

BCBST is offering a free CPHQ Review Course on August 23<sup>rd</sup> and 24<sup>th</sup>, 2017.

### **What is the CPHQ?**

The Certified Professional in Healthcare Quality® (CPHQ) is the most recognized accredited certification in the **profession of healthcare quality**. It is internationally recognized and is highly valued and respected in the healthcare industry; *certification demonstrates dedication to continuous quality improvement measures and systems.*

### **Why become certified?**

Quality and patient safety professionals are an integral part of the success of today's modern healthcare system. As healthcare continues to evolve and more emphasis is being placed on outcomes of care, more and more staff in healthcare organizations will be involved in quality.

Those accredited as CPHQ demonstrate a comprehensive body of knowledge that includes quality management, quality improvement, case/care/disease/ utilization management, and risk management at all employment levels and in all healthcare settings.

### **Are you interested?**

If so, BlueCross BlueShield of Tennessee (BCBST) is offering a **free** CPHQ Review Course (normally \$400 or more) for qualified employees of BCBST and network providers. It will be held on August 23<sup>rd</sup> and 24<sup>th</sup>, 2017 at the BCBST Corporate Offices, One Cameron Hill, Chattanooga, TN.

This two-day course covers content across the continuum of care. It relevant to quality professionals in any care setting and designed for:

- those who are planning to take the CPHQ examination
- anyone responsible for improving healthcare quality
- current holders of CPHQ requiring CEUs for recertification

The copyrighted National Association for Healthcare Quality (NAHQ) course materials follow the CPHQ exam matrix and will help focus study efforts as well as steer participants to additional resources. A basic understanding of quality improvement concepts is recommended before attending the class.

### **Who can attend the class?**

Those wishing to participate in the class must meet the following criteria:

- Current employment in a role related to quality improvement/management
- Current employment by BCBST or a BCBST network provider.
  - Note: Two attendees from each network provider may register for the class. Additional attendees will be placed on a waiting list and notified of any openings on a first come first serve basis.
  - Registration is limited and full participation is expected. Anyone unable to attend should notify BCBST as soon as possible.

The class will be taught by Joyce Hall, RN, CPHQ, CHC, one of 6 nationally approved instructors for the CPHQ Review Course. Joyce is a Delegate Oversight Project Manager at BlueCross BlueShield of Tennessee and has taught the course in multiple states and internationally.

To register for the class, reach out at [tawanda\\_malone@bcbst.com](mailto:tawanda_malone@bcbst.com)

For additional information on the class, please contact: [joyce\\_hall@bcbst.com](mailto:joyce_hall@bcbst.com).

For more information on CPHQ, go to [www.nahq.org/certify/content/index.html](http://www.nahq.org/certify/content/index.html).