



**JB QUALITY SOLUTIONS, INC.**

ORDER INFORMATION

INTERNATIONAL

ORDER INFORMATION

***THE HEALTHCARE QUALITY HANDBOOK:  
A PROFESSIONAL RESOURCE AND STUDY GUIDE  
AND WORKSHOP AUDIO SET***

**The 2013 27<sup>th</sup> Annual Edition  
by  
Janet A. Brown, RN, CPHQ**

***THE HEALTHCARE QUALITY HANDBOOK: A PROFESSIONAL RESOURCE AND STUDY GUIDE*** is revised each year to provide the most current information available for those seeking a comprehensive look at the field of healthcare quality and/or preparing for CPHQ Certification. [ISBN 0-9727264-8-9; ISBN13 978-0-9727264-8-1]

***ALSO AVAILABLE: The COMPLETE AUDIO SET, in CD or MP3 format, from Janet Brown's 2-day Healthcare Quality Overview & Certification Workshop, sponsored by the California Association for Healthcare Quality, recorded July 14-15, 2011.***

**THE HANDBOOK:**

- Is written and organized to cover the Content Outlines for the International Examination for Certified Professional in Healthcare Quality (CPHQ)
- Includes more than 375 study questions, divided by Chapter
- Comes in a tabbed, two-inch D-ring binder for convenient use as an ongoing resource
- **Covers ~900 pages of up-to-date information related to these topics and more:**

**CH I: Healthcare Quality Concepts**

- Concepts and the Quality Umbrella
- TQM, CQI, and the Juran Model
- Systems Thinking, Customer, & Organization
- Healthcare Delivery Systems, Managed Care, Reimbursement Systems

**CH II: Strategic Leadership**

- Leadership and the Organization
- Strategic and Quality Planning
- Strategic Quality Initiatives

**CH III: Quality Functions Management**

- Principles of Management
- The Quality Strategy, Structure, & Process
- The Organization's "Quality Resource Center"
- Care Coordination, Case Management, Discharge Planning, and Advocacy
- Utilization/Resource and Risk Management
- Patient Safety Management
- Financial Management; Contracts

**CH IV: Performance Improvement Processes**

- PI Concepts and Approaches
- Organization and Implementation
- Measurement, Assessment, and Improvement Processes; Benchmarking
- Performance Measures: Process and Outcome
- Clinical Standards and Process Improvement
- Patient Safety Analysis & Risk Reduction
- Review Processes; Practitioner Appraisal
- Customer Feedback Systems
- PI Process/Performance Evaluation

**CH V: Information Management**

- IM Concepts, Resources, and Standards
- Legal Aspects and Documentation
- Epidemiology; Statistical Process Control
- Sampling, Data Collection, and QI Tools
- Basic Statistics, Display, Analysis, & Reporting
- Computerized Data Systems

**CH VI: People Management**

- Participative Management, Decision Making, and Change Management
- PI Training and Team Coordination
- Staff Selection and Retention
- Staff Education, Training, & Performance
- Communication

**CH VII: Standards and Surveys**

- Concepts, Standards, and Process
- Survey Preparation, Coordination, & Continuous Compliance
- Accreditation Readiness
- Licensure
- ISO Certification/Registration
- Quality Awards: Baldrige,

**CH VIII: U.S. Federal Programs and Legislation**

- Federal Legislation: Medicare, Medicaid, HCQIA, ADA, BBA, HIPAA, OSHA, etc.
- QIOs
- Healthcare Reform: Background, ACA, HCERA

**➔ SEE NEXT PAGE FOR WORKSHOP AUDIO SET INFORMATION AND ORDER FORM ←**

**THE COMPLETE WORKSHOP AUDIO SET:**

- Is sold as a companion to *The Healthcare Quality Handbook* & comes in an audio case matching the *Handbook* Binder
- Is presented in accordance with the content of the 2013 27<sup>th</sup> Edition *Handbook*, which is referenced throughout
- Provided in CD or MP3 format, covering all 14 hours of information presented in the July 14-15, 2011 Workshop
- Includes discussion of many study questions and CPHQ Exam issues

**IMPORTANT NOTE AND DISCLAIMER:** Purchasing this *Handbook* and Workshop Audio Set does not guarantee that you will pass the CPHQ Examination. The only Exam information available to the author is the same Content Outline provided to you in the HQCB's Candidate Handbook. However, the material encompasses all Content Outline topic areas and is the only comprehensive resource that is annually revised to provide current information.

**ORDERING INFORMATION AND FORM:** Prepayment by Credit Card, Check (U.S. Bank w/ Routing and Account Nos.), or Money Order in U.S. Dollars is Required.

→ **THE 2011/2012 26<sup>th</sup> EDITION HEALTHCARE QUALITY HANDBOOK:**  
**A PROFESSIONAL RESOURCE AND STUDY GUIDE: \$199**      \_\_\_\_\_ @ \$ \_\_\_\_\_ = \$ \_\_\_\_\_

- For orders of 3 or more *Handbooks*: \$179

→ **THE HEALTHCARE QUALITY HANDBOOK and**  
**WORKSHOP AUDIO SET: \$305**       CDs     MP3      \_\_\_\_\_ @ \$305 = \$ \_\_\_\_\_  
 [\$305 represents a \$30 savings off purchasing separately]

→ **THE WORKSHOP AUDIO SET: \$145**       CDs     MP3      \$ \_\_\_\_\_

→ **SHIPPING AND HANDLING: INTERNATIONAL ORDERS**      \$ \_\_\_\_\_

COUNTRY	HANDBOOK / WITH AUDIO	
Canada	\$38.00	\$40.00
China, Japan	\$59.00	\$62.00
India, Taiwan	\$64.00	\$69.00
Germany, Great Britain, Spain	\$54.00	\$57.00
Egypt, Jordan	\$59.00	\$63.00
The Gulf: KSA, Kuwait, Qatar, UAE		

- ALL OTHER COUNTRIES: Please email for shipping cost: [admin@jbqs.com](mailto:admin@jbqs.com)
- Shipped U.S. Postal Service Priority Mail International (6-10 days)
- Please email for shipping cost if ordering more than 1 *Handbook*.

**TOTAL ENCLOSED**      \$ \_\_\_\_\_

**PLEASE RUSH THIS ORDER TO (Please Print):**

NAME & TITLE \_\_\_\_\_

Organization: \_\_\_\_\_

**MAILING ADDRESS:**       Work Address       Home Address

Street: \_\_\_\_\_

City, State/Province: \_\_\_\_\_

Postal Code, Country: \_\_\_\_\_

EMAIL: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

CREDIT CARD:     Visa     MasterCard     American Express    EXPIRATION DATE: \_\_\_\_\_

CARD NUMBER: \_\_\_\_\_ BILLING POSTAL CODE: \_\_\_\_\_

PRINT NAME ON CARD: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

**PLEASE FAX CREDIT CARD ORDER TO: 001-626-797-3864**  
**OR YOU CAN EMAIL TO [josh@jbqs.com](mailto:josh@jbqs.com)**  
**Make check payable in U.S. dollars to, and send with Order Form to:**  
***JB Quality Solutions, Inc.***  
**2309 Paloma Street, Pasadena, CA, USA 91104-4926**