



Carrie Donovan, BS, CPHQ

## From Goal to Reality: A Journey to Certification

It was over a year ago now that I began to think seriously about how to become a better healthcare quality leader. The thought struck me as I sat in a room full of my colleges and co-workers, all members of our newly formed healthcare system. We were at our first annual system retreat and we were listening to presentations on the state of healthcare in America. The content of those presentations stuck in my mind a single and compelling thought, "I am the future of healthcare and I've got to do something to make it better, today!"

I have worked in healthcare since 1992 and began my career as a Medical Technologist in a small rural hospital laboratory. These were the days when quality was just a buzzword in our facility and it was my Department

Director and mentor that brought the quality program to our facility. Under her guidance I became the Performance Improvement Coordinator. It seemed as if quality and I were growing up together. But I had reached a point where I had learned all that I could learn in our small facility and that day at the retreat I realized if I was to make a difference I needed to grow beyond our small hospital, our small community and our small state. So I set the goal of becoming a CPHQ.

Being from a small rural hospital has its advantages but having a large budget is not one of them, so I knew that in order to accomplish my goal I was going to have to be resourceful. That is when I discovered the opportunity presented in the HQCB scholarship. I remember clearly the day I received the package informing me that I had been chosen as a recipient and had one year from the date of the letter to complete the certification exam. I was thrilled and terrified!

Studying for certification is a challenge in a small rural state with few healthcare quality professionals and even fewer certified ones. The certified quality professionals in our state are in high demand and have precious little time to devote to studying with someone seeking certification. So I worked hard on my own and studied from resources, journals and the Internet. On May 2, 2006 I received my CPHQ certification.

Just prior to completing my certification I was generously invited to join the HQCB Job Analysis Committee. I flew to the meeting in South Carolina and again realized what a limited perspective I have on the world. It was a great pleasure to meet and work with individuals from all over the country and all over the world with the common goal of promoting healthcare quality through certification. It just proved to me that although I am still learning much about the world of healthcare quality I am changing the face of healthcare in my community everyday.

So I continue to serve those at my facility who serve our patients. I offer myself as a resource to other healthcare quality professionals seeking certification, or even just considering it. And I hope that as I traveled from goal to reality I did become the future of healthcare.

Carrie Donovan, BS CPHQ, Risk Management Coordinator  
Spearfish Regional Hospital, Spearfish, South Dakota

## Online Recertification



The CPHQ online recertification is up and running full speed ahead. One CPHQ who recertified online had this to say about the process:

**"The CPHQ online renewal process is a very well-developed process; I really feel like I'm getting my money's worth!"**

**Randy Boston, RN, MA, CPHQ**  
- Austin, Texas

To complete your recertification online you will need the following:

- ✓ An Active E-Mail address
- ✓ Your CPHQ ID number – located on your wallet card and certificate or call the HQCB Executive Office
- ✓ Your zip code – 5 digit code is sufficient.
- ✓ Your continuing education course names, course dates and hours.
- ✓ CPHQ examination content area (see CPHQ exam content outline).

If you choose not to recertify online, the hard copy recertification application can be printed from the website at [www.cphq.org](http://www.cphq.org).



### Healthcare Quality Certification Board

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Facsimile 1-913-599-5340 • [www.cphq.org](http://www.cphq.org) • CPHQ News circulation volume: 8,000



## HQCB welcomes New Board Members!



Paula J. Pillen, BFA, MPA, CFRE, LNHA



Linda S. Breen, MPH, RN, CPHQ



Jack Peterson, MSSM, FAAMA CPHQ

Beginning in January, Paula J. Pillen, BFA, MPA, CFRE, LNHA from Urbandale, Iowa will be the HQCB Public Member, Diana Martin, RN, MS, BSW, CPHQ, QMHQ, from Evanston Wyoming and Linda S. Breen, MPH, RN, CPHQ, from Chicago, Illinois will join the Board as Directors.

HQCB's new Chair will be Joan Boldrey, RN, M.Ed, MS, CPHQ from West Des Moines, Iowa. 2006 Chair Suzanne M. Williams, BA, RN, CCM, FNAHQ, CPHQ will remain on the certification board in the role of Past Chair.

In late 2006 Britt J. de Cordier BSN, MBA, RN, CPHQ had to resign from the Board due to unforeseen circumstances she was replaced by Jack Peterson, MSSM, FAAMA CPHQ from El Paso, Texas who began his term by attended the September Board.

We bid a fond farewell to our departing board members Daniel D. Degnan III, PharmD, MS, CPHQ, who will now serve on the examination committee and Karen M. Hansen, BA, MA who served as the Public Member.

### CPHQ Practice Examination

The HQCB Exam Committee put forth an extra amount of work this summer! During a two day session, the Exam Committee, along with AMP Psychometric division created the very first CPHQ Practice Examination.

