

CPHQ NEWS

Newsletter of the Healthcare Quality Certification Board of NAHQ

Fall 2003 Edition

HQCB 5-YEAR VISION

The Healthcare Quality Certification Board is a globally recognized leader dedicated to improving the quality of healthcare by providing a valid process for assessing the competency of professionals in healthcare quality.

CONGRATULATING OUR NEWEST CPHQs!

Please join us in celebrating the success of our colleagues who passed the CPHQ exam between 1 July 2003 through 31 October 2003 and earned the prestigious *Certified Professional in Healthcare Quality* (CPHQ) credential. A list of these new CPHQs by state and country is included in this newsletter and is also posted on the CPHQ web site at www.cphq.org.

EXAM RESULTS UPDATE! 2003 Testing Cycles 1 & 2

A total of 769 candidates registered to take the exam in 2003. Of these candidates, 365 registered for testing in computer-based format during the first two tri-annual testing cycles beginning 2 January 2003 through 31 August 2003. Another 94 candidates registered to take the exam in paper and pencil format at international sites in May and October. 12.2% of all candidates for the CPHQ exam during 2003 are from countries outside of the United States.

Year-to-date statistics for the first two testing cycles this year include 335 candidates who took the exam, and 246 or 73.4% who passed. 76.7% of candidates who took the exam for the first time achieved a passing score.

ANNOUNCING OUR JANUARY 1, 2004, MOVE!

The Healthcare Quality Certification Board (HQCB) executive offices will move to a new location effective January 1, 2004. Please make sure to record the new address and phone numbers below. Our web site address and 800 phone number, which allows toll-free calling from U.S. and Canadian telephones, are unchanged. **Beginning January 1, 2004**, all Board and *Certified Professional in Healthcare Quality* (CPHQ) Certification Program communication should be directed to:

**Healthcare Quality Certification Board
P.O. Box 19604**

Lenexa, KS 66285-9604

International and U.S. telephone: 1-913-599-4173

Toll free U.S./Canada customers: 1-800-346-4722

International and U.S. Facsimile: 1-913-599-5340

email: Info@cphq.org www.cphq.org

Address for overnight delivery (i.e., UPS, FedEx, DHL, etc.):
Healthcare Quality Certification Board
8310 Nieman Road, Lenexa, KS 66214, USA

By the end of 2003, over 15,000 professionals will have taken the CPHQ examination since 1984. There are currently more than 7,350 active CPHQs practicing in the U.S. and internationally.

Read further in this newsletter for detailed demographic statistics on candidate performance and candidate feedback for the first two testing cycles. The measures are evaluated by cycle and are also aggregated and evaluated annually, to match feedback and performance statistics with each of the respective forms of the examination.

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 indi-

vidual before a verification can be provided. Both sources of identification are required to assure an accurate status report is matched to the correct CPHQ.

EXAM CANDIDATE SATISFACTION RATINGS

Immediately after taking the exam, candidates are asked to evaluate the program to measure satisfaction and identify areas for improvement. The following summary and graphs present

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CPHQ News circulation volume:
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the ratings received from candidates who took the examination 2 January through 31 August 2003 in CBT format and from the May and October 2003 candidates at international test sites who took the exam in paper and pencil format. Ratings are analyzed after each tri-annual testing cycle and aggregated and analyzed on an annual basis at the end of each calendar year.

Once again, an extraordinary 99% or 381 of 385 candidates, completed the questionnaire!

Answers tabulated and analyzed by the HQCB so far this year were similar to prior ratings. The overall rating combining the 11 survey questions rating the examination and exam process was 94% positive, sustaining 3% of the initial 5% improvement after implementation of CBT testing in 2002. The overall rating from the 2002 group was 96% positive.

