



Overview

Healthcare professionals aiming at increasing their quality awareness, capabilities and enhancing their carriers. Physicians, nurses, pharmacists, dentists, physiotherapists, and others involved directly or indirectly in healthcare quality activities are particularly suited for this program.

The course will give participants a comprehensive overview of the CPHQ examination contents outline, through a combination of didactic lectures and interactive discussion sessions, participants will learn about the key principles and concepts emphasized in the exam, and techniques to give participants the winning edge for the CPHQ multiple-choice test format. Sample CPHQ exam questions will be presented and discussed throughout the course. Participants will learn a systematic approach to the CPHQ exam application and analysis questions and have sample opportunity to practice answering these question types during the course.

Objectives

Upon Completion of this educational activity, participants will be able to:

- Review the content components on the CPHQ examination.
- Differentiate the key principles and concepts emphasized in the CPHQ examination.
- Perform a systematic approach to the CPHQ examination application.
- Analyze questions and practice answering.

Targeted Groups

This course is designed for all healthcare professionals who are preparing for the CPHQ examination or who want to expand their current quality management skills. In addition, this course is for those who want to accelerate their journey toward CPHQ status, and for:

- Quality/performance improvement coordinators.
- Utilization and case managers.
- Hospital management staff.
- Patient relations officers.
- Healthcare professionals employed.
- Medical staff officers.



Course Outlines, this course uses contents developed by the National Association for Healthcare Quality and addresses:

- 1. Organizational Leadership**
 - A. Structure and Integration
 - B. Regulatory, Accreditation, and External Recognition
 - C. Education, Training, and Communication
- 2. Health Data Analytics**
 - A. Design and Data Management
 - B. Measurement and Analysis
- 3. Performance and Process Improvement**
 - A. Identifying Opportunities for Improvement
 - B. Implementation and Evaluation
- 4. Patient Safety**
 - A. Assessment and Planning
 - B. Implementation and Evaluation.

There will be an exam tips and demo exam during the course sessions.

Course Duration

"CPHO: Certified Professional in Healthcare Quality" course will be held on 20 training hours over six days. This course can be customized based on certain needs for in-house training for certain organization.

Course Fees

Standard fees are USD750 or JD530. JAQM will support its people for this session by 20%, so the course fees will only be USD600 or JD424. Fees are to include:

- Official JAQM completion e-certificate internationally accredited by the International Accreditation Organization (IAO) located in the USA.
- Training material in pdf format.
- Handouts in pdf format
- Bank of exam questions with answers.
- Different pdf resources to get prepared for the exam.



Payment Methods

To make it easy to settle the course fees, JAQM offers different alternatives for the fees payment as follow:

- Transfer to JAQM's bank
- Cash deposit in JAQM's bank
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

Please chose in the registration form the method that is best for you so as we can send you the details based on your choice.

CPHQ Certification Process

As this course is designed in line with the international CPHQ examination, upon finishing this training course, participants can become CPHQ certified when they pass the NAHQ certification examination. This exam is offered online. For more details about the exam and the certification process please visit www.nahq.org

Participants will get different materials including bank of exam questions with answers to support them and to be able to pass the certification exam.

Date, Time, Venue

- Date: 21 and 23/3/2022, then 28 – 31/3/2022
- Time: 7:00– 10:20 PM Jordan time
- Venue: Online using Zoom platform

Presentation Approach

- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Workshops and group activities
- There will be an exam tips and demo exam during the course sessions.



Registration Process

To enroll in this course, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/ZTGFWfPdaBeoFbWH7>

Once you submitted the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees settled as per your payment method.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157 or Mobile/WhatsApp: +962 777 44 1808.

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.