



Review Course to Become a Certified Professional in Healthcare Quality

Nov. 29-30, 2022



PROGRAM OVERVIEW

This two-day workshop is designed to help staff planning to take the certified professional in health care quality examination. This field of study is applicable for all levels and in all health care settings. The goal of certification is to promote excellence and professionalism by documenting individual performance as measured against a predetermined level of knowledge about quality.

The National Association for Healthcare Quality's certification program is fully accredited by the National Commission for Certifying Agencies, the accrediting arm of the Institute for Credentialing Excellence. A certified quality professional's comprehensive body of knowledge includes management, leadership, strategic and operational planning, quality management and measurement, information management, patient safety and performance improvement.

LEARNING OBJECTIVES

- Describe how information management can improve quality efforts.
- Discuss the components of becoming certified.
- Explain the importance of organizational development and the leadership role.
- Identify the tools for performance measurement and improvement.
- Relate organizational health care quality to patient safety and delivery.

INTENDED AUDIENCE

- Case managers.
- Compliance officers.
- Performance improvement coordinators.
- Quality managers.
- Registered nurses.
- Risk managers.
- Safety officers.
- Senior facility administrators/leaders.
- Utilization managers / discharge planners.

CONFERENCE MATERIALS

Attendees will receive "HQ Solutions: Essential Resource for the Healthcare Quality Professional." The book is valued at \$199 and is included in the cost of the class. All speaker handouts for this conference will be emailed to attendees before the conference.

CONFERENCE AGENDA

DAY 1

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| 8:45 a.m. | Welcome and introductions |
| 9:15 a.m. | U.S. Programs, Surveys and Examinations |
| 10:15 a.m. | Break |
| 10:30 a.m. | Leadership, Strategy and Quality |
| Noon | Lunch |

12:30 p.m. Leadership and People Management

2 p.m. Break

2:15 p.m. Patient Safety, Standards and Surveys

3:30 p.m. Adjourn

DAY 2

8:45 a.m. Performance Improvement

10:30 a.m. Break

10:45 a.m. Performance Improvement (continued)

Noon Lunch

12:30 p.m. Information Management

2 p.m. Break

2:15 p.m. Information Management (continued)

3:30 p.m. Adjourn

SPEAKER

Sarah Pavelka has more than 20 years of experience leading and coaching in organizational performance and continuous improvement in business, industry, education, and health care. Dr. Pavelka is the CEO and owner of Pavelka's Point Consulting. She is the program director for the master's of health care administration program at Walden University and a subject matter expert and faculty for the National Association for Healthcare Quality.

Dr. Pavelka also has been a faculty member for the master's in healthcare administration program at Des Moines University for 13 years and improvement faculty for the Iowa Healthcare Collaborative. Her previous professional experiences include the quality management director at the Iowa Foundation for Medical Care, director of business and industry relations for Pella Regional Health Center and has clinical experience as the director of occupational therapy for Pella Regional Health Center.

Dr. Pavelka's extensive volunteer experiences included being a six-time National Baldrige examiner and a seven-year state examiner for the Iowa Recognition for Performance Excellence. She was the director-at-large for the National Association for Healthcare Quality Board. Dr. Pavelka is a past-president of the Iowa Association for Healthcare Quality Board, a task force member for the Iowa Hospital Association and a member of the Des Moines University Alumni Board.

Dr. Pavelka holds degrees in biology and psychology from Luther College, an occupational therapy degree from Concordia University-Wisconsin, a master's of health care administration from Des Moines University, and a doctoral degree from Walden University. She is a fellow for the National Association for Healthcare Quality, a certified professional in health care quality, and has credentials in occupational therapy, ergonomics, Lean and Six Sigma Black Belt.

REGISTRATION

Register online at www.ihaonline.org.

REGISTRATION FEES PER PERSON

- IAHQ member – \$450
- IHA member – \$475
- Non-IHA member – \$560

To become an IAHQ member, please email Jenn Nutt with IHA at nutti@ihaonline.org

CONTINUING EDUCATION

5.25 nursing contact hours will be awarded for Nov. 29, 2022, and 5.75 nursing contact hours will be awarded on Nov. 30, 2022, for this conference by IHA Iowa Board of Nursing, provider No. 4. Iowa nursing contact hours will not be issued unless your Iowa license number is provided on the certificate completed the day of the conference. To receive contact hours or a certificate of attendance, you must attend the entire conference. No partial credit will be granted.

PROGRAM LOCATION

IHA Conference Center, 100 E. Grand Ave., Des Moines.

- If you have dietary restrictions or allergies, email iharegistration@ihaonline.org.
- Dress for the conference is business casual. Layered clothing is recommended for your comfort.

LODGING

IHA has a discounted corporate rate attendees can use for overnight accommodation. The discounted rate is offered to IHA event attendees on “non-last room” availability, meaning there are times when this rate will not be available because of high demand. Book early if you think you may need arrangements. When calling, please reference the corporate ID:

Staybridge Suites Des Moines
Corporate rate: \$133 per night plus taxes
515-280-3828
Corporate ID No.: 786828419

Downtown Embassy Suites Des Moines
Corporate rate: \$143 per night plus taxes
515-244-1700
Corporate ID No.: 560001333zxc

REGISTRATION/CANCELLATION/REFUND POLICY

- Cancellations and substitutions are welcome anytime. Email cancellations and substitution requests to iharegistration@ihaonline.org.
- IHA will refund cancellations received 10 or more business days before the conference.
- IHA will charge a \$50 administrative fee to cancellations received six to nine business days before the conference.
- IHA will not refund cancellations received five or fewer business days before the conference.
- IHA will calculate refunds by the date received and the IHA business days remaining before the conference.
- IHA may cancel the conference because of low enrollment. If so, IHA will notify preregistered participants and provide full refunds.

ADA POLICY

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure no one with a disability is excluded, denied services, segregated or treated differently than others because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, call IHA at 515-288-1955, or write to the IHA Education Department.