

New Recertification Policy in Effect for December 31, 2005 Recert Cycle

Beginning with the December 31, 2005
recertification cycle:

If the CPHQ does not recertify by January 31 following the year ending each recertification cycle, their certification will be revoked for failure to comply with recertification requirements.

Individuals with 12/31/05 expiration dates who fail to post-mark their application by the January 31, 2006 deadline will receive a "Revocation Notice." This revocation will become effective as of the date of this letter, which will be mailed to the CPHQ's 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Individuals whose credentials have been revoked may not use the credential designation of CPHQ in representing themselves and will be required to sit for the examination if they wish to become certified as a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.

The 2005 recertification application will be mailed out in June 2005 to all CPHQs who expire on December 31, 2005. However, if you would like to go ahead and recertify now the recertification application is always available on the website at www.cphq.org under Recertification.

*The HQCB executive office encourages **EARLY** recertification so don't delay...send us your recertification today!*

Certification Creditability

by Lynne Gagnon, BSN, MS, RN, CPHQ

Our 'product' is certification. It demonstrates a commitment of an individual to take that next step in demonstrating their knowledge base and ability to perform as a "Quality Leader". The credential of CPHQ also demonstrates to employers, that the individual has a knowledge base and ability to assume that leadership role.

Healthcare quality professionals are being bombarded for quality data for their organizations. Since the first publication from the Institute of Safe Medicine Practices (ISMP) was published in 1999, the focus on quality in healthcare has become a major public, and federal agenda. Individuals obtaining their certification in Healthcare Quality demonstrate a knowledge base of all the parameters of healthcare quality: credentialing of physicians, collection and analysis of data, risk management, information management, education and training, process improvement, and leadership. A strong foundation in these principles prepares the Quality professional to meet these demands and set priorities for process improvement activities in their organizations. These fundamentals support these professionals in defining process improvement indicators for their organizations, collecting and analyzing data. Certified Healthcare professionals assist their organization's leadership in identifying the national trends, benchmarking opportunities, and in asking the 'right' questions about healthcare performance that aids in directing their process improvements.

The healthcare quality professional is being asked to develop and implement an organization's Quality Plan linking it to the mission and strategic plan all the while incorporating trends from the national agenda on healthcare quality. Certification in this specialty affirms the knowledge base of the quality professional to the organization's management.

Attaining certification in this field often opens new career paths for individuals who may have been doing 'quality work' as part of another job but who may want to move entirely into healthcare quality.



Healthcare Quality Certification Board

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Facsimile 1-913-599-5340 www.cphq.org CPHQ News circulation volume: 8,000



Prize Winner

Pictured at right, Carolyn Days of Oakland California is the second prize winner of the HQCB drawing at the National Association of Healthcare Quality (NAHQ) annual conference held in Orlando this past September. Carolyn won three nights' hotel accommodations and complimentary registration to the 2005 NAHQ Conference in New Orleans.

Our first prize winner was Terri Emily of Park Hills, Missouri. Terri will receive round trip coach airfare to New Orleans for the NAHQ 2005 Conference along with three nights' hotel accommodations and complimentary registration.

Each year at the annual NAHQ conference, HQCB conducts this drawing from all active CPHQs. You need not be present to win.



Carolyn Days (left),
Susan McKeivitt (right)

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!

Congratulations to Our Newest CPHQs!

Please join us in celebrating the success of our newest certificants! These colleagues passed the HQCB Certification Exam between August 1, 2004 and January 31, 2005 and earned the prestigious Certified Professional in Healthcare Quality (CPHQ) designation. A listing of these newest professionals by state and country is included on page 5 of this newsletter. The new CPHQs are also listed on the HQCB website at www.cphq.org.

NAHQ 30th Annual Conference

The premier educational event for quality professionals in healthcare with content

- addressing a range of topics and emerging technologies in the field, including e-health and evidence-based practice
- presented by experts in the field—your peers and mentors
- delivered in various formats, from in-depth preconference workshops to concurrent sessions to poster presentations

as well as networking opportunities such as access to the exhibit hall and social events.

www.NAHQ.org is your 24/7 source for information on the conference and registration.

- Learn about the presenters who will educate, motivate, and inspire you!
- Sign up for the **Healthcare Quality Management: Review and Study Session**.
- Save over \$100 on the full conference with the early-registration member rate.

