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**THE HEALTHCARE QUALITY HANDBOOK:
A PROFESSIONAL RESOURCE AND STUDY GUIDE
AND WORKSHOP AUDIO SET**

**The 2008/2009 (23rd Annual) Edition
by
Janet A. Brown, RN, CPHQ**

THE HEALTHCARE QUALITY HANDBOOK: A PROFESSIONAL RESOURCE AND STUDY GUIDE is revised each year to provide the most current information available for those seeking a comprehensive look at the field of healthcare quality and/or preparing for CPHQ Certification. [ISBN 0-9727264-5-4; ISBN13 978-0-9727264-5-0]

ALSO AVAILABLE IN AUGUST: The COMPLETE AUDIO SET from Janet Brown's 2-day Healthcare Quality Overview & Certification Workshop, sponsored by the California Association for Healthcare Quality, presented July 24-25, 2008. Now in CD or MP3 format.

THE HANDBOOK:

- Is written and organized to cover the Content Outline for the International Examination for Certified Professional in Healthcare Quality (CPHQ)
- Includes more than 375 Study Questions, divided by Chapter
- Comes in a tabbed, two-inch D-ring binder for convenient use as an ongoing resource
- **Covers ~900 pages of up-to-date information related to these topics and more:**

CH I: Healthcare Quality Concepts

- Concepts and the Quality Umbrella
- TQM, CQI; Structure, Process, Outcome
- Systems Thinking, Customer, & Organization
- Healthcare Delivery Systems, Managed Care, Reimbursement Systems

CH II: Strategic Leadership

- Leadership and the Organization
- Strategic and Quality Planning
- Strategic Quality Initiatives

CH III: Quality Systems Management

- Principles of Management
- The Quality Strategy, Structure, & Process
- The Organization's "Quality Resource Center"
- Care Coordination, Case Management, Discharge Planning, & Advocacy
- Utilization/Resource and Risk Management
- Patient Safety Management
- Financial Management; Contracts

CH IV: Performance Improvement Processes

- PI Concepts and Approaches
- Organization and Implementation
- Measurement, Assessment, & Improvement Processes; Benchmarking
- Performance Measures: Process and Outcome
- Clinical Standards and Process Improvement
- Patient Safety Analysis & Risk Reduction
- Review Processes; Practitioner Appraisal
- Customer Feedback Systems
- PI Process/Performance Evaluation

CH V: Information Management

- IM Concepts, Resources, and Standards
- Legal Aspects and Documentation
- Epidemiology; Statistical Process Control
- Sampling, Data Collection, and QI Tools
- Basic Statistics, Display, Analysis, & Reporting
- Computerized Data Systems

CH VI: People Management

- Participative Management, Decision Making, Problem Solving, and Change Management
- PI Training and Team Coordination
- Staff Selection and Retention
- Staff Education, Training, & Performance
- Communication

CH VII: Standards and Surveys

- Concepts, Standards, and Process
- Survey Preparedness, Coordination, & Continuous Compliance
- Accreditation (Joint Commission, NCQA)
- Licensure
- ISO Certification/Registration
- Quality Awards: Baldrige, EFQM, Magnet

CH VIII: U.S.-Specific Issues and Legislation

- Federal Legislation: Medicare, Medicaid, HCQIA, ADA, BBA, HIPAA, OSHA, etc.
- Healthcare Reform

➔ SEE NEXT PAGE FOR WORKSHOP AUDIO CD INFORMATION AND ORDER FORM ←

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- Is sold as a companion to *The Healthcare Quality Handbook*
- Is presented in accordance with the content of the 2008/2009 23rd Edition *Handbook*, which is referenced throughout
- Provided in CD or MP3 format, covering all 14 hours of information presented in the July 24-25, 2008 Workshop
- Includes discussion of many Study Questions and CPHQ Exam issues
- Comes in an audio album matching the *Handbook* Binder

IMPORTANT NOTE AND DISCLAIMER: Purchasing this *Handbook* and Workshop Audio Set does not guarantee that you will pass the CPHQ Examination. The only Exam information available to the author is the same Content Outline provided to you in the HQCB's Candidate Handbook. However, this material encompasses all CPHQ Exam Content Outline topic areas and is the only comprehensive resource that is annually revised to provide current information.

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