

New 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.

Online Application and Scheduling Now Available

HQCB Board also approved 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!

Announcing the 20th Anniversary T-Shirt Design Contest

HQCB is excited to announce our T-Shirt Design Contest! Help us commemorate our two decades of Quality Excellence with a brand new design for what has become a tradition...the Annual CPHQ Recognition T-Shirts! You may be surprised at the number of CPHQs who treasure their "collection," and pride themselves on having every t-shirt we've issued! The annual t-shirts debuted in San Diego at the 1991 Conference to recognize active CPHQs at the annual NAHQ conference and at other exhibits and events throughout the year. Their popularity in conjunction with our 20th Anniversary makes this a fitting project to take advantage of CPHQ creativity and celebrate our Anniversary together.

To enter the contest, one must be an active CPHQ. Email or mail your design ideas to the HQCB Executive Office by **June 15, 2004**. The CPHQ with the winning design will receive their next recertification fee complimentary and will be recognized in CPHQ publications and at the 2004 NAHQ Conference. All entries must conform to the production limits below to control costs:

- Crew-neck t-shirt design only
- Solid color shirt selected from one of available standard colors
- Maximum of two colors for printing; print one side only.

Please send your entries to the HQCB Executive Office, P.O. Box 19604, Lenexa, KS 66285-9604 or 8310 Nieman Road, Lenexa, KS 66214 or via e-mail at info@cphq.org by **June 15, 2004**. Good Luck!

The Secrets of Competency Testing: Writing Questions for the CPHQ Exam

Are you attending the NAHQ Conference in September? Join Lawrence J. Fabrey, PhD, Vice President of Measurement Research, Applied Measurement Professionals, Inc. and learn the art of testing from the experts! Explore how questions are developed, structured, and validated for the Certified Professional in Healthcare Quality (CPHQ) examination. Current CPHQs and other healthcare quality professionals will gain valuable information about the process of assessing competency that can be transferred to the workplace. Examination candidates will benefit from the discussion of test-taking strategies and learning how questions are developed and structured for the CPHQ examination.

This workshop is complimentary to those who pre-register in the space provided on the NAHQ conference registration form, so don't miss out! Visit NAHQ at www.nahq.org for registration details.

Sponsored by the Healthcare Quality Certification Board and the California Association for Healthcare Quality. Approved for 4.0 CPHQ CE hours and 4.8 ARN contact hours.

Lawrence J. Fabrey, PhD, Vice President of Measurement Research, Applied Measurement Professionals, Inc.

Friday, September 17, 2:15 p.m. – 6:30 p.m.



Healthcare Quality Certification Board

P.O. Box 19604 Lenexa, KS 66285-9604, USA

International 1-913-599-4173 Toll free U.S./Canada 1-800-346-4722

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HQCB 20th Anniversary Breakfast

Please join us for the HQCB 20th Anniversary Celebration Breakfast! All current CPHQs are invited to this event to be held on Tuesday, September 21 from 6:30 a.m. – 7:45 a.m. in conjunction with the NAHQ Annual Conference. Enjoy a hot breakfast buffet and networking as well as an informative speaker to celebrate our 20th year! The 20th Anniversary Breakfast is open to all current CPHQ certificants and pre-registration is required. Please register by checking the CPHQ Breakfast box on the NAHQ conference registration form. Visit NAHQ at www.nahq.org for conference registration details.

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, 2003 and March 31, 2004 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 3 of this newsletter. The new CPHQs are also listed on the HQCB website at www.cphq.org.

Exam Results Update!

A total of 74 candidates have registered to take the exam from January 1, 2004 – March 31, 2004. Of these candidates, 62 passed the exam during this same time period, for a 84% passing rate.

Forty-eight (48) candidates have registered to take the May 8, 2004 Paper and Pencil Exam in eight countries.

2003 Statistics

From January 2003 through December 2003, a total of 650 candidates took the CPHQ exam. Of these, 468 candidates passed the test for a passing rate of 72.15%. 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 7,058 active CPHQs practicing in the United States and Internationally.

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 website at www.cphq.org/recertification.

Self-Study CE Hours and Recertification Tips

If you find yourself short on CE hours, information on self-study can be found in your Recertification Handbook, on our website at www.cphq.org, and in this and previous issues of CPHQ News. A brief listing of self-study options is discussed below.