The HQCB Practice Examination is a 65-question online practice exam that was developed to be parallel in content and difficulty to the actual Certified Professional in Healthcare Quality (CPHQ) examination. The questions on this practice exam are presented in the same computer format as the certification examination. This is very valuable in alleviating fears created by not knowing what to expect.

The practice examination should be regarded as a diagnostic tool to assess strengths and weaknesses rather than a study guide for the examination. This exam is used to assess whether or not a candidate is prepared for the CPHQ examination. A passing score on the practice examination does not, in any way, guarantee a passing score on the CPHQ certification examination. The practice exam is not intended to be a substitute for studying for the certification examination.

Prospective candidates can purchase the exam through the National Association of Healthcare Quality (NAHQ) website. The practice examination will be available online for up to a period of 90 days from the date the order is placed. The examination is at a cost of \$50; NAHQ members receive a \$10 discount on the exam.

Let your colleagues know that this tool is available and encourage the CPHQ certification to your peers.

## 2006 Healthcare Quality Certification Board

- Chair** Suzanne Williams, BA, RN, CCM, FNAHQ, CPHQ – California
- Secretary/Treasurer** Joan Boldrey, RN, M.ED., MS, CPHQ – Iowa
- Directors** Jack Peterson, MSSM, FAAMA CPHQ – Texas  
David S. Loose, NSN, CNAA, RN, CPHQ – California  
Anita Garrison, RN, MSN, CS, CPHQ, CMC – Tennessee  
Moi Lin Ling, MBBS, Dip.Bact., FRCPA, FAMS, CPHQ – Singapore
- Public Member Director** Karen M. Hansen, BA, MA – Oregon
- Immediate Past Chair** Daniel Degnan, III, MS, PharmD, CPHQ – Indiana
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Deborah Grooms, Association Manager  
Melissa Daniels, Association Assistant  
David Ranallo, Meeting Planner  
Susan Hime, Sr. Data Administrator  
Cathy Berra, Chief Executive Officer



Jack Peterson staffs the booth at the TAHQ exhibit in San Antonio, TX

The Texas Association for Healthcare Quality (TAHQ) held its annual educational conference and annual meeting on November 2 and 3, 2006 in San Antonio, Texas – HQCB was there. Over fifty percent (50%) among the record-breaking numbers in attendance had not yet taken the certification examination and were provided materials and new information about the practice examination, resources and eligibility by HQCB Director Jack Peterson.

Armed with the latest rules, content outline and available means to prepare for successful completion, over 20 pledged to devote the time and effort to join our growing number of recognized professionals. The TAHQ boasts all of their quality-professional Board members are CPHQs, counting among them their current President Linda Scribner and 2007 President Dr. Susan Mellott. Texas may soon add to its boasts the highest percentage of increased membership becoming newly certified in 2007!

## Congratulations to Our Newest CPHQs!

Please join us in celebrating the success of our newest certificants! These colleagues passed the HQCB Certification Exam between April 1, 2006 and October 31, 2006 and earned the prestigious Certified Professional in Healthcare Quality (CPHQ) designation. The new CPHQs are also listed on the HQCB website at [www.cphq.org](http://www.cphq.org).

Congratulations to each of the following candidates earning their distinguished CPHQ designation August 1, 2006 – October 31, 2006

### Alaska

Johnnie L. Dart

### Alabama

Carolyn Collier

### Arkansas

Stephanie A. Iorio

### Arizona

Deborah L. Bedker  
Brenda J. Condrick  
Marilyn M. Dowhie  
Mary E. Kelly  
Ruth Villasenor  
Jennifer J. Woolwich

### California

Christina N. Atwood  
Edward A. Chilcote  
Katherine E. Conway  
Michael Demott  
Shan Dixon  
Laurie P. Frye  
Imelda A. Gopico  
Christine L. Hale-Pierce  
Sheila Hill  
Elaine J. Huggins  
Lane Mattox  
My T. Nguy  
Steven J. O'Conner  
Marcy O'Neill  
Jacquelyn C. Parsons  
Barbara A. Ramirez  
Giti Sajedi  
Kimberly A. Shire  
Jeanne Steensma  
Jo A. Steinhauer  
Terry Stone  
Evangeline G. Thweatt  
Ursula K. Ueno  
Nicole Wesley

### Colorado

Cynthia S. Wickstrom

### Florida

Deborah A. Armstrong  
Manuel E. Fernandez  
Ann E. Grant  
Sandra O'Neal  
Mary E. Raisler  
Deborah C. Robins  
Emily R. Sullivan  
Beverly L. Thomas  
Bert Thurlo

### Georgia

Audrey M. Cheek  
Lynne M. Dorsey  
Anna H. Ivory  
Cherie L. Kunik  
Elizabeth Miller  
Cheryl Wicks

