

THE AMERICAN INSTITUTE FOR HEALTHCARE QUALITY



American
Institute for
Healthcare
Quality

www.AIHQ.com



Here at the **American Institute of Healthcare Quality**, we believe that the highest quality in healthcare comes from the highest quality people. We envision a care environment that is focused on quality, enabled by healthcare professionals who have been well trained in quality subjects and who are as passionate as we are about improving the delivery of healthcare.



WWW.AIHQ.COM

CONTENTS

OUR MISSION

Our mission is to enhance quality in healthcare by transforming the professionals who work in healthcare. We aim to give you the tools and knowledge that you need to impact healthcare delivery and outcomes and to be an advocate for quality and patient safety.

OUR VALUES



- QUALITY IN ALL THAT WE DO AND OFFER
- INTEGRITY IN ALL OF OUR WORK
- INNOVATIONS IN TRAINING AND EDUCATION
- LEADERSHIP WORLDWIDE
- CONTINUOUS EDUCATION

If you're a healthcare professional or organization seeking top-notch professional development services, you've found what you're looking for. Consider AIHQ's offerings:

- Our workshops and seminars address teambuilding, leadership, quality assurance and improvement, accreditation, performance measurement, patient safety, risk management, utilization management, hospital surveying, customer service, standards and communication, strategic planning, applied research, survey design and methods, re-engineering, and the Six Sigma management method.
- Our national and international conferences on quality management attract audiences of more than 1,000 of the world's leading health professionals.
- Our seminars cover cost benefit and effectiveness analysis, managed care, and medical informatics.
- Our consultants are always available to assess your needs and develop custom solutions for your facility.



CERTIFICATE IN HEALTHCARE QUALITY (CHQ)

The CHQ course is designed to give an in-depth but more generalized understanding of healthcare quality and its implementation. This course takes you through an overview of the healthcare systems in the US and a comparative study of other systems around the world, the concept of and principles of healthcare quality, and a history of how Quality has become an integral part of evaluating our healthcare system. Participants will hone their skills in organizational development, healthcare quality management, team building, problem solving techniques, and process improvement. By the end of this course, you will have learned how to assess, measure, and plan for, and improve quality within your healthcare organization.

Audience: This course is designed for the general healthcare professional without or with limited background in healthcare quality.

Prerequisite: Candidates for the CHQ course must be employed by a healthcare related entity, completed a bachelor's degree in a health related field or they must have extensive experience in healthcare at the managerial level.

Topics Include:

- Overview of the healthcare systems around the world
- Current issues of healthcare quality
- The Concept of healthcare quality
- Historical evolution of quality in healthcare
- Planning and organizing for healthcare quality
- Quality improvement and quality assurance
- Dissemination of healthcare quality
- Data collection, analysis and management
- Measuring and monitoring quality
- Quality cost and cost containment
- Economics of healthcare quality
- Regulations, Accreditations, and Licensure

Course information:

Materials: All materials are covered in the course fee
Duration: 32 hours

CERTIFIED PROFESSIONAL IN INFECTION CONTROL (CPIC)

The CPIC course is designed to provide healthcare professionals with or without a background in epidemiology or microbiology, with a solid foundation of infection control practices. This course takes you through the basics of microbiology, epidemiology, patient and workplace safety, and infection control practices in a healthcare setting. By the end of the course, you will have learned local infection control standards, how to develop a team approach to infection control, and you will have designed a basic program for infection control in a healthcare facility.

Audience: This course is designed for the healthcare professionals, nurses or hospital administrators who want a deeper understanding of infection control practices and how those practices can be applied in a healthcare setting to improve safety and quality of care.

Prerequisite: Candidates for the CPIC course must be employed by a healthcare related entity or completed a bachelor's degree in a health related field. Otherwise, they must have extensive experience in healthcare at the managerial level.

