

# CPHQ Review Course

Tennessee Association for Healthcare Quality (TAHQ) and  
BlueCross BlueShield of Tennessee (BCBST) are co-sponsoring a  
Certified Professional in Healthcare Quality (CPHQ) Review Course

Wednesday, May 21, 2014: 1pm to 5pm  
Thursday, May 22, 2014: 8am to 4pm

To register contact: [joyce\\_hall@bcbst.com](mailto:joyce_hall@bcbst.com) or call 423-290-8626

This day-and-a-half workshop is designed to help those who are planning to take the Certified Professional in Healthcare Quality (CPHQ) examination, but also provides basic quality improvement content that can benefit anyone working in the healthcare quality field. The content is across the continuum of care and is relevant to quality professionals from any care setting.

The course will follow the CPHQ exam matrix and will help you focus your study efforts as well as provide a compass to direct you to resources to learn more! Participants will also view portions of the Sandra Murray video, *Using Data for Improvement*. Participants may want to review the CPHQ content outline for more information, which can be found in the Candidates Handbook at [www.cphq.org](http://www.cphq.org).

The course will present information on healthcare quality methods, information management, strategy and leadership, change management and innovation, continuous readiness, and patient safety. *Q-Solutions: Essential Resources for the Healthcare Quality Professional*, Third Edition, is recommended for the course and to further study for the exam. You can purchase this book at the NAHQ website by clicking here: [Online Store](#).

The first 10 paid registrants that are TAHQ members will receive FREE copy of the QSolutions books!!!



**CE Credits: 11.25**

**Instructor:** Joyce Hall, RN, CPHQ, CHC, NAHQ Study Course Instructor

## **COST**

BCBST Network Providers – FREE

TAHQ Members - \$150

TAHQ Non-members - \$300 ([www.tahq.org](http://www.tahq.org) for member info)

## **LOCATION**

BlueCross BlueShield of Tennessee Corporate Offices

1 Cameron Hill

Chattanooga, TN 37412

Participants are invited to participate in a 6-month survey process to provide evaluation of this CPHQ Review Course.

**We don't just teach quality improvement we practice it!!**

[www.tahq.org](http://www.tahq.org)