



**OVERVIEW OF
HEALTHCARE QUALITY
& BECOMING A
CERTIFIED
PROFESSIONAL IN
HEALTHCARE QUALITY
2 DAY COURSE**

August 20 & 21, 2010

FACILITATOR

Sarah Pavelka, MHA, OTR/L, CEES,
CPHQ, SSBB

Location:

Des Moines University (3200 Grand)
Room 102, Munroe Building
Des Moines, Iowa

LEARNING OBJECTIVES:

At the conclusion of this workshop, the participants shall be able to:

- Explain the importance of organizational development and the leadership role
- Describe how information management can help your quality efforts
- Identify the tools of performance measurement and improvement
- Relate organizational healthcare quality to patient safety and delivery
- Discuss the content components of becoming a CPHQ member

TEXT / MATERIALS:

The Healthcare Quality Handbook: A Professional Resource and Study Guide by Janet A. Brown, RN, CPHQ, published by JB Quality Solutions, Inc., 2309 Paloma Street, Pasadena, California 91104, international 626-797-3074. This is a \$165.00 value included in the cost of the class. (Two-day Workshop audio CD set also available via www.jbqs.com.) 1000s have used the annually revised Healthcare Quality Handbook to study for the CPHQ Exam. It is the text for The Healthcare Quality Overview and Certification Workshops offered by Janet Brown through the California Association for Healthcare Quality.

CREDIT:

Nursing: 12.3 contact hours by the Iowa Board of Nursing Provider #59, Genesis Medical Center, Davenport, Iowa.

Social Work and all others: 12.3 contact hours of continuing education. Full attendance is required for CEU credit.

THIS WORKSHOP IS FOR

PROFESSIONALS IN:

- Quality Management/Performance Improvement
- Utilization Management
- Case Management/Discharge Planners
- Risk Management
- Nurse Executives
- Senior Care Facility Administrators/Leaders
- Safety Officers
- Compliance Officers
- Registered Nurses
- CEO
- CFO
- Senior Leadership

REFUNDS:

Cancellations received more than 5 days before the program will be refunded, less a \$165 charge for the training material and a \$15 handling fee. Cancellations received less than 5 days of the opening of the program will not be refunded; however, the facility may substitute an attendee. To cancel, send an e-mail message to Sarah Pavelka at spavelka@iowaqc.org.

LODGING INFORMATION:

There are several hotels located near Des Moines University. Please contact Sarah for more information if you need assistance.

REGISTRATION FORM

Name: _____

Address: _____

City: _____

State: _____ ZIP _____

Phone: _____

Email: _____

Facility Name & Address: _____

District: _____

Nursing License Number: _____

Registration Costs (please check one)
Includes: Textbook and Materials (\$165 value)

- IAHQ Members **\$290**
 Others (Non IAHQ Member) **\$330**
 CEUs **\$10**

Registration Total: \$ _____

*On-site registrations will **NOT** be accepted due to materials needed for the class.*

Minimum Registration: 20

Registrations must be **received and paid for** by Aug 8, 2010 in order to attend.

Make checks payable to:
Iowa Quality Center

Mail registrations to:
Iowa Quality Center,
3375 Armar Drive,
Marion, IA 52302

or Fax to: (319) 398-5698

PROGRAM AGENDA:

Friday, August 20, 2010

- 4:30 – 5:00 **REGISTRATION**
5:15 – 5:30 Welcome and Introductions
5:30 – 7:00 Learning session 1 - History
7:00 – 7:15 **BREAK**
7:15 – 8:00 Learning session 2 –
Management and
Leadership Strategic
8:00 – 9:00 Learning session 3 –
Management and
Leadership (cont)
operational
9:00 Wrap up day 1

Saturday, August 21, 2010

- 7:00 – 8:00 **REGISTRATION**
8:00 – 9:30 Learning session 4 –
Information Management
9:30 – 10:15 Learning session 5 –
Performance
Measurement and
Improvement
10:15 – 10:30 **BREAK**
10:30 – 12:00 Learning session 6 –
Performance Measurement
and Improvement (cont)
Education, Training, and
Evaluation
12:00 – 1:00 **LUNCH**
1:00 – 2:30 Learning session 7 –
Patient Safety Strategic
2:30 – 2:45 **BREAK**
2:45 – 4:15 Learning session 8 - Patient
Safety Operational
4:15 – 5:00 Wrap up

**THERE MAY BE TEMPERATURE
VARIATIONS IN THE ROOMS.
PLEASE DRESS APPROPRIATELY.**

OUR TRAINERS:

Sarah Pavelka has 12 years experience teaching and coaching in organizational performance. Her background includes speaking and coaching engagements in business, industry, education, and healthcare.

Sarah is a senior staff member for the Iowa Quality Center in Marion, Iowa. In this role, Sarah is also a national and state examiner for the Iowa Recognition for Performance Excellence and a task force member of the Iowa Healthcare Collaborative. She is a co-chair and president for the Des Moines University Alumni Board and serves as an adjunct faculty member for the College of Health Sciences. Sarah's previous experience includes serving as Quality Management Director for the Iowa Foundation for Medical Care until December 2006 and director of business and industry relations and Occupational Therapy for Pella Regional Health Center in Pella, Iowa. Sarah holds degrees in Biology and Psychology from Luther College in Decorah, Iowa; a degree from Concordia University Wisconsin in Occupational Therapy in addition to a Master in Healthcare Administration from Des Moines University. She also holds certifications in ergonomics, health care quality and a Six Sigma Black Belt.

IAHQ MEMBERSHIP:

Information can be obtained at the IAHQ website. Join IAHQ at the time of this study course and your membership is a 2010 membership.

<http://www.iaahq.org/membership.html>