Topics include:

- Introduction to microbiology
- Basic concepts of epidemiology
- Common healthcare-associated infections
- Infection control within specific settings
- Infection control precautions
- Infection control standards, policies, and procedures
- Performance improvement and patient safety
- Applying the principles of infection control in a healthcare environment
- Organizing and Managing an infection control program in a HC facility

Course information:

Materials: All materials are covered in the course fee
Duration: 32 hours

CERTIFICATE IN HEALTHCARE RISK MANAGEMENT (CHRM)

The CHRM course is designed to help the healthcare professional identify and manage sources of risk as they occur in the healthcare setting. This course will cover the basics of risk management to ethical and legal issues associated with risks in the health environment. By the end of the course you will have acquired the skills you need to use, maintain, and extend the functionality of a risk management system by effectively using enterprise wide risk management tools and measures. You'll become aware of U.S. and international regulatory requirements concerning effective risk management and master the skills needed to acquire data from disparate data sources, configure your risk environment, develop appropriate risk factor models, perform risk analysis, and create results-oriented reports.

Audience: This course is for individuals in healthcare systems responsible for quality improvement, or patient safety and Risk Management (RM), including healthcare facility administrators, risk and quality improvement managers, healthcare managers, health system providers, and consultants.

Prerequisite: Candidates for the CHQ course must be employed by a healthcare related entity, completed a bachelor's degree in a health related field or they must have extensive experience in healthcare at the managerial level.

Topics include:

- Risk Management (RM) purpose, activities
- Healthcare standards and RM
- Linking RM with quality improvement
- Effective RM
- Patient safety issues
- Informed consent
- Documentation and medical records
- Ethical and regulatory issues
- Environmental safety
- Medical errors and adverse occurrences
- Incident variance reporting
- How to avoid common problems
- Practitioner credentialing
- Negligence, liability, malpractice
- Claims management
- Employee health

Course information:

Materials: All materials are covered in the course fee
Duration: 32 hours

CERTIFICATE IN HEALTHCARE PERFORMANCE IMPROVEMENT (CHPI)

The CHPI course is designed to enhance the healthcare professional's ability to implement healthcare quality policies and initiatives as well as the ability to quantify, measure, and secure results. This course takes you through an overview of healthcare quality including current, past, and local issues in performance measurement and improvement. Several of the quality tools will be practiced including FMEA, Six Sigma, FOCUS-PDCA, RCA, etc. Basic statistics methods and principles will also be presented. By the end of this course, you will be able to apply common performance improvement models and tools and develop a performance improvement plan.

Audience: This course is designed for healthcare professionals who are likely to become line managers. It's also suitable for those who are already in a management post, but who have had little or no formal training and limited work experience in PI or data management topics and tools.

Prerequisite: Candidates for the CHPI course must be employed by a healthcare related entity, completed a bachelor's degree in a health related field or they must have extensive experience in healthcare at the managerial level.

Topics include:

- Performance Improvement (PI) models
- Setting standards and developing indicators
- Communicating indicators
- Compliance monitoring systems
- Identifying improvement opportunities
- Using teamwork in PI
- Aggregating and analyzing PI data
- Use of PI tools
- RCA methodologies
- FMEA
- Six Sigma and FOCUS-PDCA
- Communicating PI recommendations
- Measuring customer satisfaction
- Medical staff and organizing for PI
- Navigating accreditation, certification and licensure processes

Course information:

Materials: All materials are covered in the course fee
Duration: 32 hours

"Don't find fault, find a remedy." - Henry Ford

The CHS course is designed for individuals who take an interest in their hospital's accreditation process or who are involved in maintaining compliance for their healthcare facility. This course will take you through the survey process for The Joint Commission, The Joint Commission International and several other survey processes such as state licensure surveys, state and federal complaint surveys, Federal Medicare certification surveys, post-survey revisit surveys, and Life safety code surveys. This course also aims to guide you through the preparation of your facility for an unannounced survey. By the end of the course, you will understand how to assess your facility's survey readiness, how to perform a hospital survey, as well as how to effectively respond to survey findings.

