

CPHQ's Fostering Collaborative Relationships and Partnerships

As a child, you may have seen a summer camp leader illustrate how critical it is to have supportive friendships by trying to break a bundle of sticks all at once. One stick breaks easily, the many sticks together are strongest. You know that healthcare quality outcomes depend on a "bundle" as well: multi-professional collaboration.

PARTNERSHIPS: Being a CPHQ encourages one to foster partnerships with professionals in different healthcare fields who have a variety of expertise as quality professionals. As a CPHQ who has fostered new relationships with other professionals, one is in an ideal position to introduce others to the NAHQ educational opportunities as well as the world class certification for healthcare professionals. The CPHQ certification is considered "world class" in the world of healthcare quality. What better way to promote healthcare quality and increase the standard of healthcare by encouraging other professionals to become certified and proudly put the CPHQ initials behind their name.

As Humorist Ashley Brilliant says, "My sources are unreliable, but their information is fascinating." Swapping ideas, advice and correct information is important for improving your business acumen and making successful progress through recognized best practices. The CPHQ certification process can raise the level of common professional language to people in ancillary fields such as

- pharmacy
- quality improvement
- medical directorships
- medical records
- risk management
- minimum data set (MDS) coordination

In other industries, this professional collaboration is known as "Open Group Enterprise." This involvement can be key to your potential career opportunities or successful work in organizations that have multi-national relationships. Since 2000, the CPHQ exam has been offered to international quality professionals. As a result it gives one an extraordinary opportunities to foster relationships with professionals in other countries and share information.

BENEFITS: There are personal benefits for a CPHQ in promoting certification; Your network will expand. Business studies repeatedly conclude that persons who are the most effective workers spend up to 60% of their time networking and team building. What can be better than your network honoring the effort it takes to obtain a certification?

RESOURCES: Check out the testimonials of people who have certified on the HQCB newsletter website: <http://www.cphq.org/1newsletters.html>. People from various professions share their experiences. You will also find lists of new contacts coming into the certification partnership, officers of the certification board, and volunteers who can help you mentor. Create your connections!

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, fax or regular mail.

The CPHQ database is separate from the NAHQ membership database as not all CPHQs are members of NAHQ. If you are a member of NAHQ you must send your changes to both HQCB and NAHQ.

Update

Online Recertification



The CPHQ online recertification process continues to be very well received by the CPHQ community. For those due to recertify by 12/31/2007 you can go ahead and enter your continuing education hours and recertify any time. Those due to recertify by 12/31/2008 can start tracking their continuing education hours online and submit for recertification after May 2008.

To complete your recertification online you will need the following:

- ✓ 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, course dates and hours.
- ✓ CPHQ examination content area (see CPHQ exam content outline).

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



Healthcare Quality Certification Board

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An Interview with HQCB's Newest Board Member, Diana L. Martin, CPHQ, RN, MS, BSW, QMRP



Q: Tell us a little bit about yourself.

I am from Evanston, Wyoming and have worked in healthcare for 15 years. My role at Community Health System's Evanston Regional Hospital involves Quality Management & Regulatory Compliance; and I have been a CPHQ for 7 years. I am married with three beautiful children; a 24-year-old developmentally disabled foster son, a 7-year-old daughter and 2-year-old daughter that we adopted. My husband and I also own a Rehabilitation Agency, which provides services to individuals with disabilities and I am a volunteer guardian with the Wyoming Office of Volunteer Guardianship. I enjoy spending time with my family, fishing at the Flaming Gorge and learning how to fly a gyroplane.

Q: Why did you want to join the healthcare quality certification board?

I wanted to join the healthcare quality certification board to contribute and help make an impact in healthcare quality. I like to keep busy

both personally and professionally, and this was a great opportunity to help me accomplish goals I had set, doing what I absolutely love.

Q: What has helped you prepare the most for being a board member?

What has helped me prepare the most is first and foremost being a CPHQ! In addition to the experience I have acquired in healthcare quality, my former CEO's, Robert Allen and Cliff Park also helped prepare me by giving me chance to demonstrate my abilities in healthcare quality and further develop my leadership skills and attributes.

Q: What have you learned so far from being on the board in this short time?

I have learned that there are some very dedicated, professional, and extremely intelligent people who work to make healthcare quality certification process the highest caliber possible. From AMP's management staff, specifically, Deborah Grooms and Jerrie Lynn Kind, to

the testing division staff, specifically, Chelsea Gragg and Larry Fabrey, to my fellow peers on the board, they have all shown me that the healthcare quality certification board has exceptional quality and standards to raise the bar of the field for healthcare quality certification. They are all an absolute joy to work with!

Q: What advice do you have for someone who is considering volunteering for the board?

Definitely go for it! Fill out the volunteer interest form and don't forget to attach your C.V. You will be involved with some of the movers and shakers in the healthcare quality field who truly make a difference in the field of healthcare quality certification; You will find that your desire to make a difference will be fulfilled tenfold.

32nd Annual Educational Conference

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To receive more information and to register, go to www.nahq.org

Congratulations to Our Newest CPHQs!

Please join us in celebrating the success of our newest certificants! These colleagues passed the HQCB Certification Exam between November 1, 2006 and April 30, 2007 and earned the prestigious Certified Professional in Healthcare Quality (CPHQ) designation. The new CPHQs are also listed on the HQCB website at www.cphq.org.

