

New Recertification Policy Affects December 31, 2005 Recertificants

Revocation of Credential

Beginning with the December 31, 2005 recertification cycle: The Certified Professional in Healthcare Quality (CPHQ) who does not recertify by January 31 following the year ending each recertification cycle, certification will be revoked for failure to comply with recertification requirements.

Individuals who fail to postmark their application by the January 31, 2006 deadline will receive a "Revocation Notice." This revocation will become effective as of the date of the letter which will be mailed to the CPHQs last known address.

Individuals whose credentials have been revoked **may not** use the credential designation of CPHQ in representing themselves and will be required to sit for the examination if they wish to become certified as a CPHQ in the future.

2004 Recertification Deadline Approaching

In order to keep your CPHQ credential current, those with recertification dates of 12/31/04 must send in their recertification application by that date. Applications were mailed this summer to all CPHQs up for recertification.

You can also find this information on our website under RECERTIFICATION at www.cphq.org.

Don't Delay...Send Us Your Recertification Today!

Online Application and Scheduling Available

HQCB continues on-line application submission by which the candidate can apply and schedule the same day via HQCB's testing agency's on-line secure site. Theoretically a candidate could sit for an examination the week he/she applies. The on-line

application submission is currently available on the AMP website (www.goAMP.com), or click on the link on HQCB's website, www.cphq.org. Tell your colleagues the news!

Reminder of Candidate Application Deadline Policy

Effective March 1, The HQCB Board of Directors approved the elimination of the Exam Cycle Deadline Dates and to approve the following policy:

The acceptance of the candidate's application is valid for 90 days. A candidate who fails to schedule an appointment for examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for a future examination.

Congratulations Liz Devin CPHQ, Lucky Winner of our 2004 T-Shirt Contest!

Once was not enough for Liz Devin CPHQ, of San Diego, California. Not only did Liz recently showcase the winning CPHQ t-shirt design for 2004, she was also the winner from 2000 millennium contest! Liz's winning design is shown here and also being worn by hundreds of CPHQs throughout the world! The t-shirts were giveaways for CPHQ attendees at the recent National Association of Healthcare Quality (NAHQ) in Orlando.

For her winning entry, Liz will receive complimentary fees for her next recertification. Thank you, Liz, for your great design!



Healthcare Quality Certification Board

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New Certification Board Members Begin January 1, 2005

HQCB welcomes two new Board members at the beginning of the New Year! Joan Boldrey, CPHQ from West Des Moines, Iowa and David Loose, CPHQ from Alameda, California will be our newest members.

In January, HQCB's new Chair will be Daniel D. Degnan, III, PharmD, MS, CPHQ from Indianapolis, Indiana. 2004 Chair Susan McKeivitt, BS, MS, MLS, RN, CPHQ will remain on the Certification Board in the role of Past Chair.

Farewell to our good friends Patricia M. Carter-LeCompte, BS, MBA, RN, CPHQ and Edgardo L. Perez, MPH, CHE, FRCPC, MD, CPHQ both of whom served CPHQ in the past co-chair roles in 2004.

Thoughts from HQCB Outgoing Chair

Susan McKeivitt, BS, MS, MLS, RN, CPHQ

I arrived for my HQCB orientation on the morning of September 11, 2001. In a state of apprehension, I went down to join a group that was to influence my life in many ways. Being a part of the HQCB is what is commonly called "a learning experience."

I learned about writing exam questions and constructing tests; Computer-based testing and international test sites; How much one talented visionary person can accomplish; Crisis management, conflict management and fiscal responsibility. I learned from my fellow board members that 24 hours is not too long to

travel to attend a board meeting; not if you are truly interested and committed to increasing certification in your area of the world. I learned what a joy it is to work with people from other disciplines, regions of the country, and parts of the world, all committed to improving the quality and safety of patient care.