Audience: This course is designed for healthcare professionals who are interested in becoming hospital surveyors or who are interested in being involved in their facility's accreditation or compliance processes.

Prerequisite: Candidates for the CHQ course must be employed by a healthcare related entity, completed a bachelor's degree in a health related field or they must have extensive experience in healthcare at the managerial level.

Topics include:

- Overview of Accreditation and Surveying
- Pre-survey and application process
- Preparing for Accreditation
- Identifying standards and domains
- Standards validity and reliability
- Scoring guidelines and tabulation
- Documentation and clinical records audit
- Tracer Methodology
- Credentialing and re-credentialing of clinical staff
- Mock surveys
- Recommendations and reporting
- Team building and conflict resolution
- Performance improvement projects and the FOCUS-PDCA cycle
- Practical days (Tracers and facility tours)

Course information:

Materials: All materials are covered in the course fee
Duration: 40 hours

The CPHHA course is designed to give healthcare professionals more in depth coverage of the skills to manage and administer their hospitals as well as prepare healthcare administrators and executives for overseeing administrative programs and improvement projects. This course exposes participants to the complex organization of hospitals, internal operations, processes, roles, management techniques, information needs and technology utilization in the different components of the hospital system. By the end of the course, you will have learned how to develop, implement, and evaluate a strategic plan for a healthcare facility, and you will have gained advanced skills for organizational success, leadership, and effectiveness and efficiency techniques.

Audience: This course is designed for hospital administrators and associate administrators who would like to retrain and strengthen their skills and knowledge. This course is also designed for aspiring hospital administrators who would like to gain the skills and knowledge required for their career path.

Prerequisite: Candidates for the CHQ course must be employed by a healthcare related entity, completed a bachelor's degree in a health related field or they must have extensive experience in healthcare at the managerial level.

Topics include:

- Overview of healthcare systems
- Financial management, budgeting and forecasting
- The concept of healthcare quality
- Clinical services management
- Human resources management
- Regulatory environment in healthcare
- Legal and ethical issues
- Health and hospital administration and current issues
- Leadership in health and hospital administration
- Management of data and information for leaders
- Team-building and conflict resolution
- Performance measurement
- Governance, leadership, and development

Course information:

Materials: All materials are covered in the course fee
Duration: 32 hours

"You've got to think about "big things" while doing small things, so that all the small things go in the right direction." —Alvin Toffler

CERTIFIED PATIENT SAFETY OFFICER (CPSO)

The CPSO course is designed to help develop professional or research skills for those who are interested in effecting patient safety outcomes. This course will assist participants in understanding how to effectively meet the requirements of a patient safety program and how to implement national and international patient safety goals in healthcare organizations and in particular hospitals. Emphasis will be placed on the effective use of resources by developing intervention strategies based on patient and clinical risks. By the end of the course, you will have developed your own comprehensive patient safety program for your department, unit, or institution.

Audience: This course is designed for individuals in healthcare systems that have responsibility for quality improvement, patient safety, or risk management. This course is also designed for healthcare professionals who are or would like to be involved with patient safety and patient care activities within their healthcare organization.

Prerequisite: Candidates for the CHQ course must be employed by a healthcare related entity, completed a bachelor's degree in a health related field or they must have extensive experience in healthcare at the managerial level.

Topics include:

- Patient safety overview
- The interaction between patient safety and risk management
- Principles of national and international patient safety goals
- Implementing patient safety goals in a hospital
- Techniques to improve patient safety
- Patient safety indicators towards performance improvement
- Medical errors and adverse occurrences
- Medical errors management
- Ethics, the law and patient safety
- Documentation and Medical record
- Patient safety and quality tools
- Informed consent
- Designing and implementing patient safety programs in hospitals
- Quality, cost, access and impact on patient safety

Course information:

Materials: All materials are covered in the course fee

Duration: 32 hours

FELLOWSHIP PREPARATION COURSE (FAIHQ)

The Fellowship program at the American Institute for Healthcare Quality is designed to distinguish highly accomplished individuals working towards greater quality in healthcare. Fellows are accepted to the institute based upon our board's review of their qualifications, work experience, and knowledge of healthcare quality subjects. The FAIHQ course is a resource that fellowship candidates may utilize to help prepare for the fellowship exam.

