

TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 1



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)



# INTRODUCTION

(LEVEL - 1)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)

## PRIMARY OBJECTIVES

- What is CPHQ & Why it is so important for Healthcare?
- Benefits of CPHQ Certification
- Objectives of CPHQ Certification
- Eligibility Requirements
- CPHQ Examination Content Outline
- Exam Fees
- Exam Application for International Candidates
- Study Sources

# PROGRAM REVIEW

## LEVEL – 1.2

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)

## OBJECTIVES

- CPHQ Syllabus (CH-I to CH-VIII)
- CPHQ Detailed Content
- CPHQ Exam Evaluation Tips
- Healthcare Quality Review
- History of Quality
- Quality Management Pioneers
- Quality Concepts, Movements & Terminologies
- Key Dimensions of Quality
- Services VS Procedures



## OBJECTIVES

- Integrated Delivery System (IDS)
- TQM
- TQM VS Traditional Monitoring VS Evaluation
- CQI and IHI - MFI
- Cost of Value
- Donabedian Paradigm
- Redesign the Organization
- Diagnostic Related Group (DRG)
- CH-I Exam Practice MCQs



TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 2



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)





# STRATEGIC LEADERSHIP (LEVEL - 2)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)



## OBJECTIVES

- Leadership concepts
- Leadership v/s Management
- Leadership styles
- Leadership values
- Characteristics of leader
- Organization structure
- Government Body – Role & Responsibilities
- Chief Executive Officer(CEO) – Role & Responsibilities
- Quality Council
- Department leaders – Role & Responsibilities
- Licensed Independent Practitioners (LIPs)
- Medical Staff Membership
- Role of CPHQs

## OBJECTIVES

- Healthcare organization & JCI
- Organization Functions
- Mission, Vision, Values, Goals, Objectives
- Strategic Initiatives
- Strategy-Focused Organization Strategic
- Quality Initiatives
- SWOT Analysis
- Strategic Planning Model
- Strategic Planning v/s Master Planning
- Healthcare Organization Culture
- Quality Strategy – Written Plan
- Empowerment
- Level 2.1 - MCQs



TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 3



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)





# PATIENT SAFETY MANAGEMENT - RISK MANAGEMENT & AHO (LEVEL - 3)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)

## OBJECTIVES

- Defining Risk Management
- RM – Process overview
- GD – Various Risks
- Traditional Risk v/s Enterprise Risk
- Proactive v/s Reactive
- Components of RM
- Different Types of Errors
- Swiss Cheese Model
- Defining RCA & its Process
- 7 Essential QI Tools

## OBJECTIVES

- Healthcare Accreditation & Standards
- Types of Survey & International
- Organization for Standards (ISO Certification)
- Essential Quality Awards:
  - A. Malcolm Baldrige National Quality Award (MBNQA)
  - B. European Foundation for Quality Management (EFQM) – RADAR Logic
  - C. Magnet Recognition Program
- Accreditation National Committee for Quality Assurance (NCQA)
- ISQua. International Accreditation Program (IAP)
- Joint Commission International (JCI)
- Role of Healthcare Quality Professionals in Accreditation
- Level 3.1 - MCQs



TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 4



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)





# FINANCIAL MANAGEMENT & UTILIZATION MANAGEMENT, (LEVEL - 4)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)

## OBJECTIVES

- Defining Financial Management
- Type of Budgets & Costs
- Cost Benefit Analysis
- Cost effective analysis
- Return on Investment (ROI)
- Productivity Index
- Cost of Quality
- Activity Based Costing
- Profit Ratio Margin
- Defining Utilization Management
- Utilization Management Plan



## OBJECTIVES

- Discharge Planning transition Management
- Care Coordination
- Care Management
- Case Management
- Community Case Management Model
- Patient Safety Updates
- Mistake proofing
- Methods of Improving Patient Safety
- Regulatory Requirements Updates
- Deemed Status & National Quality Forum (NQF)
- Pay For Performance “P4P” (Value Based Perchance)
- IHI & HIPAA and
- Level 4.1 - MCQs



TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 5



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)





# PEOPLE MANAGEMENT (LEVEL - 5)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)



## OBJECTIVES

- Defining Leaders as Motivators
- Participative Management
- Components of Participative Management
- Empowerment
- Decision Making
- Problem Solving
- “Kotter’s 8 Stage Process Change”
- Change Management
- Negotiation
- Conflict Management
- Team – Essential Elements of a Team
- Type of Team, Role within Team, Role – Facilitator
- Stages of Team Development
- “Tuckman’s Stages of Group Development”
- Communication