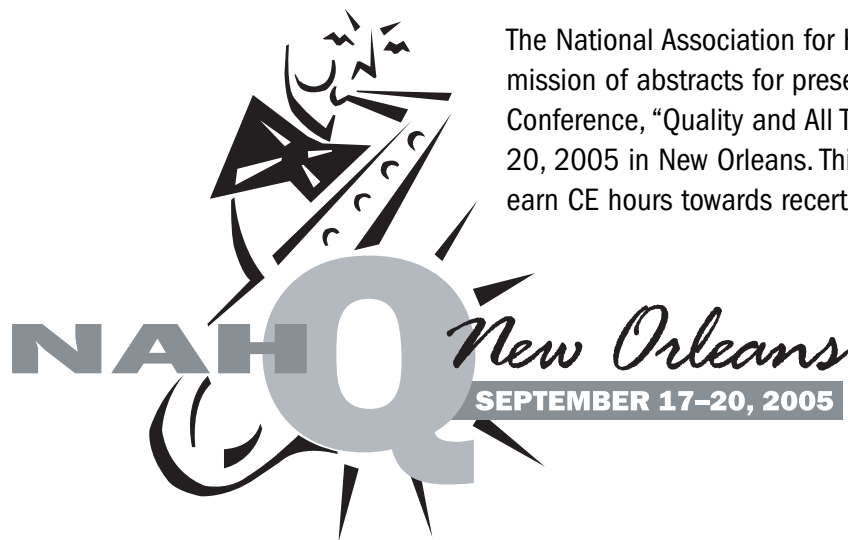
I'd like to thank all of the people who've helped me in my year as chair – fellow HQCB members, the NAHQ Board, the management company staff – for their unending patience and commitment to the certification program. I treasure our time together and count you among my friends for life.

Thanks to all of you for living the vision of the HQCB, by promoting excellence and professionalism in healthcare quality management every day.

Certification PowerPoint Presentation on HQCB Website

One of the best ideas received from CPHQs was to create a short version of the CPHQ informational PowerPoint presentation and make it available to all CPHQs; then encourage all CPHQs to offer to present it at every opportunity, both at work and in conjunction with local, state and regional association events. This PowerPoint presentation is updated frequently to reflect the most recent statistics and information. Be sure to download any updates and use it at every opportunity to actively participate in marketing your valuable credential. Let's harness the power of a marketing force of 7,000+ CPHQs! Visit the HQCB website at www.chpq.org/mission.html.

Earn Credit Towards Recertification – Present at NAHQ 2005 New Orleans



The National Association for Healthcare Quality (NAHQ) invites submission of abstracts for presentation at its 30th Annual Educational Conference, "Quality and All That Jazz," taking place September 17-20, 2005 in New Orleans. This is an excellent opportunity for you to earn CE hours towards recertification of your CPHQ credential.

HQCB awards four CE hours for each hour of presentation relating to the content outline of the CPHQ examination. So earn your hours while sharing your knowledge of healthcare quality with peers.

**All abstracts are due
October 11, 2004.**

www.NAHQ.org is your conference connection –
from online abstract submission to late-breaking news related to NAHQ 2005 New Orleans.

Congratulations to each of the following candidates earning their distinguished CPHQ designation April 1, 2004 – July 31, 2004.