Candidates who agreed that test questions were relevant to their present positions dropped to 91% from a 2002 high of 94%. 94% agreed the examination tested the skills needed to become a CPHQ, a 1% improvement over 2002. 97% agreed with the statement asking if they would recommend the exam to their QM colleagues. Ratings on the clarity of how questions were phrased improved by 2%, showing a positive 84% rating. The task of writing clear and concise test questions, particularly at the higher cognitive levels and for an international candidate pool whose primary language may not be English, continues to challenge the skills of the Examination Committee.

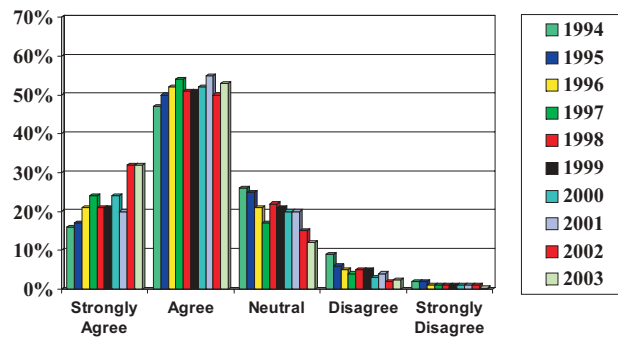
As all survey questions are positively worded, neutral responses are considered to indicate agreement with the statement for purposes of summarization. The graphs shown here display candidate ratings in greater detail.

HIGH SATISFACTION FOR COMPUTER-BASED TESTING

State-of-the-art testing is available Monday through Friday throughout the year at more than 100 test centers in the United States, scheduled at the candidate's convenience. Candidates appreciate receiving their test score reports immediately after taking the computer-based exam. These benefits,

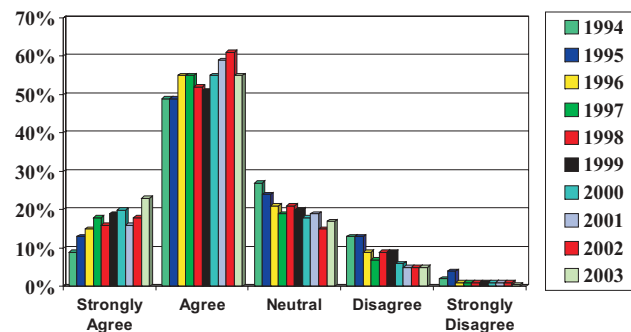
I would recommend exam to other healthcare quality professionals

(*2003 partial)



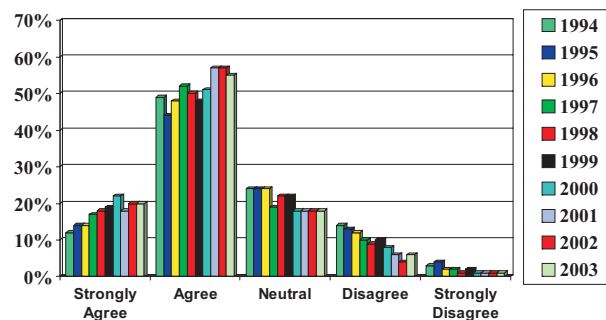
Exam tested skills needed to become a CPHQ

(*2003 partial)



Test questions were relevant to my position

(*2003 partial)



2 January through 31 August 2003 Cycle 1 & 2 CPHQ Examination Information

The *Certified Professional in Healthcare Quality* (CPHQ) designation is the internationally recognized and accredited competency-based credential for the healthcare quality profession. The goals of the certification are to promote excellence and professionalism in healthcare quality management and to recognize individuals who demonstrate an acquired body of knowledge and expertise in the field. By the close of 2003, more than 15,000 professionals will have taken the *Certified Professional in Healthcare Quality* (CPHQ) examination since the first exam administration in 1984. There are currently over 7,350 active CPHQs worldwide. Demographic information from the first two 2003 testing cycles follows:

