

WORLD CLASS. CERTIFIED. PROFESSIONAL.

RECERTIFICATION OF THE CPHQ CREDENTIAL "It is easier than you think!"

*Joan Boldrey, RN, MEd, MS, CPHQ, CLNC
Immediate Past Chair – Healthcare Quality Certification Board*



Just to review important things to remember about CPHQ recertification:

1. **Recertify on time – Deadline is December 31 of recertification year.**
2. **If your contact information changes (mailing address, email address, phone, etc.) and you are also a NAHQ member, update it with HQCB management office AND NAHQ management office. Contact information can be found via respective websites, www.cphq.org and www.nahq.org**
3. **Keep copies of documentation of any continuing education you are using to recertify in case you should get audited.**
4. **If you do not submit your recertification hours and payment prior to the deadline, you will need to retake and pass the CPHQ exam to maintain your certification.**

You worked hard to obtain the CPHQ credential and you want to maintain your certification. It is easier than you think! There are several ways to obtain the hours you need *without* spending a lot of money and you can keep track of your continuing education hours and recertify online.

As a Certified Professional of Healthcare Quality (CPHQ) you need to earn 30 hours of CPHQ credit every two years to maintain your credential. Many organizations have cut their education and travel budgets making it much more difficult to attend conferences. First of all, there are many ways to obtain your hours without a lot of expense. You can obtain CE hours by seminar attendance (local, state and/or national), college courses, self study, CPHQ speaking engagements/ workshops presented, and formal

publication of articles or books.

CPHQ continuing education hours thru seminar attendance provide (1) one CE hour for 60 minutes of actual seminar time. You may attend *any seminar* to obtain CPHQ CE hours as long as the content correlates to the CPHQ exam content. If you attend a seminar that did not get CPHQ hours approved, save a copy of the agenda/ program to verify the topics covered in case you should get audited and a copy of the certificate of attendance.

College courses related to the exam content outline will give you (15) fifteen CE hours for each semester credit hour. Courses such as statistics, marketing, leadership/management, business finance, human resources, and ethics are all acceptable for CPHQ credit. General education courses and courses that are strictly clinical content are not acceptable.

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RECERTIFICATION OF THE CPHQ CREDENTIAL

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You may also obtain hours through self study. If you are a member of NAHQ, you receive *The Journal for Healthcare Quality* bi-monthly. In each issue there are usually two articles that offer CE credit. You read the article then go to www.nahq.org/journal/ce and take the 10 question exam. You pay \$15.00 to take the test and when finished and obtaining a passing grade of 80% or higher, you will receive a certificate verifying the (1) one hour of CE credit. For the past two years during the month of October, obtaining CE credit through the JHQ journal articles has been free. This is a benefit to NAHQ members in celebration of National Healthcare Quality Week. During the month of October, you could get all 30 hours needed, free of charge and in the privacy of your own home. Other self-study options include writing questions for the CPHQ exam and reading and summarizing articles. For further information on self study options, go to **Guide for Recertification** at www.cphq.org.

If you have written an article or published a book you may receive (4) four CE hours per each full published page. As a poster presenter at a conference, you receive (4) four CE hours as author of the poster.

Regardless of how you obtain your 30 hours of CE credit, the most important thing to remember is *all content must relate to the current*

CPHQ examination content outline to be considered (CPHQ Exam Outline) AND must be submitted on or before the deadline for your recertification cycle. As long as the seminar/workshop includes topics on management/leadership, education/training, information management, patient safety, and/or performance improvement, you can use those hours for recertification even though the conference sponsors may not have applied for CPHQ hours.

Now that you know the various ways to obtain CE credit with little expense, you can track those hours online and recertify online. All you have to do is go to www.cphq.org and click on **Recertification** on the information bar on the left-hand side. If you prefer, you may still mail in your application with your CE hours listed along with your check to recertify. The posted date of the envelope must be *on or before December 31* of your recertification cycle year. Whether you recertify online or by mail, it is very important to obtain and submit your recertification with payment by the deadline date of December 31 of your recertification cycle. You do not need to submit documentation of your CE hours. If you are chosen for a random audit, you will be notified and given instructions on where to send your CE documentation. If you are due to recertify this year, all hours must be obtained within the two year cycle period,

January 1, 2006 thru December 31, 2008 (2 year cycle) If you do not recertify within the specified time period, your certification will lapse and you will need to retake the CPHQ examination to maintain your certification. As a courtesy, the HQCB management office sends out a reminder to recertify your credential 6 months prior to the deadline. You will receive email reminders as well from HQCB, but it is ultimately *your responsibility* to recertify on time.

It is also very important to notify the HQCB management office of any change of mailing address and/or email. If you update your address as a NAHQ member, it does not automatically get updated with HQCB. Not all CPHQ certificants are members of NAHQ nor are all members of NAHQ are CPHQ certificants, so you must contact each organization to update any mailing address, email and/or phone numbers. Without updated contact information, you could miss out on important information related to the CPHQ certification.

Ok, now you know how easy it is to obtain your 30 hours of CE hours for CPHQ recertification and how to track them and recertify online. If you have any questions don't hesitate to contact the HQCB management office (800) 346-4722 and they will be happy to answer your questions.



Use of CPHQ Logo

The CPHQ certification mark (CPHQ logo) is a registered mark with the U.S. Trademark and Patent Office. Active CPHQs who wish to use the CPHQ logo on appropriate printed material may submit a written request to the Healthcare Quality Certification Board (HQCB). HQCB encourages the use of the logo, to identify individuals that qualified for certification in the healthcare quality management field, provided HQCB consent is obtained.

