

Newsletter of the Healthcare Quality Certification Board of NAHQ

Benefits of Dual Certifications (RHIA and CPHQ): Our Experience

Debra Carruthers, RHIA, CPHQ and Jane Elliott, RHIA, MHSA, CPHQ

Have you ever wondered if dual certification would be worth the time and energy as you move through your career continuum? Obtaining certification in any specialty, whether healthcare, or another profession, is a true benefit to the individual, the profession, the employer, internal and external customers, the community served by the employer, as well as anyone who has contact with the person or their work. Individuals who obtain a credential demonstrate that they have achieved a level of professional expertise in a specific area or areas of focus. The employer seeks to hire an employee with this level of expertise and can therefore, be confident that the employee can provide the company with the knowledge, skills and competencies needed to fulfill their obligation to the company and those served by the company.

Certification, in general, provides documented verification of three basic professional attributes according to Dr. Frank Waterstraat, Director of the Health Information Management Program at Illinois State University. The first is disciplinary *knowledge*, which is obtained through education; the second, *skill*, which is obtained through application of the knowledge gained; and the third component is *competence*, which is obtained through the application of skills acquired. An additional component is *confidence*, which comes with time and experience. All of these attributes are recognized and acknowledged by others through the achievement and maintenance of certification. Thus, individuals who acquire dual certifications, not only broaden their respective scope of expertise and increase their professional value, but demonstrate to others outside the profession an ability to contribute to a greater scope of current professional practice.

The Registered Health Information Administrator (RHIA) credential can be obtained after acquiring a baccalaureate degree in Health Information Management (HIM). This certification focuses on acquisition and management of health data for applications ranging from simple reporting to health care research. RHIA professionals are skilled in building and maintaining health data

repositories. RHIAs also contribute to the health data management process by abstracting data from medical records, coding health data for reimbursement and capturing the data in electronic databases. This data can then be used to support a variety of needs including patient care, research, financial management, institutional compliance, risk management, utilization of services and healthcare quality. A variety of healthcare facilities employ RHIA professionals including acute, ambulatory care and long term care settings, pharmaceutical companies, medical billing and coding specialists, legal firms, compliance organizations, and others. Though the employment setting may

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Recertify Early!



The new recertification guidelines approved by the HQCB Board in 2004 go into effect with the December 31, 2005 recertification period, so recertify early!!!

Simply stated, **ALL** CPHQ's with a recertification date of December 31, 2005 **must** have their forms and payment postmarked by **January 31, 2006**. Failure to do so will result in having to retake the CPHQ exam. For additional

information and recertification applications please visit the HQCB website at www.cphq.org or contact HQCB at info@cphq.org.



Healthcare Quality Certification Board

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be clinical, the RHIA professional is not a clinical function by nature. The advantage RHIA's have is in knowing where and how to draw upon clinical data resources to fulfill the administrative goals and objectives of the organization. The RHIA credential clearly documents an individual's ability to contribute to the success of an organization by possessing the knowledge, skill and competence to fulfill an organization's health data needs.

The Certified Professional in Healthcare Quality (CPHQ) certification is a more specialized professional designation that demonstrates the healthcare professional has the knowledge, skills and competence to evaluate raw data, converting it into health information that can be used to improve the quality of care and services in a healthcare organization. Healthcare professionals interested in obtaining the CPHQ credential are not required to have prior quality experience, but it is **highly recommended** to have experience in the quality field. Once they pass the CPHQ exam, the CPHQ professional may then use their credential to market themselves to a broad spectrum of healthcare organizations and services. Unlike the RHIA, the CPHQ's area of expertise is more focused on analyzing and using health data for healthcare quality and associated disciplines. Quality professionals are well versed in the development of programs to improve care and service for a variety of healthcare issues such as diabetes, hypertension, heart disease, access to care, satisfaction with care and the myriad of other areas that are tracked and trended in healthcare. CPHQ's are also well versed analyzing and implementing government programs related to healthcare such as Medicare and Medicaid, accreditation organizations such as the National Committee for Quality Assurance (NCQA) and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and other regulatory organizations. The CPHQ routinely works with physicians and healthcare administrators to promote and monitor safe, high quality, cost-effective healthcare (NAHQ Guide to Quality Management, 8th ed.)

