance measurement and improvement

## Who Should Attend

This is a review session for healthcare quality professionals who :

- are preparing for the CPHQ exam
- want to expand their existing quality management skills
- need continuing education hours to renew their CPHQ certification

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

## Course Text and Reference

The primary reference for the course is the NAHQ Q-Solutions Text. It is not necessary to have this text with you during the course, but you may wish to purchase it to prepare for the exam. You may order from NAHQ at: 800-966-9392 or [www.nahq.org](http://www.nahq.org)

An additional recommended reference: Healthcare Quality Handbook (21<sup>st</sup> ed): A Professional Healthcare Guide, by Janet Brown. Order directly from Janet Brown at:626-797-3074 or ([www.jbqualitysolutions.com](http://www.jbqualitysolutions.com)) (register for the course and request an order form to get the text directly from Janet Brown for a \$30 discount)



# Florida Association for Healthcare Quality

*Presents:*

## CPHQ Review Course

Friday & Saturday,

October 1-2, 2010

*at*

**Shands Jacksonville Medical Center**

**580 West 8th Street**

**Jacksonville, FL 32209**

**DATE: October 1-2, 2010**

**TIME: 8:00 am to 5:00 pm Friday,  
8:00 am to 12:30 pm Saturday**

Continental breakfasts, snacks, Day 1 lunch included

### Location of class

#### **Tower II-Banquet Room**

Shands Jacksonville Medical Center  
(Shands & UF)

580 West 8th Street  
Jacksonville, Florida 32209  
904-244-3512

### **Directions:**

**From North:** Take I-95 South to 8th St.. Go East on 8th St to the Shands/UF Twin Towers on your right opposite the Clinical Center. Turn Right into the drive and turn right into the parking lot.

**From the South:** Take I-95 North across the St. Johns River and past I-10 to 8th St.. Go East on 8th St to the Shands/UF Twin Towers. Turn Right into the drive and turn right into the parking lot.

**From the West:** Take I-10 East to I-95 North. Take I-95 North to 8th St.. Go East on 8th St to the Shands/UF Twin Towers on your right opposite the Clinical Center. Turn Right into the drive and turn right into the parking lot.

**Parking and Classroom:** Place a copy of your FAHQ brochure on your dash. Go into the main entrance, turn right towards Tower II. Walk to the end of the hall and take the elevator to the 10th floor and follow signage to the Banquet Room.

**Early Registration Rates end September 8, 2010**

*Add \$25.00 to fees after that date*

\_\_\_\_\_ \$259.00 Member of FAHQ (State Association)

\_\_\_\_\_ \$299 New FAHQ Member with registration

\_\_\_\_\_ \$309.00 Non-Members

\_\_\_\_\_ **CPHQ - \$25 discount if already a CPHQ**

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

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

Organization: \_\_\_\_\_

License #: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ work \_\_\_\_\_ home

Street: \_\_\_\_\_

City: \_\_\_\_\_

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

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

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

Special needs: \_\_\_\_\_

Check **payable to FAHQ** enclosed for:

\$ \_\_\_\_\_

**Credit Card:** Visa \_\_\_\_\_ Master Card \_\_\_\_\_

Card # \_\_\_\_\_

Exp Date \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

Or register on line at [www.FAHQ.org](http://www.FAHQ.org)

**TO REGISTER:**

Please use registration form on left and mail check and registration form to:

**FAHQ/CPHQ Review  
Judy Dowdie  
7725 Coral Blvd  
Miramar, FL 33023**

For registration information and questions please contact:

Judy Dowdie at [jdowdie@geocareinc.com](mailto:jdowdie@geocareinc.com)

***Continuing Education***

***Credit: 11.5 CEs***

*This program is eligible for 11.5 CEs for Florida Nursing and CPHQ recertification.*

***Substitute Registration:***

FAHQ gladly accepts substitutions for registration at any time up to the start of the program. Please let us know who will be attending in your place ahead of time.

***Refunds:***

Any cancelled registration up to September 8, 2010 will be subject to a \$25 cancellation fee. Written requests for refunds after this date will result in issuance of a credit voucher for future FAHQ educational programs, less any expenses incurred by FAHQ for that particular registrant, good for one year from date of original class.

**Course Instructors**

**Claudia Jackson, MBA, MS Ed, PT, CPHQ  
Luanne Lentz, BSN, RN, CPHQ  
Linda Wagner, MPH, RN, CPHQ**

***Hotel Options***

**1. The Omni**

245 Water Street.  
Jacksonville, Florida 32202  
904-355-6664  
1-800-843-6664

Includes Breakfast, Transportation to and from Shands. 2 miles from Shands. Omni Room Rate: \$139.00 per night. To get this lower rate, you must indicate UF/Shands as your group

**2. Wingate by Wyndham**

1200 Airport Road  
Jacksonville, Florida 32218  
904-421-5000

Near airport, 10 miles from Shands. Wingate Room Rate: \$65.00 / night; 7 day advanced registration required. Includes breakfast.

**Mentoring**

Information available to FAHQ members on how to obtain a mentor to assist in preparing for the exam.

**Please feel free to post this brochure at work or make copies for interested colleagues.**

**Course sponsored by FAHQ -  
Healthcare professionals united in advancing Florida's healthcare quality!**

