



JB QUALITY SOLUTIONS, INC.

ORDER INFORMATION

INTERNATIONAL

ORDER INFORMATION

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

The 2015 28th Annual Edition
Janet A. Brown, RN, CPHQ – Author
Susan Mellott, PhD, RN, CPHQ, FNAHQ – Current Editor

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 Dr. Susan Mellott's 2-day Healthcare Quality Overview & Certification Workshop, sponsored by the California Association for Healthcare Quality, recorded October, 2014.

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 2015 28th Edition *Handbook*, which is referenced throughout
- Provided in CD or MP3 format, covering 2 days of information presented in the October, 2014 Workshop
- Includes discussion of many CPHQ Exam issues
- Comes in an audio album matching the *Handbook* Binder

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 2015 28th EDITION HEALTHCARE QUALITY HANDBOOK:
A PROFESSIONAL RESOURCE AND STUDY GUIDE:** \$199 _____ @ \$ _____ = \$ _____
- **THE HEALTHCARE QUALITY HANDBOOK and
WORKSHOP AUDIO SET:** \$325 CDs MP3 _____ @ \$325 = \$ _____
[\$325 represents a \$49 savings off purchasing separately]
- **THE WORKSHOP AUDIO SET:** \$175 CDs MP3 \$ _____
- **SHIPPING AND HANDLING: INTERNATIONAL ORDERS** \$ _____

COUNTRY	HANDBOOK / WITH AUDIO	
Canada	\$49.00	\$59.00
China, Japan	\$69.00	\$79.00
India, Taiwan	\$79.00	\$89.00
Germany, Great Britain, Spain	\$79.00	\$89.00
Egypt, Jordan	\$79.00	\$89.00
The Gulf: KSA, Kuwait, Qatar, UAE		

- ALL OTHER COUNTRIES: Please email for shipping cost: josh@jbqs.com
- Shipped U.S. Postal Service Priority Mail International (7-10 business 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: _____ CVV: _____

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
Make check payable in U.S. dollars to, and send with Order Form to:
JB Quality Solutions, Inc.
PO Box 1237, Sierra Madre, CA, USA 91025