

Hi-Care Group

Together, We can save a life

Online
CPHQ
Preparatory
Program

2016

On behalf of Hi-Care Group and staff, I would like to express our warmest welcome and thank you for your interest in healthcare quality. We hope you will find our brochure for Online CPHQ Preparatory Program informative in regards to how to achieve the basic knowledge to get the strongest healthcare quality certification in the world "Healthcare Quality Certification Board (HQCB)".

Please visit our website (www.hicaregroup.com) frequently and let us know if there is any additional information we can provide.

Main instructor; Dr. Ahmed Mohieldin

Language; Arabic and English

Duration; ~50 hours of education and training (about 10 weeks of study)

Timetable; Every Saturday and Tuesday at 09:00 PM, KSA time zone.

Sessions; Total # of ~20 sessions, every session will be available on the internet for almost 3 days

Target group; All healthcare co-workers, especially those who are planning to be quality professionals.

Including; hospital administrator/manager, physician, medical student, dentist, pharmacist, nursing staff or even veterinarian.

Learning objectives:

- Understand the basics of healthcare quality
- Covering the syllabus of CPHQ exam
- Build a new generation of quality professionals
- Improve healthcare co-workers performance

Materials; Data Show presentations (flash with audio), round discussion, case studies, workshops, audio/video conference, quality project management, forums, training on CPHQ Exam Simulator...

Thanks

Course Sessions

I. INFORMATION MANAGEMENT

- A. Introduction ----- Session #inf-1**
 - 1. Steps to statistical research
 - 2. Populations and sampling
 - 3. Variables
 - 4. Scales of measurement
 - 5. Data sources

- B. Descriptive statistics ----- Session # inf-2**
 - 1. Displaying data in tables and graphs
 - 2. Probability theory
 - 3. Normal distribution

- C. Inferential statistics ----- Session # inf-3**
 - 1. Confidence level and Confidence interval
 - 2. Types of error
 - 3. Level of significance (p-value)
 - 4. Hypotheses testing
 - 5. Correlation of data
 - Further reading, Risk adjustment
 - Further reading, Return on investment

- D. Tools for Performance improvement ----- Session # inf-4**
 - 1. Tools for planning
 - 2. Tools for teams
 - 3. Tools for data collection
 - 4. Tools for analysis
 - 5. Tools for understanding root causes

- E. Revision (Training on CPHQ Exam) ----- Session # inf-5**

II. PATIENT SAFETY

- A. National Patient Safety Goals 2010 ----- Session #pt-1**
- B. Medical errors ----- Session #pt-2**
- C. Medication errors ----- Session #pt-2**
- D. Confidentiality ----- Session #pt-3**
- E. Patient safety as measure of healthcare quality ----- Session #pt-3**
- F. Quality Indicators and how to integrate them into patient safety programs ----- Session #pt-4**
 - Further reading, Culture of patient safety
 - Further reading, improving fall risk assessment
- G. Revision (Training on CPHQ Exam) ----- Session #pt-5**

III. STRATEGIC MANAGEMENT AND LEADERSHIP

- A. Introduction to leadership ----- Session #str-1**
 - 1. Healthcare Organizations as Complex Adaptive Systems
 - 2. Strategic Planning for Healthcare Quality
 - 3. Translating Strategic Goals into Quality Outcomes
 - 4. Aligning System To Support Quality
 - 5. Organizational Renewal To Support Quality
 - 6. Performance Assessment: Measuring Results

- B. Quality Management processes ----- Session #str-2**
 - 1. Risk management
 - 2. Utilization management
 - 3. Case management
 - 4. Demand management
 - 5. Case management

- C. Team Based Organization ----- Session #str-3**

- D. Motivators ----- Session #str-3**
 - 1. Basics of motivation
 - 2. Motivation equation
 - 3. What do employees say about motivators?
 - 1. Setting up a reward system

- E. Revision (Training on CPHQ Exam) ----- Session #str-4**

IV. PERFORMANCE IMPROVEMENT

- A. Quality Concepts ----- Session #per-1**
 - 1. Introduction
 - 2. Institute of medicine priorities and competencies
 - 3. Aspects of quality – the MAP

- B. Change Management ----- Session #per-2**
 - 1. Broad overview of the concept of “change management.”
 - 2. Types of Change
 - 3. Change models
 - 4. Problems facing change
 - 5. The approach taken to change management
 - 6. Skills and Strategies
 - 7. Assessing readiness for change
 - 8. How do experienced people reflect their experience in a structured way?

