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**THE JANET A. BROWN 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 JANET A. BROWN 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 Outline for the International Examination for Certified Professional in Healthcare Quality (CPHQ)
- Includes more than 375 Study Questions, divided by Chapter
- Comes in a Two Volume set of Soft Cover books
- **Covers ~900 pages of up-to-date information related to these topics and more:**

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- Concepts and the Quality Umbrella
- TQM, CQI; Structure, Process, Outcome
- 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, & Advocacy
- Utilization/Resource and Risk Management
- Patient Safety Management
- Financial Management; Contracts

**CH IV: Performance Improvement Processes**

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- Organization and Implementation
- Measurement, Assessment, & 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, Problem Solving, 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 Preparedness, Coordination, & Continuous Compliance
- Accreditation (Joint Commission, NCQA)
- Licensure
- ISO Certification/Registration
- Quality Awards: Baldrige, EFQM, Magnet

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

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- Is sold as a companion to *The Healthcare Quality Handbook*
- 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
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**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, this material encompasses all CPHQ Exam Content Outline topic areas and is the only comprehensive resource that is annually revised to provide current information.

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