### Hawaii

Paul Harper  
Gail J. Rhoades

### Iowa

Robert K. Campbell  
Sarah Pavelka

### Illinois

Anne K. Anderson  
Mary M. Hatcliffe  
Molly A. Nicholson  
Julianna S. Sellett

### Indiana

Marci Bennett  
Michele L. Johnson  
Molly G. Macmillan  
Verna Meacham  
Tracy L. Nash

### Kansas

Cynthia Lewis

### Louisiana

Todd Fletcher

### Massachusetts

Patricia M. Desaulniers  
Paulette R. Di Angi  
Catherine Hawke  
Stanley Konieczny  
Christine M. Murphy

### Maryland

Deborah M. Berry  
Donna Giroux  
Cheri Hahn  
Marianne Horahan  
Jody A. Jobeck  
Maureen L. McGinty

### Maine

Mary K. Marter  
Cheryl M. Roberts  
Jennifer R. White

### Michigan

Lisa M. Daul  
Jason E. Gillikin  
Barbara A. Johnston

Karen E. Kuzma  
Sonja E. Lee  
Ginger C. Smith

### Minnesota

Stephanie J. Sulla  
John R. Valusek

### Missouri

Rudolph S. Bremen  
Gwendolyn D. Harrison

### North Carolina

Cynthia H. Dilday  
Eric Harvey  
Diane L. Hatfield  
Jan L. Mathews  
Theresa J. Smiley  
Mary C. Stewart

### Nebraska

Lori A. Severson

### New Hampshire

Jean Corvinus  
Karen M. Reed-Szulewski  
Kathy M. Rhinehart  
Polly Warner  
Charles W. White

### New Jersey

Kimberly Fisher  
Alan M. Levin  
Patricia A. Nelson

### New Mexico

Michael E. Alcenius  
Janet Heindel

### New York

Charles E. Cal, IV  
Mary E. Crittenden  
Anne M. Fried  
Kelly A. Furnia  
Sally A. Panasen  
Mahbubur R. Shahid  
Reeha Sinha  
Jeannette F. Weiss

### Ohio

Sarah Ceselski  
Erin Lamb  
Jennifer D. Sparks  
Theresa J. Via  
Cheryl A. Wachsmann

### Oklahoma

Jeannie Carl  
Pamela Kiser

### Oregon

Susan L. Mueller  
Diane J. Waldo

### Pennsylvania

Brian A. Almoney  
Kimberly Bahata  
Marcia A. Kramer  
Kimberly K. Kuntz  
Charles K. Mackay  
Patricia Mullan  
Robert J. Norwicke  
Barbara G. Rebold  
Teresa Reichard  
Christine A. Wentzel

### Rhode Island

Elaine M. Narducci  
Nancy F. Rooney

### South Carolina

Patricia D. Dickson  
Nelson Gunter  
Sean D. Mahaney  
Aunyika Moonan  
Donna Strong  
Darla J. Williams

### South Dakota

Carrie L. Donovan

### Tennessee

Cheryl Dingeldein  
Patsy C. Purcell  
John M. Randolph  
Brenda J. Ray  
Wisterya Y. Thompson  
Stacye E. Watson

### Texas

Richard E. Bays  
Ann L. Bolen Beckstead  
Amelia Boykin  
Adeline Brown  
Janis T. Bryant  
Lynne Cameron  
Denise H. Chandler  
Victoria M. Clark  
Hattie L. Drake  
Janna K. Entzminger  
Sandra L. Fly  
Linda Harrington  
Gay H. Hasle  
Debra Holsinger  
Judith Jacobs  
David W. Kain  
Linda Laiche  
Ellen E. Martin

Dani Morales  
Linda K. Morton  
Betty A. Pettway  
Anna L. Rojas  
Jan Weaver

### Virginia

Jeanenne Brady  
Hilary M. Enderle  
Krista D. Henderson  
Elizabeth F. Hurd  
June C. Lyda  
Arlene N. Messina  
Shelley F. Muldoon

### Vermont

Nancy W. Messier

### Washington

Rebecca N. Cox  
Martha Earnest  
Carisha Piton  
Sandra K. Salinas  
Rachel S. Wiebe

### Wisconsin

Martha E. Beltz  
Monica E. Marton  
Elizabeth A. Miller  
Susan L. Peterson

### West Virginia

Virginia D. O'Dell

### Armed Forces Pacific

Earnest C. Mullen

### Saudi Arabia

Annemarie Dooley  
Patricia V. Gibson  
Muna A. Jibreal  
Tarek M. Korayem  
Martha P. Pryde  
Carmel M. Roberts  
Mohamed Nabil A. Sharaf

### Singapore

Ulina K. Santoso

### UNITED ARAB EMIRATES

Suhail A. Kady  
Mohamed Ali Karkoukli  
Sunil Sajou

### UNITED KINGDOM

Nancy Dixon

### 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.

### HQCB Website

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 [www.cphq.org](http://www.cphq.org).



## 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](http://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**”!



**Healthcare Quality  
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