- **NAHQ's *Journal for Healthcare Quality***: Contact NAHQ at 800-966-9392 or visit www.nahq.org for information on completing CE articles in the Journal and other self-study opportunities.
- ***Journal of AHIMA* self-study**: This program is accepted for CPHQ recertification CE hours provided each topic submitted relates to the CPHQ examination content.
- **Self-study on the worldwide web**: check the web sites that follow for self-study CE articles and/or on line education via the Internet:
 - NAHQ at www.nahq.org;
 - California Association for Healthcare Quality (CAHQ) at www.cahq.org;
 - The Health TV Channel at www.healthtvchannel.org.
- **Writing questions for the CPHQ exam**: Each question accepted for Board review is worth 1.0 CE hour toward recertification. A maximum of ten (10) CE hours per cycle may be earned in this way.
- **Reading and summarizing articles**: Each article summarized is worth three (3) CE hours. Summaries must be at least one full 8-1/2 x 11 single-spaced, typewritten page in length to earn the full 3 CE hours of credit. All 30 CE hours may be earned in this way.
- **Other pre-approved programs**: The HQCB has pre-approved self-study programs on a variety of appropriate topics for a variety of CE hours. You may wish to contact the following providers for details about pre-approved programs:
 - California Association for Healthcare Quality 800-230-3163, www.cahq.org;
 - Creative Education Unlimited 888-545-9991;
 - HCPro, Inc. 781-639-1872;
 - Quality Credit Providers 800-996-8598, www.qualitycreditproviders.com;
 - Quality Institute 800-966-8102, www.thequalityinstitute.org
 - the State Associations in your area.

Providers with CPHQ pre-approved audio- and video-conference programs include:

- ASHRM 312-422-3982, www.ashrm.org;
- HCPro, Inc., 781-639-1872 x3910, www.HCPro.com;
- PRIMEDIA Healthcare, 800-688-4999, www.primediahealthcare.com;
- VHA, Inc., 800-842-5146, www.VHA.com.

Approval of a seminar or self-study activity by the HQCB for use in meeting the CPHQ CE requirement does not constitute an endorsement of the program.

Congratulations to each of the following candidates earning their distinguished CPHQ designation November 1, 2003 – March 31, 2004.

Alabama

Kelley A. Bridges
Sharon R. Ezelle
Melinda W. Grayson
Dennis E. Kagoda
Stefanie L. Ledbetter
Monique C. Sansom

Arkansas

Diana C. Wilson

Arizona

Kathy J. Kangas
Beth A. Overly
Ramsey L. Riddell
Pat Timpe Rothenburger
Arlene E. Warren
Jennifer L. Wolfe-Pearce

California

Lidaina M. Allen
Richard K. Bilodeau
Ellen S. Brazelton
Carla J. Bustos
Maryanne E. Caruso
Melinda L. Coots-Miyazaki
Susan B. Davis
Teri L. Denhart
Victoria A. Dolan
Lynne A. Drummond
John S. Dustin
Maria T. Eberts
Mary Ellen Esser
Geraldine M. Gendry
Gillian Hart
Steven P. Heppell
Sylvia A. Herrick
Karen R. Jarvis
Linda J. Larson
Mary K. Leong
Sandra S. Levy
Carolyn D. Marovitch
Roselinda F. Matsumoto
Karlotta J. Meeink
Lynn B. Menashian
Gabrielle Meneghini
Michelle A. Nix
Lauri E. Ortega
Hollie E. Parker-Winzenread
Patricia M. Patschull
Christina Pickering
Norman B. Piepenbrink
Kathleen A. Quan
Rosanne L. Rappaxini
Aki M. Rasmussen
Silvana J. Ricci
Elaine M. Robinson-Frank
Janet R. Rogers
Cheryl L. Starch
Lynnett L. Sweene
Valerie L. Thomas
Lars Trucano
Michelle L. Vanderpool
Connie L. Whorton
Susan L. Wood

Colorado

Geraldine M. Furlong
Jill M. Garrett
Mary Jo Hallaert

Jerre L. Johnson
Celeste A. Lafferty
Diane M. Redmond
Robin L. Robbins
Karen L. Strott

Delaware

Cynthia D. Griffin

Florida

Jacqueline F. Byers
Diana L. Doughty
Megan L. Elam
Amy L. Johnson
Sheree D. Marzka
Carla L. Nelson
Barbara A. Potter
Pamela P. Smith
Alicia M. Young
Stacey A. Yuskas

Georgia

Victoria A. Andrews
Amelia D. Jordan
Elizabeth A. Nufrio
Debra L. Prosser
Jane A. Sims
Jill E. Williams

Iowa

Vicki L. Ibarra
Amy M. Rodgers

Illinois

Daisann M. Brock
Fran H. Free
Barbara A. Holland
Sherri L. Hill
Lois M. Huminiak
Susanne L. Marsala
Susan M. Nowak Small
Shawn R. Roark
Sally A. Szumlas