- C. Continuous Readiness ----- Session #per-3**
 - 1. Surveys requiring continuous readiness
 - 2. Accreditation
 - 3. Creating a culture of continuous readiness
 - 4. Continuous readiness programs
 - 5. Failure Mode And Effects Analysis (FMEA)

- D. Stages of Performance Improvement ----- Session #per-4**

- E. Creativity and Innovation ----- Session #per-4**
 - 1. Definition of creativity and innovation
 - 2. Directed creativity
 - 3. Why do we need to be creative?
 - 4. How to create a new idea?
 - 5. Transforming from creative into innovative
 - 6. Seven "S" model
 - 7. Spread of change and innovation
 - Further reading, Crossing the quality chasm PDF document
 - Further reading, To err is human PDF document

- F. Revision (Training on CPHQ Exam) ----- Session #per-5**

Our Book

The way to CPHQ – Our Experience

- Author: Ahmed M. Mohi
- Publisher: Hi-Care Group
- Number Of Pages: 147
- Publication Date: 08-3-2010
- Annual update

Book Description:

“The way to CPHQ” is a book in full review format ideal for exam preparation for candidates taking Healthcare Quality Certification Board. The book covers the 4 modules of the exam outlines. It takes the simplest way to crack the exam questions. “The way to CPHQ” book, transfers our experience in quality management to you and give you a good chance to read the most recent review about CPHQ exam outlines.

“The way to CPHQ” book does more than provide the information needed for passing the exam. It is also an excellent desk reference for those who want to learn more about quality management, including professionals who may already be certified. Written by a team of experts with years of experience in Healthcare Quality Management, this book will be a great source of information for quality professionals, even years after completing the exam.

Our Software

CPHQ Exam Simulator

- Author: Ahmed M. Mohi
- Publisher: Hi-Care Group
- Publication Date: June, 2008
- Current release: Version 8.2
- Last update: November, 2015

Software Description:

It is offline training software developed to be parallel in content to the actual exam. CPHQ Exam Simulator covers recall questions, application questions, and analysis questions. CPHQ Exam Simulator display questions in varying design; texts, graphs, tables ... It is a good tool to assess if you are ready for the real exam. CPHQ Exam Simulator explore 400 MCQs for training plus another 140 MCQs as a pretest, all questions are answered.

What's new in v8.2:

- Installation via web-based exe (very small-sized exe, less than 5MB).
- Adding new tabs for setting, check for Updates, links for useful websites, contact us, displaying full data about customer license.
- Adding new icon for system tray.
- Adding new option to select between training mode and exam mode for each module.
- Treat blinking that occurred during startup of the program.
- Treat blinking that occurred during shift between questions.
- Faster browsing between questions.
- Revise all questions and answers with the 2012 handbook outlines.
- Advanced packaging technique.
- Patient Safety module is updated with the new National Patient Safety Goals for 2012.
- Fix some bugs.