2005 Conference Site

New Orleans Marriott

Room rate: \$186/single or double

Reservations: 800/581-1000



National Association
for Healthcare Quality

Contact NAHQ

800/966-9392 • 847/375-4720

www.nahq.org



National Association of Healthcare Quality (NAHQ) – Why Should I Join?

The National Association for Healthcare Quality (NAHQ) is the nation's leading organization for healthcare quality professionals. Founded in 1976, NAHQ currently comprises more than 5,000 individual members and 100 institutional members. Its goal is to promote the continuous improvement of quality in healthcare by providing educational and development opportunities for professionals at all management levels and within all healthcare settings.

So what's in it for me?

I have been a member of NAHQ since 1997 and it has helped me grow personally and professionally. I've always felt that by participating in an organization, one gets more back as a member. I volunteered to be a member of the annual conference planning team for NAHQ and served for two years. In those two years, I met people I wouldn't have met otherwise. I learned an enormous amount of information from a professional standpoint as well as increased my knowledge of project planning (very important in planning a large national conference). From NAHQ annual conference planning I got involved in our local chapter, the Iowa Association of Healthcare Quality (IAHQ) activities at the District level and State level as well as serving on the HQCB Board of Directors, which oversees the CPHQ exam process.

I encourage all of you who are not members of NAHQ, to seriously consider joining in 2005. There are many benefits to being a member of NAHQ and all for \$115.00 annual dues (that is only \$9.58 per month). Now you ask, what can I get for my dues? Here are the top ten reasons for joining NAHQ:

- 10. Quarterly newsletter – NAHQ News.** A newsletter to keep you updated on important information in the healthcare quality field as well as new information about NAHQ members.
- 9. Journal for Healthcare Quality** – This alone is worth the annual dues. The Journal for Healthcare Quality is a very high quality journal that is published bi-monthly. In each issue there are articles that you can earn CPHQ continuing education hours right in your own home.
- 8. Reduced conference registration fees** – You get reduced registration fees for the annual conference. If you attended the annual conference in 2004 as a member, you would have saved \$220.00.
- 7. Discount on NAHQ publications and products**
- 6. Access to NAHQ standards of practice, Code of ethics and Government Relation papers**
- 5. Free Access to NAHQPlus.org** – You have a free access to a NAHQ member's only website, NAHQPlus.org. You can search for other members on this website, there are message boards, and an expanded resource center.
- 4. Discounted rate for CPHQ exam** – As a member of NAHQ, your certification exam would have been discounted.
- 3. Professional recognition opportunities** – As a NAHQ member, you are eligible to various recognition opportuni-

ties thru the NAHQ Awards program that recognizes professional distinction and professional development awards that the Healthcare Quality Foundation offers.

- 2. Access to national and international healthcare quality professionals** – You have access to a wealth of resources and professionals via the web, list serves and the membership directory.
- 1. AND THE NUMBER ONE REASON TO JOIN NAHQ...** You will grow personally and professionally as a healthcare quality professional. What could be more rewarding?

If you would like more information, have any questions about joining NAHQ or would like to find out about opportunities for involvement at the national or state level, do not hesitate to contact me.

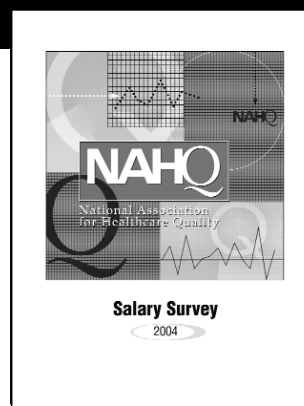
Joan Boldrey, RN, M.Ed, MS, CPHQ
District IV Representative, IAHQ
IAHQ Board of Directors
HQCB Board of Directors

Resources:

1. www.NAHQ.org – National Association for Healthcare Quality website.
2. *Resource Guide - The Quality Professional in Healthcare* – 2004

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NAHQ 2004 Salary Survey



Tap into what professionals in healthcare quality are reporting about their compensation and benefits. Conducted in summer 2004, this survey garnered more than 1,800 responses from those in the field.

NAHQ Members \$45
Nonmembers \$175



Visit the NAHQ online store at www.nahq.org to see the full line of NAHQ products and publications.

Exam Results Update!

A total of 156 candidates registered to take the exam from November 1, 2004 – February 28, 2005. Of these candidates, 123 passed the exam during this same time period, for a 78% passing rate.

Twenty-nine (29) candidates have registered to take the May 7, 2005 Paper and Pencil Exam in eight countries.

2004 Year-To-Date Statistics

We had a great year! From January 2004 through December 2004, a total of 652 candidates took the CPHQ exam. Of these, 493 candidates passed the test for a passing rate of 75.61%.