400 candidates registered for the exam; 335 candidates took the exam
 246 passed for an overall pass rate of 73.4%
 76.7% of first-time examinees passed

| | 1st Time Examinees | Repeat Examinees | Total Examinees | % Passed 1st Time Examinees |
|--|-------------------------------|-----------------------------|----------------------------|--|
| Educational Level | | | | |
| Licensed practical nurse LPN/LVN | 4 | 0 | 4 | 25.0% |
| Registered Health Info. Tech. (RHIT) | 3 | 1 | 4 | 33.3% |
| Registered Health Info. Admin. (RHIA) | 1 | 0 | 1 | 100.0% |
| Diploma in Nursing (Registered Nurse) | 19 | 3 | 22 | 84.2% |
| Associate degree | 23 | 7 | 30 | 65.2% |
| Bachelor's/final degree | 102 | 17 | 119 | 72.5% |
| Master's degree | 114 | 17 | 131 | 89.5% |
| Doctoral degree (other than Medical Doctor) | 6 | 1 | 7 | 100.0% |
| Medical Doctor (U.S. & International) | 13 | 1 | 14 | 15.4% |
| Medical Doctor (U.S. only) | 3 | 0 | 3 | 33.3% |
| Medical Doctor (Non-U.S. only) | 10 | 1 | 11 | 10.0% |
| Other | 2 | 1 | 3 | 50.0% |
| Place of Employment | | | | |
| College or university (non-hospital) | 0 | 2 | 2 | N/A |
| Outpatient/specialty facility or clinic | 13 | 0 | 13 | 92.3% |
| Consultant | 12 | 0 | 12 | 91.7% |
| Extended care facility | 1 | 1 | 2 | 0.0% |
| Hospital or medical center | 160 | 20 | 180 | 78.8% |
| Private review agency/third party payer | | | | |
| HMO/PPO/MCO/insurance company | 61 | 15 | 76 | 72.1% |
| Government agency (non-hospital) | 8 | 2 | 10 | 50.0% |
| Home health/hospice | 12 | 2 | 14 | 75.0% |
| Corporate/regional or network headquarters | 13 | 4 | 17 | 69.2% |
| Licensing or accrediting body | 0 | 0 | 0 | N/A |
| Behavioral/mental health | 6 | 2 | 8 | 83.3% |
| Other | 0 | 0 | 0 | N/A |
| Years of Experience | | | | |
| > 2,080 hours earned over at least a 2-year time period | 0 | 0 | 0 | N/A |
| 2-5 years | 121 | 15 | 136 | 76.9% |
| 6-10 years | 101 | 19 | 120 | 78.2% |
| > 10 years | 63 | 14 | 77 | 74.6% |
| Member of NAHQ | | | | |
| Yes | 166 | 33 | 199 | 82.5% |
| No | 120 | 15 | 135 | 69.2% |
| Total | 287 | 48 | 335 | 76.7% |

(Note some categories may not equal the total candidates due to incomplete data field information.)

while adding to the cost of the examination, have dramatically improved services, according to candidate feedback received so far.

Registration for computer-based exams is organized in tri-annual cycles as follows:

- 2 January to 30 April
- 1 May to 31 August
- 1 September to 23 December

The three corresponding application fax or postmark deadlines are 31 October, 28 February and 30 June.

HQCB continues to work with Applied Measurement Professionals, Inc., our testing agency, to identify innovative methods that will allow us to extend computer-based testing to sites outside of the United States.

The next deadline to apply to take the examination at sites outside of the United States, in paper and pencil format, is 28 February 2004. Candidates who apply by this date will be tested on 8 May 2004. The exam will also be available at international sites on 9 October 2004 with a 30 June 2004 registration deadline.

The 2004 exam fee is \$440 USD, the same as last year. Members of NAHQ and members of international societies that have formally affiliated with NAHQ may take advantage of the discounted exam fee of \$370 USD.

CPHQ EDUCATIONAL AWARDS

We are pleased to announce winners of the random drawing held in Phoenix at the NAHQ conference. All active CPHQs were eligible and did not need to be present to win.