Fraudulent use of the CPHQ logo (i.e., use of logo without HQCB consent) may result in disciplinary action by the HQCB in respect to the individual's certification status. It is not to be used in any way that may imply endorsement or sponsorship by the HQCB.

Appropriate use of the CPHQ logo includes, but is not limited to:

- Personalized stationery, business cards that include the individual CPHQ's name, curriculum vitae and resumes
- Printed marketing material, provided services are being provided by the CPHQ individual

Prohibited use of the CPHQ logo includes, but is not limited to:

- Web sites – personal, business or a web site that employs CPHQs
- Brochures that portray a company name rather than limiting the identifying information to the name of the CPHQ individual
- Slides, overheads, or other printed material associated with or describing presentations, workshops, seminars, publications or any other products or services unless specific written permission has been granted for such use by the HQCB.

Please be sure to submit a written request for use of the CPHQ logo prior to its use in any manner.

Recertification Reminder – Deadline December 31

The CPHQ online recertification is available year round for tracking your continuing education hours. For those due to recertify by 12/31/2008 and if you are already set up in the database you can recertify now to beat the rush in December. For those CPHQ's not currently set up all you need to complete your recertification online is:

- ✓ An Active E-Mail address
- ✓ Your CPHQ ID number – located on your wallet card and certificate or call the HQCB Executive Office
- ✓ Your zip code – 5 digit code is sufficient
- ✓ Your continuing education course names, dates and hours.

If you choose not to recertify online, the hard copy recertification application can be printed from the website at www.cphq.org.

Did You Know?

That once you receive your Certification as a Healthcare Quality Professional (CPHQ) status, the Healthcare Quality Certification Board of Directors would be delighted to send a letter to your facility Administrator/Leader congratulating you on your achievement? This is a great way to promote the advancement of your career by being recognized by leaders in your organization. The CPHQ recipient needs to provide the Board of Directors the name and address of whom you would like this letter to be issued. Please call the HQCB Executive Office at 1-800-346-4722 or you can email the information to info@cphq.org.

Name, Address and E-mail Address Changes

Has your name address or e-mail address changed recently? To be certain you receive all important certification correspondence, promptly notify the HQCB of any changes. We require that any of the above changes be submitted in writing by e-mail or you can update your address through the CPHQ online recertification database. *Please note:* The CPHQ database is separate from the NAHQ membership database. Send your changes to both HQCB and NAHQ.

Congratulations to our newest CPHQs!

Please join us in celebrating the success of our newest certificants! These colleagues passed the HQCB Certification Exam between May 1, 2007 and July 31, 2008 and earned the prestigious Certified Professional in Healthcare Quality (CPHQ) designation.

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Alaska

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Margaret R. Blaszcak
Cynthia Cadwell
James Cappon
Barrone A. Conkrite
Hazel De Leon
Laura Ann Finn
Mary Carroll Geary
Cheri Graham-Clark
Robert J. Habell
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Vicki J. Lawrence Smith
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Leslie A. Mulhern
Jodi Nili
Marsha Parker
Charles Clint Patterson
Martin F. Peavey
Alberta T. Pedroja
Marilyn R. Potash
Judy Pugach
Suzanne M. Raddatz
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2007 Year-To-Date Statistics

From January 2007 through December 2007, a total of 767 candidates took the CPHQ exam. Of these, 553 candidates passed the computer based examination test for a passing rate of 72%.

All test forms were assembled by the Healthcare Quality Certification Board Examination Committee, with technical psychometric assistance provided by Applied Measurement Professionals, Inc. (AMP)

By the end of 2007, over 15,000 professionals have taken the CPHQ examination since 1984. There are currently more than 6,800 active CPHQ's practicing in the United States and Internationally.



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Jamie Kathleen
Leviton
Sandra Norris
Mary Louise Ransom
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Rose Ann Walker

Wisconsin

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Karen J. Jakimczyk
Karen W. Miller
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Symonette

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Abdelwahab

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Becoming an HQCB Exam Committee Member or Director

If you are interested in serving on the HQCB Board of Directors or the Examination Committee we would like to hear from you! The Board Show of Interest form is available on the website under Board. All that is needed for consideration is the completed form and a copy of your CV. This can be mailed or e-mailed the Executive Office.

There is an investment of both time and energy involved with service. Current and past Board and Examination Committee members have described serving as one of the most rewarding experiences of their careers.



Front Row: Linda Breen, Diana Martin, Joan Boldrey, Paula Pillen, Heidi Benson
Back row: Suzanne Williams, Anita Garrison, Michael Greer, Jack Peterson, Charlotte Burkhart, David Loose

The qualifications for Board membership are:

- ✓ Member of NAHQ and CPHQ in good standing. Currently employed in healthcare quality, patient safety, case, utilization and/or risk management.
- ✓ The maximum term of service for the HQCB Board and Exam Committee is three years. Both are re-evaluated on a yearly basis.

MISSION The Healthcare Quality Certification Board, by providing the only accredited international healthcare quality certification, improves the quality of healthcare by advancing the theory, practice and development of diverse quality professionals.

VISION The Healthcare Quality Certification Board raises the standard for healthcare quality professionals by defining world-class professional excellence through the international Certified Professional in Healthcare Quality (CPHQ) certification.

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of the National Association for Healthcare Quality
P. O. Box 19604, Lenexa, KS 66285

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