For both credentials periodic recertification, obtained through continuing education, provides the opportunity to expand current knowledge and stay current with changes in healthcare trends. A professional organization that provides services devoted to the development and maintenance of the certification and the individuals who carry the certification supports each certification.

The RHIA and the CPHQ are complimentary credentials. Each credential focuses on specific components that address the needs of a wide range of healthcare organizations. An RHIA can address a healthcare organization's data management needs while a CPHQ can address the health data analysis needs required for quality and service improvement. Thus, when used in tandem, they provide the healthcare community with a professional who is able to not only capture and manage

health data; but also analyze, evaluate and apply it to improve the quality of care provided by an organization.

Dual certification has provided us, as quality management professionals, with a greater range of opportunities to apply the knowledge, skills and competencies of both disciplines in a managed care environment. Our current positions require that we address accreditation through the National Committee for Quality Assurance (NCQA), gather and report clinical data through the Healthplan Employer Data and Information Set (HEDIS®), develop and implement and maintain provider and practitioner quality and satisfaction initiatives, assess and strengthen partnerships with employer groups, and fulfill regulatory requirements through Medicare and state agencies. We have experienced first-hand how holding both certifications have provided us a broader perspective to assist in addressing the problems facing the healthcare community and the ability to improve the processes and procedures to provide a higher level of quality care to the public.

"The CPHQ credential is a logical progression for the HIM professional working closely with quality reviewers, auditors, and risk managers or in performance improvement or other areas of quality management. The HIM professional's education, training, and experience provide a solid framework to becoming, among the many options available, a certified professional in healthcare quality." (Smith, Cheryl M. and Mary Uppena. "Quality is Job One' for CPHQs" Journal of AHIMA 72, no 4 (2001): 48). This has proven to be true and beneficial in our combined forty years of health care experience, as we have pursued our careers in the growing field of health information management and healthcare quality.

The authors would like to thank Sandra Reifsteck, RN, MS, FACMPE and Frank Waterstraat, PhD, RHIA, for their assistance with this article.

New Certification Board Members Begin January 1, 2006

HQCB welcomes two new board members at the beginning of the New Year! Moi Lin Ling, MBBS, Dip.Bact., FRCPA, FAMS, CPHQ from Singapore and Anita Garrison, RN, MSN, CS, CPHQ, CMC from Memphis, Tennessee will be our newest members.

In January, HQCB's new Chair will be Suzanne M. Williams, BA, RN, CCM, FNAHQ, CPHQ from Walnut Creek, California. 2005 Chair Dan D. Degnan, PharmD, MS, CPHQ will remain on the certification board in the role of Past Chair.

We bid a fond farewell to our departing board members Lynne M. Gagnon, BSN, MS, RN, CPHQ, who will now serve on the examination committee and Susan McKeivitt, BS, MS, MLS, RN, CPHQ who served in the Past Chair role in 2005.



Global Envoy Update

Greetings fellow CPHQ Colleagues,
 Congratulations first to all the new CPHQs who have taken the exam and have joined their fellow quality CPHQs around the world.

Patricia Carter-LeCompte The past few months have kept me busy with attending conferences in some very interesting places, as many of you will have read about if you have been monitoring the NAHQ and HQCB websites. In March, I spoke at the Ain Shams University 28th Annual Medical Congress in Cairo, Egypt, immediately followed by the Health Asia 2005 Conference in Karachi, Pakistan. In April, I traveled to Antalya, Turkey to speak at the 49th European Organization for Quality Conference (EOQ). All three conferences were very interesting, with much interest regarding the CPHQ exam. The reports are on the HQCB website if you would like to read them

for more details. The conference in Jordan was postponed from August until November, so that report will be forthcoming later.

During the first part of the year, I have taken part in a clinical practice guideline study as the representative for the Middle East as part of a European study, and was invited to submit a Guest Editorial for the NAHQ magazine as part of a special International issue.