<p>Alaska Michelle L. Arnold Sandra K. Larson</p> <p>Arkansas Catherine B. Kite Jennifer L. Koepke</p> <p>Arizona Michelle J. Bagford Christine L. Benoit Daniel D. Evans Irene M. Mazzi-Thor Lisa A. Mead Dawn M. Reece Jeanne A. Stueland Cezanne S. Stutesman</p> <p>California Deborah L. Bartlett Carol Behr Sharman Busch Carol A. Butler Lisa C. Cardenas Debbie Carper Lea Narda Clark Dawn Colburn Robert G. Curran Helen Z. Delory Barbara A. Elenteny Marie Falcis Betty M. Fussell Susan Gritt Melissa A. Hannan Alison G. Hendricks Steven M. Hilles Edie M. Jonas Patricia L. Kicak Janet E. La Rue Todd Landreneau Carolyn D. Lash Maria Virginia S. Lomboy Sharon J. Matland Richard A. McCombs Margherita McIntosh Danielle M. Peck Vivia M. Peterson Julia K. Riddick Paul Riedel Mary S. Riedinger Lori R. Ruiz Nancy Sharif Virginia L. Stevens Laura L. Stewart Judy A. Stone Barbara J. Studer John K. Testerman Chari Delle J. Tsai Ellen E. Van Treuren- Richards</p> <p>Colorado Cynthia A. Dahlberg Dawn Marie Hendrix Sandra E. Volchko Constance E. Watson Ming Yin</p> <p>Connecticut Jacqueline A. Richo Christine G. Scully</p>	<p>Florida Nicole Auffret Janice S. Belbeck Bernadette M. Dahill Jean Anne Davis Karen Gossler Nancy L. Helme Gayle A. Leonard Karen L. Meno Matthew L. Rivera Christos Sierras Jill M. Szymanski</p> <p>Georgia Mary Kathryn Brabson Jim R. Brown Jeffery Todd Hinson Nancy E. Kendall Harry E. Moyer Casandra D. Raley Deborah A. Warren</p> <p>Hawaii Thomas A. Davidson</p> <p>Iowa Jean N. Schrum</p> <p>Illinois Cindy S. Bartkus Marlene A. Bober Kathleen M. Nelson Elizabeth A. Walliser</p> <p>Indiana Lynn E. Bailey Theodora Gunnarsdottir Nancy L. Hedden Dana L. Hollis Michael Schaaf Klueh Kimberly S. Thomas Natalie K. Thurston</p> <p>Kansas Carol A. Kemper Bethany A. Simpson</p> <p>Kentucky Mary S. Hubbard Kevin J. Inman Delores M. McDonald Ruth A. Shepherd Karen A. Wooldridge</p> <p>Louisiana Mark Lyndon Bradford Karon A. Le Bourgeois</p> <p>Massachusetts Rebecca L. Bruyn Judith R. Butterfield Crystal C. Carvotta Claire M. Paras</p> <p>Maryland Olivia D. Baker John W. Brannock Marcia J. Medina</p> <p>Michigan Joan S. Sweet</p> <p>Minnesota Susan R. Bierschbach Ephraim M. Gabriel</p>	<p>Beth A. Green Teresa M. Huntman Anne M. McGearry</p> <p>Missouri Terri L. Emily Joan M. Frost Michael R. Goler Melissa K. Thomas Stacey R. Wilson</p> <p>Mississippi Angela G. Pace Jane M. Stirrup Rita M. Tierney</p> <p>North Carolina Janet E. Beck Linda D. Burhans Pamela A. Graham-Wilson Susan K. Hanna Donna H. Miller</p> <p>New Jersey Kathy Fleming Stephanie R. Kahn Julia A. Wilson Kirsten D. Zabilowicz</p> <p>New Mexico Sandra B. Rausch</p> <p>Nevada Kristen Boucher Jackie M. Buttaccio Kevin Kennedy Donna S. Thorson</p> <p>New York Jodi B. Bezack Gleen T. Gilbert Tierre A. Jeanne Hilda M. Kelly Hemant R. Lanjewar Ruth M. Poprilo Sameh S. Samy</p> <p>Ohio Sheila D. Harris Bonnie L. Hollopeter Christine L. Lerz Paula S. McKee Christine Neumann Donald C. Robinson</p>	<p>Oklahoma Patricia H. Muller-Smith</p> <p>Oregon Jean F. Boggs Fredrick L. Crosby Pamela P. Heiser Elizabeth J. Ovitt Janice C. Ries</p> <p>Pennsylvania Dolores B. Frantz Ruslan V. Horblyuk Elizabeth A. Murtha Craig M. Saylor Brenda A. Sthen</p> <p>Puerto Rico Rafael A. Paoli-Bruno</p> <p>Rhode Island Brenda L. Briden</p> <p>South Carolina Mary M. Jackson Leisa J. MaGill</p> <p>South Dakota Phyllis R. Beuckens</p> <p>Tennessee Therese V. Adams Cheryl McNeil Autin Cyndi Barham Anita L. Garrison Lara P. Welborn</p> <p>Texas Debra J. Adams Shirley J. Adriance Valerie Gale Anderson Connie D. Borkland Trudy K. Burgess Mary R. Burks Stephanie Clifton Amanda L. Denis Anne-Claire Isabelle France Jean M. Freeman Kim E. Halbur Amy A. Hammer Judith E. Hoffman-Knobloch Melissa D. Johnson Alice Lark Susan A. Lora</p>	<p>Marcella A. Louis Walter A. Ponder Nicola A. Scott Judith K. Thayer</p> <p>Virginia David A. Collins Terry L. Cralle Jodie A. Dowhan Cheryl B. Samuels Timothy R. Stockdale</p> <p>Vermont Maureen A. Fraser Ramona J. Mayhew Charles J. Woods</p> <p>Washington Dale A. Arroyo Scott J. Messmer</p> <p>Wisconsin Annette A. Bertelson Kristin M. Mickalowski</p> <p>Ontario, Canada Jacqueline Fisher</p> <p>Hong Kong King Yip Anthony Ho</p> <p>Nigeria Samuel Alli David E. Bayagbona Ramon A. Ogunlana Tinuola O. Oyekan</p> <p>Peoples Republic of China Chor Kwan Choy Lai Har Chung</p> <p>Hong Kong Kwok Keung Chan Kwok Keung Ng</p> <p>Saudi Arabia Aliah H. Abdulghaffar Mai N. Abou Al-Seoud Fadwa A. Bawazir Marina N. Daly Sonia A. Sebai Iftikhar Uddin Terri L. Ruhter</p>
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2004 Healthcare Quality Certification Board