1st Prize Winner CPHQ Wendy Miller with 6-year old "Zoe", a timely reminder that we all have family, friends and personal lives too.

Ohio CPHQ Wende Miller (pictured above) won 1st prize of airfare, 3 nights hotel, and early bird registration fee for the 2004 NAHQ conference in Orlando. **CPHQ Harriet Gammon of Michigan** won 2nd prize, 3 nights hotel and early bird registration fee.

"SECRETS OF COMPETENCY TESTING" WORKSHOP GENERATES HIGH RATINGS!

Just under 80 attendees participated in the "Secrets of Competency Testing: Writing Questions for the CPHQ Exam" workshop in Phoenix, earning 4.0 CE hours for CPHQs and 4.8 nursing "contact" hours. This year, participants in the breakout sessions earned an extra 10 CPHQ CE hours for writing draft exam questions.

Dr. Larry Fabrey again received rave reviews for presenting this **FREE** workshop, **co-sponsored by the California Association for Healthcare Quality (CAHQ).**

HQCB extends gratitude to CAHQ for their ongoing support of the CPHQ program and for agreeing to co-sponsor this event again next September. If you plan to attend the NAHQ Annual Conference in Orlando in 2004, don't miss this excellent opportunity to learn a new skill, contribute to future CPHQ exams, and earn free CE hours, all at the same time!

MARKETING '03

HQCB continues to aggressively market the CPHQ credential, targeting healthcare leaders with a message designed to enhance the recognition and prestige of the CPHQ credential.

Positive "CPHQ Value Indicators" from recertifying CPHQs each year tell us how effective our efforts to

MEET THE 2004 HEALTHCARE QUALITY CERTIFICATION BOARD

Board & Exam Committee Members

Chair:

Susan McKevitt Minnesota

Secretary/Treasurer:

Patricia Carter-LeCompte
Kingdom of Saudi Arabia

Directors:

Britt DeCordier Denmark
Dan Degnan Indiana
Lynne Gagnon Maine
Suzanne Williams California

Public Member Director:

Karen Hansen Oregon

Immediate Past Chair:

Edgardo Perez Canada

Executive Director:

Cathy Berra Kansas

Additional Exam Committee Members

Moi Lin Ling Singapore
David Loose California



CAHQ President Carol Yocum (center) with HQCB Co-Chairs Edgardo Perez and Patricia Carter-LeCompte at the "Secrets of Competency Testing..." workshop in Phoenix, September 2003.

MEET CATHY BERRA

The Healthcare Quality Certification Board is pleased to extend a warm welcome to Cathy Berra, who begins her role as our Executive Director on January 1, 2004.

Cathy Berra brings more than 12 years of association operations experience to her new Executive Director role for the HQCB. She has worked with professional societies and credentialing boards, including five years serving as president of a volunteer board of directors. Cathy has expertise in all aspects of management, with considerable experience in operations, communications, personnel and human resources, and volunteer leadership and staff development. In her role as Manager of Operations for Applied Measurement Professionals, Inc. (AMP), Cathy also oversees the day-to-day operations of the AMP Management Services Division.

After graduating with a bachelor of science in business administration from the University of Missouri-Columbia, Cathy completed her master of business administration degree at Rockhurst College in Kansas City. She is an active member of the International Association of Association Management Companies (IAAMC) and the American Society of Association Executives (ASAE).

We encourage you to contact Cathy at our new Executive Offices in Lenexa, Kansas, using the contact information below, for questions and assistance and know you will join us in welcoming her to this new role.

email: cberra@goamp.com

Voice U.S./International 1-913-495-4491; Facsimile 1-913-599-5340

Toll Free U.S./Canada 1-800-346-4722

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



quality credential at prestigious conferences around the world. Co-Chair Dr. Edgardo Perez received excellent reviews for providing several presentations in Spanish at the Congress on Quality in Argentina this month. He was invited to speak by our South American collaborative organization, FUNDECE. Expenses were funded by FUNDECE, HQCB and a grant from a Canadian pharmaceutical company.