In Saudi Arabia, I took part in a workshop in Wadi Dawasser regarding team training, the first time this had been done there. There was excellent participation by the many attendees.

To date, I have received a few e-mails from a few healthcare quality professional colleagues around the world—please keep the messages coming!

In September, I will be taking part in a WHO Workshop in Cairo.

I look forward to my next visit to the U.S.

With best wishes to everyone,
 Patricia Carter-LeCompte

Q Solutions: Essential Resources for the Healthcare Quality Professional

Multimedia—paperback book, CD-ROM, Web site (2005)

Luc R. Pelletier, MSN APRN BC CPHQ FNAHQ FAAN, Editor

Christy L. Beaudin, PhD LCSW CPHQ FNAHQ, Editor

\$165 NAHQ Member • \$185 Nonmember

Q Solutions: Essential Resources for the Healthcare Quality Professional contains essential resources delivered in a variety of user-friendly formats in step with current and anticipated demands. It serves as a primary resource

- providing critical knowledge to develop and enhance essential leadership skills in healthcare quality
- delivering current, forward-looking, and sustainable content to support healthcare quality competencies using the latest technology
- addressing an audience across the care continuum.

Q Solutions, a book with companion CD-ROM, establishes and extends foundational knowledge. Key features highlight critical components of healthcare quality, the science and art of quality management, and environmental and sphere-of-influence considerations. The book's content is included on the CD-ROM in a searchable format.

Upon registration of the product, the user is provided with a 1-year unlimited-access subscription to the *Q Solutions* Web site, which includes additional content and valuable resources.

Contents

- Module 1: Foundation, Techniques, and Tools
- Module 2: Strategy and Leadership
- Module 3: Continuous Readiness
- Module 4: Change Management and Innovation

Visit www.nahq.org to see the full line of NAHQ products and to order online.



What All CPHQs Need To Know About Recertification (but are afraid to ask)

Here at the Executive Office we get numerous questions regarding how to go about recertifying and what continuing education can be used to recertify your CPHQ credential. To assist in your plight, we have put together a list of the frequently asked questions. We're hopeful this will put to rest any anxiety or uncertainties you may experience when it is time for submission of your recertification application.

Q: Do you notify me when my certification is due to expire? What happens if I don't receive any of the mailings?

A: The HQCB Executive Office mails out a recertification application six months prior to your expiration date as well as a reminder postcard and e-mail sent three months prior to your expiration date. It is necessary for you to notify the office of any address changes. However, if you do not receive these mailings you are still required to recertify by your expiration date. PLEASE NOTE: It is

YOUR responsibility to be aware when your recertification is due. HQCB will send these reminders, but you are ultimately responsible for your own certification status.

Q: I have attended several conferences this year. How do I know if HQCB will accept these programs for continuing education?

A: For individual recertification, HQCB accepts any continuing education that follows the content outline for the CPHQ examination. Therefore as long as the content of the program is listed in the content outline, you can use it for recertification.

HQCB has made the content outline available in both the candidate handbook and the recertification handbook (as well as on our website). Please note: courses relating to clinical patient care or medical treatment are **not** accepted. All other guidelines for recertification are also available in the recertification handbook.

2005 Healthcare Quality Certification Board

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Q: Can I send in my continuing education prior to recertifying for review?

A: HQCB does not review courses on an individual basis for CEU's unless the provider of the program has requested the program be reviewed for CPHQ hours. This is done by filling out the CEC Approval Form and paying the appropriate fees.

Programs are not required to be approved by HQCB for CPHQ hours to be used for recertification. The program just needs to follow the content outline of the CPHQ examination.

Q: What happens if I don't recertify by my expiration date?

A: You have a one month grace period after your certification expires to submit your recertification application. It **must** be postmarked by January 31 of the year following your expiration date. If you fail to submit your recertification by that date you will be required to sit for the examination to become CPHQ certified again.

Q: My questions have not been answered who can I contact?

A: Please send an e-mail with your question to the executive office at info@cphq.org or call us at 1-800-346-4722. We are here to serve you!