Alabama

Shanie Butler
Sandra F. Richardson

Alaska

Jeanette P. Stubberud

Arizona

Darlene Ceccarelli
Linda A. Chelius
Susan A. Duffy
Tony L. Floda
Sharon E. Giles
Jessica S. Hackwell

California

Victoria Aptekar
Camille P. Bauer
Erick M. Berry
Sally L. Ceres
Claudette Coleman
Caroline A. Dessens
Chaonan Ding
Janice M. Golik
Patricia A. Huddleson
Rita Jones-Ray
Janet E. Kiely
Julie R. Meyers
Stacey R. Montgomery
Megan L. Montgomery-West
Rebecca L. Price
Blair L. Richardson
Diane Schloeder
Irina Tokareva
Bridget Williams

Colorado

Jacqueline C. Bear
Michele L. Dodson
Nancy J. Honz

Connecticut

Mohamed A. Hussain
Judith Pearlson

Delaware

Linda A. Hunter

Florida

Victoria L. Cooper
Deborah Fialk
Cynthia A. Gerdik
Tracey King
Kandace H. Rock

Georgia

Deborah J. Harris

Iowa

Valerie Droog
Lynn Vining

Idaho

Sarah Valder

Illinois

Roberta J. Abate
Bushra Khan
Marilyn A. Parenzan
Arlene C. Tribble

Indiana

Joyce A. Carter
Rachelle A. Davis
Edwin Lee
Peg Madsen
Jessica E. Miller
Kevin D. Reed
Gae Stoops
Diana L. Williams

Kansas

Brian Dolan
Jennifer D. Kubiak

Louisiana

Kevin A. Haymon

Massachusetts

Anu Agarwal
Edith J. Eidson
Janice Fitzgerald
Cheryl Lehane
Sharon M. McCann
Susan G. Pond
Donna G. Truesdell

Maine

Kathryn T. Hayes-Hallowell
Karen L. Webster

Michigan

Laura Butcher
Ted M. Makowicz

Minnesota

Debra L. Blanz
Kristina A. Bloomquist
Gail L. Johnson

Missouri

Sandra L. Claussen
Mary C. Durkin
Melodie A. White

Mississippi

Celtie A. Wade

North Carolina

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Keisha C. Bickham
Allison K. Gabriel
Laura S. Harmon
Lynetta H. Jones
Jeannie H. Kiger
Robert C. Lee
Martha T. White

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Leigh Roche

New Jersey

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Janet McMaster
Carol P. Mullin

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Terry J. Sanchez
Peter Vance

Nevada

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New York

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Mary Brown
Teresa A. Harris
Anthony R. Lisske
Antoinette R. Salmon
Mark J. Snyder
Jennifer Watkins

Ohio

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Elaine M. Ewald
Mary Ann Gregor
Linda W. Higbee
Geneva Jones
Linda L. Panian
Maureen P. Riley
Renee Shalosky
Glenda J. Skinner
Jerelene R. White

Oklahoma

Michael S. Holmes
Angela M. South
Peggy M. Warner

Oregon

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Pamela J. Chritton-Aronson
Brian Hake
Darlene W. Henderson
Sherry W. McClure
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Malaysia

Andy E. The

Saudia Arabia

Ma Lourdes Saldo
Maya A. Sinno

United Arab Emirates

Bernadette Kelly

HQCB/NAHQ State Presentations

Our cadre of CPHQ's and your Board were represented at the annual Wisconsin Association for Healthcare Quality meeting in Madison during clear and open skies on March 9th. Jack Peterson was joined by Carol Lee Hamilton, NAHQ Membership Services Director, in presenting benefits associated with association membership and certification. To their largest conference in recent history, Jack and Carol Lee provided a 45-minute presentation, answered questions and encouraged the 100+ professionals to both prepare for and take the examination or, if already a CPHQ, to timely renew. The presentation was supplemented by newly published certificate collateral materials and CPHQ recognition ribbons. Gloria Field, Wisconsin's Association President told us she had 91 conference evaluations returned, with 19 indicating attendance at the previous day's Q-Solutions session and 16 more said they were interested in a regional session. All conference participants Nearly 40 individuals interested in joining the ranks of CPHQs! Have a State Association meeting in the next few months? Contact us for information on arranging a visit from our HQCB/NAHQ Joint team.

CPHQ Pins and Replacement Certificates

Replacement CPHQ certificates are available from the HQCB for \$15; New CPHQ pins are available for \$7 each; allow two – four weeks for delivery. An order form which includes space to enter credit card information can be printed from our web site at www.cphq.org

And don't forget some other easy ways to increase your visibility as a certified professional. **Frame and display your certificate and wear your CPHQ pin proudly** for all work-related functions. These are both excellent ways to **"market your achievement"**!

2006 Year-To-Date Statistics

From January 2006 through December 2006, a total of 529 candidates took the CPHQ exam. Of these, 348 candidates passed the computer based examination test for a passing rate of 65.7%.

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 2006, over 15,000 professionals have taken the CPHQ examination since 1984. There are currently more than 7,400 active CPHQ's practicing in the United States and Internationally.



HQCB Website

HQCB is always looking for fresh ideas and we want to know what you would like to see on the website in the future. If you have any suggestions for information you would like to see added to the website please e-mail them to the executive office at www.cphq.org.

2007 Healthcare Quality Certification Board

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