Audience: The FAIHQ course is designed for candidates of the AIHQ Fellow program but is also ideal for those with significant experience and knowledge about the healthcare quality field and wish to be presented with deeper and more challenging material

Prerequisite: Candidates for the FAIHQ course must have a minimum of 3 years of healthcare experience and must hold at least a bachelor's degree from an accredited university. Additionally, FAIHQ candidates must hold a minimum of 2 AIHQ certificates.

Topics include:

- Strategic planning in healthcare quality
- Healthcare quality program planning
- Leadership and principles of healthcare quality
- Patient safety
- Ethics of healthcare quality
- Team-building, meetings, and communication
- Credentialing, privileging and peer review
- Types of documentation and medical record
- Measurements and monitoring for quality
- Performance improvement tools and statistics
- Patient safety tools
- Performance improvement models and projects
- Risk management
- Organization, financing, and delivery of health services
- Current issues
- Legal aspects of healthcare quality
- Total quality cost
- Economics of healthcare quality

Course information:

Materials: All materials are covered in the course fee

Duration: 32 hours

"Our business in life is not to get ahead of others, but to get ahead of ourselves." -E. Joseph Cossman



Whatever the professional development or training needs of your organization, AIHQ has a team of consultants and instructors that can design an instructional program that will be the perfect fit.

The American Institute for Healthcare Quality is proud to offer products that recognize the dedication of those who invest in their education and professional development. We are the only organization focused on quality in healthcare to offer regular training in seven different fields of healthcare quality. All of our certificate courses target areas that contribute to creating an overall safer and higher quality healthcare environment, and each specialized course focuses on delivering actionable knowledge so that you get the tools you need to make a positive impact on healthcare outcomes. The Institute also offers a fellowship program that highlights the spectacular achievements of those who have made deep commitments to improving quality and patient safety in healthcare.

Workshops and Seminars

AIHQ training workshops address a variety of topics important to the success of your healthcare organization such as:

- Teambuilding
- Leadership
- Quality assurance
- Quality improvement
- Accreditation
- Performance measurement
- Customer service
- Standards and communication
- Strategic planning
- Applied research
- Survey design / methodology
- Re-engineering
- The Six Sigma method.



Membership

The field of healthcare quality is vast and grows increasingly more complex. It's easy to get mired down as you work to improve performance and outcomes. The American Institute for Healthcare Quality can provide you with support and guidance through an AIHQ membership.

A membership with AIHQ will connect you with quality-minded peers, access to up to date knowledge of rules, regulations, and best practices as well as resources to assist you in providing the best possible care to the patients whose lives you touch.

Member Benefits

A membership with AIHQ offers the benefits of an organization filled with like-minded peers. AIHQ members receive also member discounts on AIHQ products and services and access to member exclusive resources and opportunities.

Member Savings

AIHQ members receive special rates on AIHQ products and services including:

- All AIHQ courses and educational products
- AIHQ workshops, seminars, and conference fees
- Certification exams and certification renewal

AIHQ Publications

- quarterly issues of the AIHQ newsletter
- Biannual issues of the Journal of the American Institute for Healthcare Quality

Opportunity

- Network and receive continuous education at the AIHQ annual conference
- Demonstrate your commitment to quality through a fellowship or certificate

Access to career opportunities through our AIHQ careers page

Find out which type of membership is right for you!



Membership products

AIHQ offers several kinds of membership to meet your varied needs.

Personal Membership

If you want to become an AIHQ member for your own personal and professional development, consider a personal membership.