Congratulations to each of the following candidates earning their distinguished CPHQ designation February 1, 2005 – July 31, 2005

Alabama

Jay Bishop
Amy D. Wilson

Arkansas

Susan J. Hapner

Arizona

Jacqueline M. Aragon
Celia Barbieri
Sylvia Bushell

California

Ruth C. Bala
Emma L. Baron
Debra L. Batten
Vallorie Clarke
Rena L. Duman
Laura A. Finn
Teri Fowler
Linda J. Grant
Yelena H. Korenberg
Sheila M. Lyzwa
Juli C. Maxworthy
Zohreh Mirsaidi
Lynda D. Rush
Christy A. Safford
Matthew Sandlow
Vincent A. Surra
Edward E. Vasko

Colorado

Connie Chambers
Anne K. Coultas
Laurel K. Grossaint

Delaware

June Estock

Florida

Sam Elizondo
Susanne M. Gammon
Mary K. Godlewski
Julie A. Messick
Karen Zehnder

Georgia

Rhonda C. Holland
Viola E. Sturkey

Iowa

Amy J. Fletcher

Illinois

Robert P. Durkee
Clyde L. Grooms
Cheri L. Mattison
Anthony D. Veasey

Indiana

James T. Caddell
Denise H. Tinkel
Laura Vercler

Kansas

Janie M. Schumaker

Kentucky

Denise W. Billingsley
Michael J. Caputo
Melanie B. Crysler
Sherri L. Greenhill
Ramona K. Thompson

Massachusetts

Judith H. Lightholder
Ann L. Reichert

Maryland

Monica A. Cooke
Emmett T. Ervin

Michigan

Mary Ann Rankin

Minnesota

Robyn L. Carlson
Jill M. Kieser
Jane M. Mc Grath
Janelle R. Shearer

Missouri

Diana Hercules

Mississippi

Bridgette M. Davenport
Mary R. Hall

North Carolina

Norm Arrington
John J. Bardsley
Dendy D. Donovan
Susan M. Fritts
Janet Hadar

New Hampshire

Valerie I. Neill
Lori D. Schatzl

New Jersey

Susan Clement
Sheryl M. Strasser

New Mexico

Irene L. Ashker
Patricia D. Romero

New York

Judith T. Flaherty
Patricia E. Johns
Sharon C. Johnson
Evelyn P. Kropp
Catherine Lynch
Katherine A. McCallister
Jeffrey R. Mothersell
Kelley J. Smith

Ohio

Jennifer L. Kuhn
Karen S. Prenger
Christine M. Tredent

Oregon

Jason Snider

South Dakota

Susan E. Konrady

Tennessee

Carolyn A. Grandison
Sheila D. Keith

Texas

Anthony W. Baird
Richard L. Fortner
Jason L. Harder
Vickie L. Newsome
Veronica M. Paredes-Clanton
Sue C. Sarran
Jan E. Stanton
Julie Thomas
Crystal J. Wilkinson

Virginia

Fengxiang Song
Deborah L. Yocum

Washington

Janet M. Barrett
Sharon K. Jenkins
Jeffrey A. Steinbock

Wisconsin

Russell S. Gonnering
Colleen M. O'Brien
Sally N. Rosemeyer

West Virginia

Michele C. Davis
Cheryl W. Martin

Canada

Clara J. Ballantine

Egypt

Marwa I. El-Saidy

Saudi Arabia

Hanan M. Salem

Singapore

Say Lim Soh

Online Application and Scheduling Now 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!

Join NAHQ in October and get free Online CE!

During October, NAHQ is making an exclusive offer to CPHQ's who are not NAHQ members.

Join NAHQ online at www.nahq.org you will become eligible for NAHQ's free online CE's during the entire month!

Check it out on our website, or contact NAHQ at 800/966-9392.



The CPHQ website redesign has been completed! The new website is easy to navigate and has all of the information needed to recertify, order pins and certificates or to just keep informed on what's new with the HQCB Board and the CPHQ examination.

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 info@cphq.org.

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; 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”!**

Name and 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. Please remember, if you are a member of NAHQ you must send your changes to both HQCB and NAHQ.



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