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 2004, over 15,000 professionals have taken the CPHQ examination since 1984. There are currently more than 7,400 active CPHQs practicing in the United States and Internationally.

2005 Healthcare Quality Certification Board

Chair Daniel Degnan, III, MS, PharmD,
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We have a new look!



Watch for the redesigned CPHQ website coming soon! Our new website will be easier to navigate and is chock full of information for the new candidate and also our CPHQ's. We welcome comments on our new site and hope that you will let us know if you have any suggestions for content. **Visit us at www.cphq.org**

Global Envoy News

Greetings International CPHQ Colleagues:

It is my pleasure to communicate with all of you around the world. First may I say hearty congratulations on your certification as a CPHQ, no matter when you attained this important credential.

The purpose of this letter is to introduce myself and a new position from the Healthcare Quality Certification Board (HQC). My name is Patricia Carter-LeCompte, MBA, CPHQ. Many of you will have seen my name in the various communications from the HQCB, as I am Immediate Past Secretary Treasurer and a former Board Director. I am Canadian, have previously also worked in England, and for the past 13 years in Saudi Arabia. I obtained my CPHQ in 1996, and am currently the Quality Director of the Armed Forces Hospital, King Abdulaziz Airbase in Dhahran.

I am pleased to announce this new position from the HQCB entitled "Global Envoy".

The Healthcare Quality Certification Board's purpose for establishing this new position is to facilitate a network with all CPHQ's working internationally throughout the world. My desire is to encourage communication and coordination through the medium of the internet. My e-mail address is pclcompte@yahoo.com.

I would be delighted to receive any e-mails regarding any hints that may be helpful for other CPHQ's that you would like to share with others or suggestions for topics you would like to see in the HQCB Newsletter.

I look forward to linking and hope to hear from many of you.

Sincere best wishes to all,
Patricia M.Carter-LeCompte



Congratulations to each of the following candidates earning their distinguished CPHQ designation August 1, 2004 – January 31, 2005