Indiana

Diane L. Bohannon
Gayle A. Edgerly
Nicole R. Fields
Julie A. Girten
Sandra L. Haggart
Phyllis M. Hermann
Melanee L. Maxwell
Dena J. Pease
Kathleen M. Tempel

Kansas

Mary E. Anderson
Janet C. Feril

Kentucky

Nancy L. Walsh

Louisiana

Judy C. Bordelon
Aylvia A. Gunter

Massachusetts

Susan E. April
Jennifer Costain
Danna Gaynor
Juliana K. Hart
Linda Thayer-Nason

Maryland

Susan M. Amrose
Janis L. Bahner
Felicia Y. Benjamin
Robert B. Carroll
Barbara A. Dailey
Kristen Geissler
Jane K. Hooker
Wilson G. Knight
Joan Marie C. Lake
Joseph P. Lynch
Ronald T. McDade
Janet S. Newman
Frances J. Rhule
Benjamin Rosenthal
Karen J. Schettler
Deidre C. Taylor-Oross
James R. Vance

Maine

Beth E. Bunker-Anderson
Denise L. Osgood

Michigan

Larry R. Braun
Suan M. Darmody
Susan K. Kilgore
Katrina R. Summerset-Svoboda

Missouri

Kathy L. Hulse
Dennis G. Manley

Mississippi

Frances J. Richardson
Dorothy L. Scheuer

Montana

Elizabeth A. Weber

North Carolina

Leonor R. Dobson
Bettina T. Flack
Joel A. Gorospe
Regina D. Hardy
Janice K. Horner
Cynthia L. Jones
Hetal P. Mehrotra
Cathy S. Murdock
Eva M. Powell
Denice S. Shackelford
Gregory W. Taylor

Nebraska

Kathleen A. Kelly

New Jersey

Shannon Stoll

New Mexico

Barbara A. Kashinski

Nevada

Heavenly D. Agatonu
Maria A. McDonald

New York

Janet M. Aliberti
Carol L. Babbie
Susan T. Bucker
Roberta D. Dixon
Lorraine M. Farrell
William A. Gardiner
Janet D. Kasoff

Stephanie M. Leon
Lorraine A. Stephens
Ruth M. Welch

Ohio

Tammera D. Caine
Margaret F. Greenlee
Marcia A. Grenig
Noel F. Hopper
Diana L. Rosa
Eileen K. Schlather
Susan C. Wilder
Constance M. Yancy
David R. Yost

Oklahoma

Debi L. Gifford

Oregon

Cynthia Sue Wickstrom

Pennsylvania

Brenda L. Briola
Anna M. Cozad
Teresa R. Lacey
Lucia M. Lajcsak
Lisa T. Manetta
Andrew J. Sheffer
Joan E. Snyder

South Carolina

Jennifer L. Bourguignon
Tina N. Debord
Dixie T. Griffith

Tennessee

Nuzhat A. Ali
Deborah A. Audley
Linda A. Buck
Pam A. Hara
Wilma J. Jones
Lynne Y. Marks
Patty M. Orr

Texas

Mary S. Alexander
Patricia A. Cacolice-Hildebrand
Janet L. Codamo
Nancy I. Gilkey

Martha C. Infanti
Deborah J. Lucas
Anita Charissa McCollum
Catherine S. McLeod
Kathleen K. Mechler
Jill H. Ndukwe
Pat Silverman Rossman
Eileen M. Sockwell
Sherry H. Sorensen
Barbara A. Wherry

Utah

Michael J. DeLong
Elizabeth C. McKnight

Virginia

Pamela Baker
Leslie K. Bartholomew
Deborah B. Capron
Kathleen M. Cambareri
Barbara B. Okerson
Marian R. Savage
Katherine B. Traylor
Mark A. Zunk

Vermont

Alison B. White

Washington

Claudia M. Hunter
Helen A. Kurre
Michelle Ledeen
Beverlee A. McCullough
Jann M. Robinson
Andrea T. Sciaudone
Beth A. Seyer

Wisconsin

Mary S. Firkus
Deborah Garey
Jennifer M. Harrison
Kristine A. Hoffman
Christa A. Krause
Debra L. Morse
Rachel Yaron

West Virginia

Geraldine S. Curry

E-mail Addresses

While name and address changes are important, so are e-mail addresses! We realize that e-mail addresses change frequently and we would love to have your updated address in our database. Currently, we send important e-mail messages to our CPHQs several times a month and if you are not receiving them, we do not have your current information! Please e-mail us at info@cphq.org today with your updated e-mail address.

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"!

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.

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.cphq.org/mission.html.

Meet the 2004 Healthcare Quality Certification Board

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**Healthcare Quality
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