Co-Chair Patricia Carter-LeCompte presented a paper on the 2003 International Practice Analysis at the November ISQua conference in Dallas and will present a more in depth session on the research at the International ISO 9000 conference next February in Orlando. Dr. Perez and Ms. Carter-LeCompte will also partner to facilitate healthcare quality conferences and certification presentations in multiple countries in the Middle East in May.

CPHQ Patty Welychka, Leader for the Canadian Marketing Team, distributed certification information and made contact with Canadian leaders at the Ontario Hospital Association Annual Conference in Toronto last month. Her team is working on a provincial level within Canada to promote certification.

While HQCB continues work to market the credential to healthcare leaders, another measure we collect annually tells us how CPHQs personally value their credential. The graph below shows that 48% chose "personal goal/achievement" as their main reason. Less than 0.5% indicated they placed "no value" on the CPHQ, also evidenced by the extraordinarily high retention rate with 89% recertifying during this past cycle.

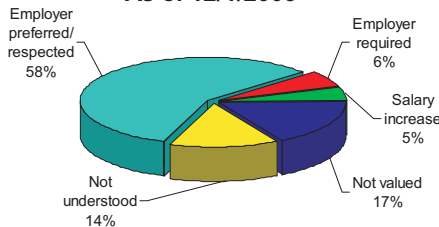
market the value, quality and credibility of the CPHQ credential have been during the prior period. CPHQs reported that 69% of their employers "valued" the credential this year, with 11% indicating this is done in a tangible way by making CPHQ a requirement or granting a salary increase. This compares to 67% favorable and 9% tangible value figures last year. The measure also tells us that 17% of employers do not value the credential, an improvement of 1% from last year. 14% do not understand the certifica-

tion, also a 1% improvement over last year. Of those who marked "not valued", nearly half marked that this was because their employer did not understand the credential. While the year-to-date data for this cycle shows improvement, the "not valued" and "not understood" ratings indicate a continued need for HQCB to find innovative, new ways to reach healthcare leaders with information about the CPHQ credential.

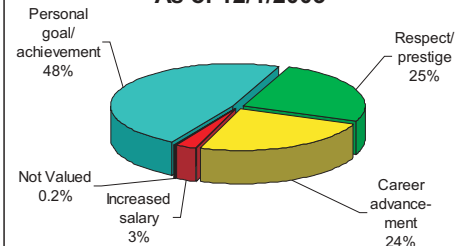
Through print ads, direct mail and exhibiting at important healthcare leadership conferences, HQCB brings CPHQ information to all healthcare settings and management levels, including managed care, behavioral/mental health and home health colleagues, in addition to maintaining a significant global presence.