Annual Dues: \$100

[Apply Now](#)

Group Membership

If you would like to procure membership for multiple people in your institution, consider a group membership, which offers:

- membership for up to 15 people
- up to 3 subscriptions to the JAIHQ, Journal of the American Institute for Healthcare Quality

Annual Dues: \$350

[Apply Now](#)

Student Membership

If you are a student studying a health related field or have an interest in improving the quality of care available to the public, consider a student membership, which gives:

- all the benefits of regular membership
- special student rates to the AIHQ conference

Annual Dues: \$25

[Apply Now](#)

Future Course Offerings

Fellowship in Medical/Healthcare Quality

Fellowship in Hospital Management

Certified in Facility Management and Safety (CFMS)

Certificate in Medication Safety (CMS)

Certificate in Healthcare Insurance and Finance (CHIF)

Certification in Healthcare Human Resources Management

Certification in Waste Management for Healthcare

Certification in Revenue Cycle Management

Certification in Lean/Six Sigma—Green Belt

Certification in Lean/Six Sigma—Black Belt

Certification in Business Process Management

Graduate Diploma in Healthcare Quality (DHQ)

Graduate Diploma in Infection Control (DIC)

Graduate Diploma in Nursing Management (DNM)



AMERICAN INSTITUTE FOR HEALTHCARE QUALITY
4312 N. Classen Blvd., Oklahoma City 73118, Oklahoma, U.S.A.

APPLICATION FOR ADMISSION

Name of Certificate: _____

Instructions

Note: The information requested in this application is confidential and will be used only for Program purposes.

1. Please type or print.
2. Applicants should provide all information requested.
3. Applications should be received no later than 2 months before course date.

Name (Ms. Mr. Dr.) _____ first _____ middle _____ last _____ Gender _____

Birth date: _____ Country of Birth _____ Citizen of _____
day/month/year

Work Address

Home Address

Telephone No.:

Telephone No.:

Fax No.:

Fax No.:

E-mail:

Mobile No.:

Preferred Address for Correspondence (circle any one) Work or Home

Education: (University degrees, technical training or certificate programs)

Employment History (beginning with most current):

	Position/Title	Organization	Dates of Appointment
1)	_____	_____	_____
	Responsibilities:	_____	
2)	_____	_____	_____
	Responsibilities:	_____	
3)	_____	_____	_____
	Responsibilities:	_____	



Financial Support: Will your study at OUHSC College of Public Health be funded by:

Self: _____

Upon admission to the course, I will provide evidence of sufficient funds to cover required course fees and estimated living expenses. (Self-funded participants are financed by funds from personal savings, friends and/or relatives.)

Sponsor: _____

I will provide a letter of commitment from my sponsor detailing the level of support provided. (Sponsored participants are financed by funds from agencies, organizations or employers.)

Name and address of contact person at sponsoring organization:

Telephone No./Fax No./Email address for sponsor:

Tel: _____ Fax: _____ Email: _____

Accommodations: I will require (check one):

Assistance to arrange housing for self & spouse/family.

If yes, number of bedrooms required (1 or 2) _____.

_____ No assistance with housing. I will make my own arrangements.

English Language Ability (check one):

English is my native language.

My previous professional training has been in English.

I have taken the TOEFL and enclosed is a copy of my score.

An English-speaking member of my organization will certify my ability in written and spoken English.

Personal Statement:

Please include with this application form, on a separate piece of paper, a statement of no more than 250 words, explaining why you wish to take this course. Applications received without this statement will not be considered for admission.

I certify that all statements in this application are true and correct.

Signature of Applicant

Date _____

Please airmail or fax the completed application and any supporting documents to:

A. F. Al-Assaf, M.D., M.P.H.
Professor and Executive Director
American Institute for Healthcare Quality
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Oklahoma City, Oklahoma 73118, U.S.A.

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As a matter of policy, The American Institute for Healthcare Quality does not discriminate in the admission of participants on the basis of race, religion, gender, national origin or handicap. Application by women and members of minority groups is strongly encouraged.