<p>Alaska Rodney Perdue Leilani A. Sauer Corlis Y. Taylor Elizabeth E. Woodyard</p>	<p>Colorado Theresa R. Frazier Barbara H. McNelly Gail A. Sundberg-Douse Polly S. Wilson</p>	<p>Kentucky Penny Gilbert Vernita L. Julian Joyce A. Pawsat</p>	<p>Nevada Ellen J. Deprat Chris A. Watanabe</p>	<p>David C. Gardner Candis E. Guidry Julie K. Gunderson Jenny S. Hargrave Steven J. Hartranft Jack B. Henry Diana K. Hildebrand Sherry A. Mendela Katia M. Richard Elaine Roberts Victoria E. Robertson-Pyle June M. Schneberger Nancy Shultes Leah D. Vintila Thomas K. Warren Teresa N. Weaver Debbie A. White</p>
<p>Alabama Joan D. Burch Heather R. Mitchell</p>	<p>Connecticut Denise M. Myrick</p>	<p>Louisiana Doris J. Bailey Kathy L. Herring Theresa R. Rome</p>	<p>New York Maria G. Almeida Antonia O. Armada Donna L. Bjerregaard Susan M. Franko Lisa Heine David W. Johnson Anne M. Kretovic Kathy M. Murray Ellen K. Raphael Catherine Ryan Benjamin R. Stein Sandra E. Ward</p>	<p>Virginia Beatrice Haupt Anthony J. Hermann Bonnie J. Jorde Laura J. McKay Renata R. Sampson Terry B. Sher</p>
<p>Arkansas Carol E. Compas Shirrell A. Henry Vickie A. Krebs</p>	<p>District of Columbia Marcella D. Fjelstad</p>	<p>Massachusetts Paul J. Gilleece Cindy J. Hummer Margaret A. Johnson Patricia D. Schuldenfrei</p>	<p>Ohio Rosemary V. Chaudry Kerri D. Gilligan Joan M. Kimmet Lisa A. Kulp Douglas A. Lewis Richard E. Lockwood Sandra D. Sykes Mark R. Vorherr Christine H. Winsberg</p>	<p>Washington Barbara L. Graves Sharon W. Johnson Denise K. Mc Eldowney Paula V. Radell</p>
<p>Arizona Annie L. Benson Deanna J. De Vlieger Victoria A. Dinicola Kimberlee G. Duncan Linda L. Reynolds Peggy L. Stewart</p>	<p>Delaware Joanne E. Bramble Patricia R. Morris</p>	<p>Maryland Iskla L. Brown Eve T. Early Dominic E. Ikotidem</p>	<p>Oklahoma Cathryn L. Franks</p>	<p>Wisconsin Beth A. Benz Beth B. Dibbert Carol J. Durocher</p>
<p>California Elizabeth L. Augusta Lesley E. Camire Cheryl L. Canto Faye Q. Chavis Kathleen Churchill Mary E. Drayer Janice R. Dreyer Kevin J. Drury Stephanie W. Farrell Maureen K. Gunning Patricia A. Harvey Rebecca A. Israel Mary L. Jordan Svetlana Kacherova Shirley Kane Darina M. Kavanagh Waynna Kershner Laura Key Raed M. Khoury Anthony L. Lobb Karen A. Moore Kathleen M. O'Malley Ana M. Perez Maureen C. Plumstead Stephanie R. Robinson Beth D. Rowett Jacquelen M. Ruiz Iren Spivak Helen Sun Debra A. Tumbarello Marianne H. Vicencio Marguerite T. Voorhees Linda S. Wagner Sandra F. Way Stephen A. Yao Marion K. Yerxa Jun Yu</p>	<p>Florida Susan W. Hayes Patricia A. Hoffman Kathleen Manlove Shelia M. Mc Caffrey Laurenda L. Miller Marie R. Nell RN MBA Richard G. Welsh</p>	<p>Michigan Laura J. DeSantis Mary Ellen Gies Barbara J. Kendrick Linda J. Messmer Brenda A. Payne Wendi E. Schiller</p>	<p>Oregon Annette L. Bruer James Stuart Campbell Lou Ann Gustafson Barbara Motes Pennsylvania Bettina Berman Christine S. Foore Jennifer R. Lindsey Marianne McConnell Carol A. Smolij</p>	<p>Jordan Khalid A. Almusallami</p>
<p>Georgia Barbara A. Haddock Jacqueline S. Henson Kathy A. Klaric Jennie B. Mattia Brenda Y. Miller Peggy L. Pruett Stephanie Singleton</p>	<p>Hawaii Timothy L. Cook Gayle Seifullin Lynn F. Teruya</p>	<p>Minnesota Elaine E. Johnson Pamela A. Johnsrud Karla M. Weng</p>	<p>South Carolina Cathy R. Robey-Williams</p>	<p>Saudi Arabia Ibrahim Al-Sheneber Abdul-Hameed M. Hassan</p>
<p>Iowa Patty Jo Garrels M L. Longner Mary B. Paulson Linda Sims</p>	<p>Illinois Karen E. Bry Angela K. Hartsock Cynthia L. Morgan Donna J. Rosenkranz</p>	<p>Missouri Jennifer L. Hainey Jeffrey M. Klenklen</p>	<p>South Dakota Jennifer L. Mjelde</p>	<p>Egypt Ola G. Khashaba Alber G. Paules</p>
<p>Indiana Sherry G. Brewer Carol A. Gregory Janet L. Hill Karen M. Masterson Susan J. McAlister Constance R. Mefford Mary Ann E. Monaghan Trudy K. Perkins M. Madonna Rougeau Sherrill A. White Marita E. Williams</p>	<p>Kansas Alan L. Huxman</p>	<p>North Carolina Daniel B. Berman Joseph F. Hughes Terry E. Hurdle Kristy Cynthia I. Karl Ann E. Mc Mahon Beverly J. Nelson Christopher M. Steed Kathi B. Vestal Jean L. Roland</p>	<p>Tennessee Heather Creason Nancy E. Daily Paula M. Dycus Joyce A. Gentry Carole K. Miller Becky F. Pearsall Glenda D. Wheeler Daphne I. Willis</p>	<p>Nigeria Victor A. Kiladejo</p>
<p>New Hampshire Sharon R. Vandegrift Melissa M. Howard Tracy M. Menza</p>	<p>New Jersey Shirlee K. Abbott Medha Havnurkar Jane Kelly-Cummings Helene Loeb Michael E. Rhodes Maryann T. Sakmyster Catherine T. Salvati Maureen A. Schneider</p>	<p>Texas Mary Ann Bailie Susan K. Buhr Janice L. Compton Danny L. Cox Edica L. Estrada</p>	<p>China Wing Cheong Lui</p>	<p>Great Britain Anne Pike</p>

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.

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.



**Healthcare Quality
Certification Board**
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