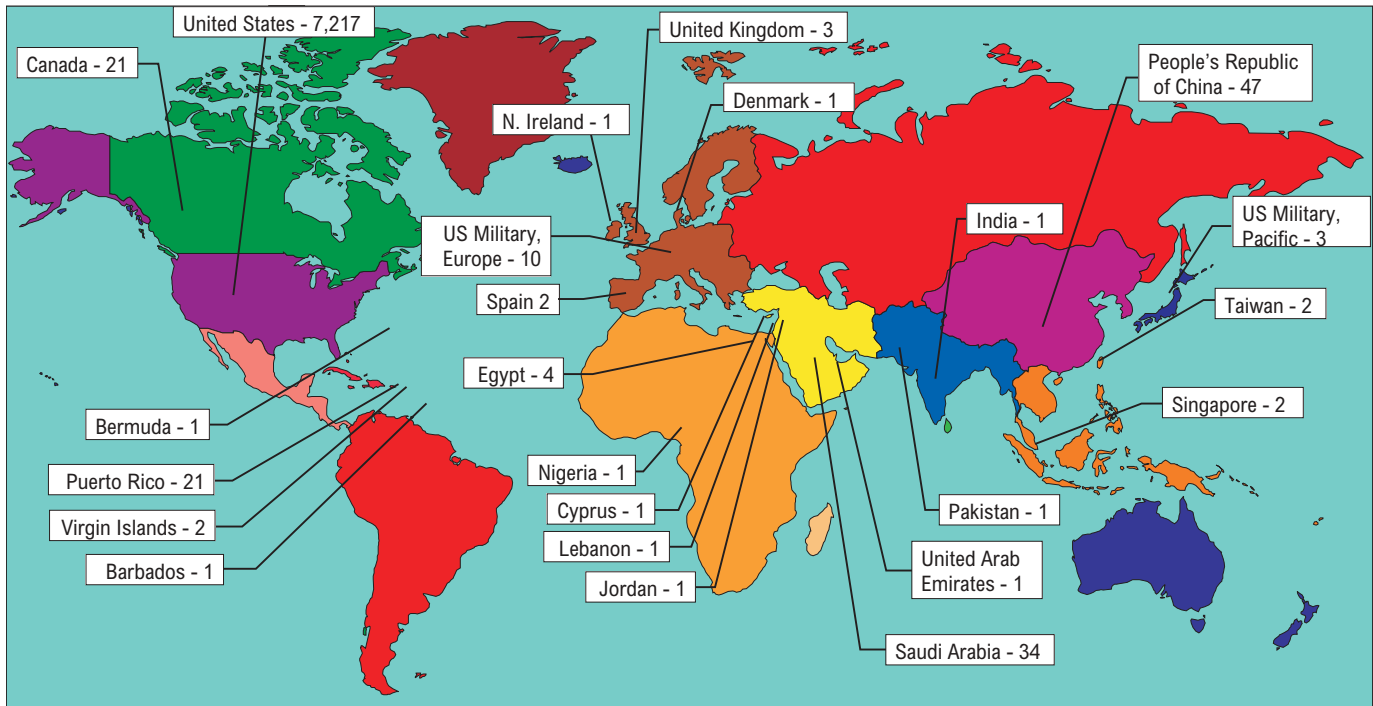
Members of the HQCB and International Regional Representatives have made numerous presentations about the international healthcare

CPHQ Employer Value Indicators
As of 12/1/2003



How CPHQs Personally Value Their Credential
As of 12/1/2003

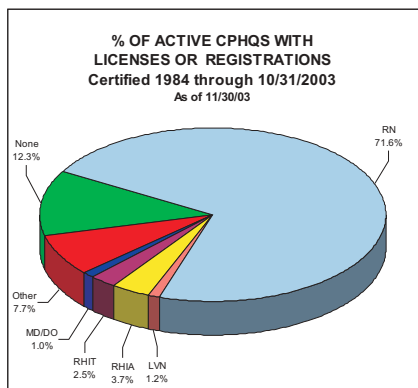




CERTIFICATION POWERPOINT PRESENTATION AT www.cphq.org

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 "News Updates" section at www.cphq.org now!



CPHQ DEMOGRAPHICS

HQCB continues to monitor and report on trends in the profession, including which licenses or other accreditations are held by practicing CPHQs. The graph (lower left) shows the current distribution of licenses and accreditations among active CPHQs. The proportion with RN licenses continues to decrease with the influx of each new candidate group. Those categories with diverse credentials that are not specific to healthcare (e.g., MBAs, attorneys, statisticians, quality control specialists with manufacturing industry backgrounds) and those who hold healthcare licenses in non-nursing fields continue to increase. Physicians make up a large proportion of our growing number of international candidates.

The breakdown for candidates who registered to take the CPHQ exam during 2003 are: RN 61%, LVN 1.5%, RHIA or RHIT 3.5%, MD 5%, other healthcare licenses (non-nursing) 9%, and credentials not specific to healthcare 20%.