The following hardware and software is required:

- An Intel Pentium processor or equivalent, 400 MHz or faster
- Windows OS 32 or 64 Bit, XP/Vista/Windows7
- At least 256 MB of available random-access memory (RAM) (512 MB recommended)
- At least 50 MB available disk space
- At least 16-bit (thousands of colors) monitor capable of 1024 x 768 pixel resolution
- An Internet Explorer 6.0 or higher
- Windows installer 3.1
- Microsoft .NET Framework 3.5

Our Library

Further reading	Author	Type of material	
Applying Quality in Healthcare Management	Diane L. Kelly	Soft copy	1 CD
CPHQ Exam Secrets	Nometrix Media LLC	Soft copy	
Guidelines for Integrating Process Safety Management, Environment, Safety, Health and Quality	The Center for Chemical Process Safety	Soft copy	
Healthcare Hazard Control & Safety Management	James T. Tweedy	Soft copy	
Healthcare Operations Management	Daniel B. McLaughlin	Soft copy	
How To Measure Employee Performance	Jack Zigon	Soft copy	
Information Technology Solutions for Healthcare	Kathryn J. Hannah	Soft copy	
JCI Standards for Hospitals: Effective January 2011	Joint Commission International	Soft copy	
Juran's Quality Handbook	Juran	Soft copy	
New standard for care patient safety	Philip Aspden kieran walshe and ruth boaden	Soft copy	
Patient safety - principle and practice	Jacqueline Fowler Byers	Soft copy	
Six Sigma Handbook	Thomas Pyzdek	Soft copy	
The Handbook of Patient Safety Compliance	Fay A. Rozovsky	Soft copy	
The Healthcare Quality Book - Vision, Strategy and Tools	Elizabeth R. Ransom	Soft copy	
The Six Sigma Black Belt Handbook	Thomas McCarty	Soft copy	
Understanding Patient Safety	Robert M. Wachter	Soft copy	

CD/DVD	Author	Type of material	
Emergency management – Staff Education and Training	Hi-Care Group for Dr. Soliman Fakeeh Hospital JEDDAH	DVD - Video	1 DVD
MRI Safety	Joint Commission International	DVD - Video	
Fire Safety	Joint Commission International	DVD - Video	
Janet Brown audio CDs	Janet Brawn	CD - MP3	1 CD

Price List

We offer volume discount prices and cross-selling prices, as shown below:

Volume discount prices

Online CPHQ Preparatory Program

Quantity	Unit price
1 - 5	525.00 USD
6 +	500.00 USD

Volume discount prices

CPHQ Exam Simulator

Quantity	Unit price
1 - 5	225.00 USD
6 +	200.00 USD

Volume discount prices

The way to CPHQ - Our Experience

Quantity	Unit price
1 - 5	110.00 USD
6 +	100.00 USD

Cross-selling discount prices + Volume discount prices

CPHQ Exam Simulator
+
The book (The way to CPHQ - Our Experience)

~~335.00\$~~

Quantity	Unit price
1 - 5	324.00 USD
6 +	290.00 USD

Cross-selling discount prices + Volume discount prices

Online CPHQ Preparatory Program
+
CPHQ Exam Simulator
+
The book (The way to CPHQ - Our Experience)
+
Free membership in our library (Books, audio, video)

~~860.00\$~~

Quantity	Unit price
1 - 5	810.00 USD
6 +	755.00 USD

Only 3 Steps to join us

1. Choose the course

Select the program you like to enroll in, ex.; Course #1-2016, from the link <http://www.hicaregroup.com/agenda.html>

2. Buy to get the enrolment key

Buy an activation key from the link <http://www.hicaregroup.com/buy.html>

Or

send the fees directly to

Recipient; Dr. Ahmed Mohamed Mohi El.Din
Bank; Misr Bank (Eslamic Dealings), Zagazig Branch - EGYPT
SWIFT Code; BMIFEGCX140
Account No.; 26125100094178
Mobile No.; KSA; +966554925119

In case of bank transaction;

In order to validate your payment and complete your order, please send an e-mail to info@hicaregroup.com with a copy of the billing statement, confirming the name/ shipping address/ and telephone number.

Once the money is received, we will ship the products to your mail address.

3. Registration

Use the enrolment key to fill the registration form at the link http://www.hicaregroup.com/reg_form.html

Log in

After successful registration, your log-in information (Username/Password) will be displayed immediately. These login information will be verified and will be active by the first session. Use these log-in information to access the online program from Hi-Care Group official website.

Contact Us

You are welcome to contact us at

Email:

info@hicaregroup.com