<p>Chair</p> <p>Secretary/Treasurer</p> <p>Directors</p> <p>Public Member Director</p> <p>Immediate Past Chair</p> <p>Executive Office Staff</p>	<p>Susan McKeivitt, BS, MS, MLS, RN, CPHQ – Minnesota</p> <p>Patricia Carter-LeCompte, BS, MBA, RN, CPHQ – Saudi Arabia</p> <p>Britt deCordier, BSN, MS, RN, CPHQ – Denmark</p> <p>Daniel Degnan, III, MS, PharmD, CPHQ – Indiana</p> <p>Lynne Gagnon, BSN, MS, RN, CPHQ – Maine</p> <p>Suzanne Williams, BA, RN, CCM, FNAHQ, CPHQ – California</p> <p>Karen M. Hansen, BA, MA – Oregon</p> <p>Edgardo L. Perez, MPH, CHE, FRCPC, MD, CPHQ – Ontario, Canada</p> <p>Cathy Berra, Executive Director</p> <p>Jerrie Lynn Kind, Associate Executive Director</p> <p>Deborah Grooms, Association Assistant</p> <p>Rhonda Kodger, Association Assistant</p> <p>Beth Crowley, Meeting Planner</p> <p>Susan Hime, Sr. Data Administrator</p>
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Exam Results Update!

A total of 291 candidates have registered to take the exam from April 1, 2004 – July 31, 2004. Of these candidates, 218 passed the exam during this same time period, for a 84% passing rate.

Thirty-one (31) candidates have registered to take the October 9, 2004 Paper and Pencil Exam in eight countries.

2004 Year-To-Date Statistics

From January 2004 through July 2004, a total of 361 candidates took the CPHQ exam. Of these, 280 candidates passed the test for a passing rate of 77.56%.

The paper and pencil formats were administrated according to standard procedures at test centers outside the United States. 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 2003, over 15,000 professionals have taken the CPHQ examination since 1984. There are currently more than 7,100 active CPHQs practicing in the United States and Internationally.

Market Your Skills Using the CPHQ Logo!

CPHQs maintaining active status with the Healthcare Quality Certification Board are authorized to display the CPHQ registered logo mark on business cards and personal stationery.

To receive a camera-ready copy of the logo in the format your printer will need, send a request to HQCB Executive Office. Include a check, payable to HQCB, for \$10 or your credit card information to cover processing costs. You will receive the logo sheet and the policy and procedure describing how CPHQs may display the registered mark.

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"**!

CPHQ Pins and Replacement Certificates

Replacement CPHQ certificates are available from the HQCB for \$15; allow six weeks for production and delivery. New CPHQ pins are available for \$7 each; allow two 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/recertification.

Verification of CPHQ Status

The HQCB maintains a listing of the current status of all CPHQs. Verification of CPHQ status is available to the public upon request from the HQCB. Employers or others requesting verification must provide the name and social security number of the individual before a verification can be provided. Both sources of identification are required to assure an accurate status report is matched to the correct CPHQ.

Name and Address Changes

Has your name changed since your initial certification? To be certain you receive all important certification correspondence, promptly notify the HQCB of any address change. We require that name and/or address changes be submitted in writing by fax, e-mail or 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 changes to BOTH the HQCB and NAHQ.



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Certification Board
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