The world map above indicates twenty-two countries/territories where active CPHQs are currently based. Distribution by time zone for the 7,217 U.S.-based CPHQs include: Alaska & Hawaiian 70; Pacific 1,327; Mountain 483; Central 1,825; Eastern 3,512.

The top 4 states representing 33.8% of all CPHQs are California, Texas, Florida and New York, in that order. California continues to top the list with the most active CPHQs in the nation at 14.5% of all CPHQs, double the total of any other state or country.

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 web site 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. See more details about this option in the enclosed Scholarship brochure.

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.

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.

IMPORTANT TIPS ON CALCULATING CE HOURS

Remember that CE activities do not have to be pre-approved by the HQCB to apply toward the 30 hours of CE required every two years for CPHQ recertification. When a provider has not obtained prior approval from HQCB for CPHQ recertification, apply

the HQCB criteria below to evaluate the activity:

1. The content must relate to the CPHQ exam content.
2. The hours calculation must be consistent with this formula: 60 minutes of education = 1 CE hour. Subtract all lunch, breaks and announcement time.

In general, an all-day program yields between 6 to not more than 7 CE hours of education. This is consistent with the method used by AHIMA and CME, although the content requirements of those groups may be different from those of CPHQ.

Avoid confusing “clock” or “CE hours,” (the approved HQCB method above) and “contact” hours! Most nursing boards use the “contact” hours method of calculating CE. “Contact”

**12/03 CYCLE
RECERTIFICATION SURVEY
RESULTS (As of 12/1/03)**

Biannual fee reasonable:

| | |
|----------------------------|-----|
| Agree or strongly agree | 76% |
| Neutral | 14% |
| Disagree/strongly disagree | 10% |

Requirements clearly defined in Recertification Handbook:

| | |
|----------------------------|-----|
| Agree or strongly agree | 96% |
| Neutral | 2% |
| Disagree/strongly disagree | 1% |

30 CE requirement reasonable:

| | |
|----------------------------|-----|
| Agree or strongly agree | 93% |
| Neutral | 5% |
| Disagree/strongly disagree | 2% |

30 CE hours are attainable:

| | |
|----------------------------|-----|
| Agree or strongly agree | 93% |
| Neutral | 4% |
| Disagree/strongly disagree | 2% |

246 total surveys returned to 12/1/03
Response rate 29%

Overall positive ratings >95%
Overall negative ratings <5%

Ratings remain very high and reflect *Handbook* and web site improvements. CPHQs included many positive comments. We thank you!

CPHQ RECERTIFICATION STATISTICS

Update through 11/30/03

The Board is pleased that international and national recognition of the CPHQ designation continues to increase each year, as evidenced by the high retention rate for this important professional credential. HQCB will be assisting revoked CPHQs to restore their credential through continuing education by the 31 December 2003 end of the restoration period for this cycle.

| | |
|---|--------------|
| Total # of CPHQs to recertify in 2002 | 3,602 |
| Total # retired | 38 |
| Total # died | 9 |
| Adjusted total # to recertify | 3,555 |
| Total recertified by 31 January 2003 | 3,133 |
| Total # revoked | 430 or 12% |
| Total # reinstated as of 31 July 2003 | 30 |
| Adjusted total # recertified | 3,163 or 89% |
| Total active CPHQs as of 30 November 2003 | 7,379 |

MISSING CPHQS

We have lost track of the CPHQs listed below. If you have a current address or phone number, please contact the HQCB at 1-800-346-4722.

- Annette Acosta, Los Angeles, CA
- Louise MacDonald, Fountain Valley, CA
- Anthony G. Zappia, Jacksonville, FL

WITH A FOND FAREWELL

As I write this last edition of the *CPHQ News*, I am feeling sadness at the end of my formal connection with the CPHQ program, mixed with excitement and anticipation at the start of a new career direction. As I've advised so many of you, I plan to retain my personal CPHQ certification and hope that circumstances will allow me to continue to participate on some level as a volunteer.