## OBJECTIVES

- Orientation & Training
- “ADDIE Model of Training”
- “Kirkpatrick Model for Evaluating Effectiveness”
- Performance improvement
- Clinical Process Improvement
- Clinical Practice Guideline
- Critical Path
- Mortality Review
- Peer Review
- Infection Prevention Control
- Practitioner Appraisal Process
- Credentialing
- Privileging
- Level 5.1 - MCQs



TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 6



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)





# PERFORMANCE IMPROVEMENT & INFORMATION MANAGEMENT

(LEVEL - 6)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)

## OBJECTIVES

Identify Different Types of  
PI Methodologies

- Xerox benchmarking
- PDCA
- PDSA – Deming Cycle
- Six Sigma
- Lean Methodology / Thinking / Value
- Stream Mapping
- Information Management
- Knowledge Cycle
- Risk Adjustment
- Index v/s Register
- Potential source of Data
- Data Inventory Process
- Confidentiality Age. v/s Conflict of Interest

## OBJECTIVES

- Quality Improvement tools
- Brainstorming
- Affinity Diagram
- Norming Group Technique
- Motivating
- Delphi Technique
- Activity Network Diagram
- Deployment Chart
- Histogram & Bar chart
- Cause & Effect Diagram
- 5 Whys
- Why why Diagram
- Pareto Analysis
- Scatter plot Diagram
- Is –Is not tool
- FMEA
- Prioritization Matrix



## OBJECTIVES

- Interrelationship Diagram
  - Tree Diagram
  - Driver Diagram
  - Process Decision Program Chart
  - Flow chart / PF Mapping
  - Force Field Analysis
  - Gantt Chart
  - Story Board
  - Visual Management Board
  - 5 “S”
  - Lotus Diagram
  - Event & Causal Factors Chart
  - Pictograph
  - Pie Chart
  - Web Chart
- Level 6.1. MCQs



TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 7



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)





# INFORMATION MANAGEMENT “STATISTICS ” (LEVEL - 7)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)



## OBJECTIVES

### Epidemiological Theory

- Understanding Ratio, Rate & Proportion
  - Morbidity, Incidence, Prevalence & Mortality Rate
  - Case Report & Case Series
- ### Data Analysis
- Data vs. Information
  - Importance, Data collection Plan, Tools & Methods, Methods of Data Gathering, Measures & Data Collection Operation
- ### Definition
- Advantage of Visual Display of Data
  - Pitfalls: Caution during Data Collections & Outcome of Data collection
  - Understanding variation
  - Descriptive Statistics: Mean, Median, Mode, Variance & Standard Deviation
  - Type of Data – Qualitative vs. Quantitative

## OBJECTIVES

- Data Sampling
- Probability
  - Simple Random
  - Stratified Random
  - Systematic Random
  - Cluster
- Non-probability
- 1. Convenience/accidental
- 2. Snowball
- 3. Purposive/Judgment
- 4. Quota (Stratified non-probability)
- Testing Data for Statistical Significance
  - T-test
  - Z-test
  - Chi-Square test
  - ANOVA
- Data over Time: Run chart
  - Run chart rules
  - Run Chart exercise – Developing Run chart



TRAINING PROGRAM  
BATCH: - 0A1  
SESSION - 8



# CPHQ

Certified  
Professional in  
Healthcare Quality  
(NAHQ®)



# DATA ANALYSIS WITH - STATISTICAL PROCESS CONTROL CHARTS(SPC) (LEVEL - 5)

Certified Professional in Healthcare Quality  
(CPHQ)

National Association for Healthcare Quality  
(NAHQ®)



## OBJECTIVES

At the end of this session, participants will be able to:


- Explain the elements of Shewhart Charts, their underlying theory, and the rules for special cause variation.
- Describe the different types of data that can be used to make a Shewhart Chart and provide guidance in deciding which Shewhart Chart is most appropriate for their data.
- Apply Shewhart Charts to their measures.


**BANK ACCOUNT DETAILS: (INVOICES WILL BE GENERATED ELECTRONICALLY)**

Bank Name	: QATAR ISLAMIC BANK
Branch Name	: GRAND HAMAD AVENUE, DOHA, Qatar, Corporate Branch
Swift Code	: QISBQAQAXXX
Beneficiary Name	: Team Solutions LLC
Account #	: 0152453250015
IBAN #	: QA60QISB000000000152453250015

**CONNECT  
WITH US**

  +974 66230468

 Regus Building, D-Ring Road,  
Doha, Qatar

 [dinesh@teamsolution.net](mailto:dinesh@teamsolution.net)

 [www.teamacademy.net](http://www.teamacademy.net)