The message I want to send to all of you now, though, is a sincere expression of gratitude. I have thoroughly enjoyed and grown with my extraordinary opportunity to serve this high quality voluntary certification program. My partner Helen Gatti and I have often said that meeting and working with so many colleagues who bring the very best to their professional lives has been exceptionally rewarding. And to our California colleagues, Helen and I send a special thank you for your support, championing the cause of professional certification in healthcare quality from the beginning.

My preliminary research in preparation for applying to law school has already taught me much about this new profession and body of knowledge. While it will be very different from my experiences in healthcare, there are certain to be many opportunities to combine past, present and future skills in exciting new ways. I will miss all of the friends I have made over the years, many of which were by phone or email rather than in person. Let me close my goodbye by sending my very sincere best wishes to you all for continued success and happiness. We are never too old to change, to learn, to open new doors and to follow our dreams.



AN HQCB FAREWELL

On behalf of all the CPHQs, we want to express our appreciation to Jan Maronde for her very effective leadership role as the Executive Director. Jan's dedication and commitment to the certification program has been outstanding. She led the Board through many significant developments, including the computerization of the exam and the transformation to a globally-recognized program.

Jan, many colleagues have enjoyed working with you. We wish you all the best in your future activities.

Thanks for all you have done.

*Edgardo Perez
Co-chair, 2003*

hours (i.e., nursing hours) allow 50 minutes of education to = 1 CE "contact" hour. Using this calculation overstates the hours HQCB will accept for recertification. And remember, the content acceptable for renewing a nursing license will not necessarily be the same as HQCB will accept. Content that deals with the specifics of medical conditions or treatment is not accepted for CPHQ CE hours.

So, be aware of these differences and don't be caught short by relying on hours assigned by other organizations that may not use the same formula as the HQCB.

Also, even though certificates list CE hours approved by more than one organization, be sure you claim only the hours approved by whichever organization you are recertifying with; multiple organization approvals are NOT cumulative.

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.

NAME AND ADDRESS CHANGES

Has your name changed since your initial certification? To maintain the integrity of the certification database, Board policy requires a copy of your marriage certificate, divorce decree or court order before the change can be made in our database. This information is confidential and prevents any unauthorized person from changing your certified status with the HQCB.

To be certain you receive all important certification correspondence, promptly notify the HQCB of any address change. 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.

For information on membership in our sponsoring association, the National Association for Healthcare Quality, and their many publications and educational offerings, contact:

NAHQ
4700 W. Lake Avenue
Glenview, IL 60025-1485, USA
Toll free 1-800-966-9392
1-847-375-4720
Facsimile 1-866-586-7616
www.nahq.org

**CONGRATULATING EACH CANDIDATE WHO PASSED THE EXAM TO EARN
THE DISTINGUISHED CREDENTIAL 1 July 2003 To 31 October 2003**

CERTIFIED PROFESSIONAL IN HEALTHCARE QUALITY (CPHQ)

| | | | |
|---|---|--|--|
| <u>Canada</u> Arsalan Monavvari | Pamela S. Roberts Celia A. Ryan Tina P. Seever | <u>Iowa</u> Marilyn Musser Susan E. Vititoe | <u>Ohio</u> Dianna J. Gray Lisa R. Vojtush |
| <u>Jordan</u> Jafar A. Abu Taleb | Diane L. Seguine Barbara J. Silverstone Ana M. Torres | <u>Kentucky</u> Susan B. Dyer Alan M. Wade | <u>Oregon</u> Sharon D. Burns Katherine E. Fryburg |
| <u>Nigeria</u> Adewale O. Owolabi | Sharon A. Vandagriff Rebecca J. Welty | <u>Maine</u> Patricia E. Roy Diane M. Williams | <u>Pennsylvania</u> Cynthia W. Garvin Kelly J. Kalk Gail J. Matisko Valerie A. Pierson |
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Denise A. Dominik
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Betty J. Mencke

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Patricia A. Schachtner

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2003

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