

Healthcare Quality Certification Commission (HQCC)

The HQCC has been established by the NAHQ Board of Directors and is the certifying arm of NAHQ that establishes policies, procedures, and standards for certification and recertification programs in the field of healthcare quality, namely the Certified Professional in Healthcare Quality (CPHQ) and aligning with the aligning with the Individual Strategic Advisory Council (ISAC).

Per the [Resolution](#) of the NAHQ Board of Directors adopted to clarify the roles of NAHQ and the HQCC, the HQCC has autonomy in decision-making over all essential certification activities in accordance with the Standards for the Accreditation of Certification Programs set forth by the National Commission for Certifying Agencies (NCCA). Essential certification decisions refer to the core aspects of a certification program, such as eligibility standards; standards for initial certification and maintaining certification; disciplinary determinations; the development, administration, and scoring of examinations; and the selection of subject matter experts (SMEs). Decisions that are not considered essential to certification are the responsibility of NAHQ's CEO and the staff members who support the certification program.

Charge

The HQCC was established to:

- promote excellence and professionalism in the field of healthcare quality and safety,
- encourage professional growth and development among healthcare quality practitioners, and
- recognize individuals who demonstrate an acquired minimal core competency in those areas by awarding of the CPHQ credential.

Structure

Members of the HQCC include:

- The Commission Chair
- The Chair of the Test Development Team
- One public member
- 5-7 additional members/commissioners

In addition to its own work, the HQCC oversees the work of the teams that are a part of its structure as illustrated below which are separately chartered. Task Teams can be added as additional, one-time projects and initiatives are needed. If a new, standing team is needed, a charter will be developed and approved by the HQCC and shared with the Board .



Responsibilities

Responsibilities of HQCC members include the following:

- Understand NAHQ's strategic plan and bylaws within the framework of the policies and procedures.
- Review and understand the purpose and charges of the Commission.
- Review relevant material prior to calls; prepare to make contributions and voice opinions concerning issues and activities.
- Participate actively on all conference calls and in meetings.
- Offer ideas and respect the perspectives of others.
- Accept and complete assignments as requested.
- Respond promptly to correspondence and information requests from the chair, staff liaison, and other Commission members.
- Ask for clarification as needed from chair or staff liaison.
- Inform the chair and staff liaison if personal or professional circumstances change to the extent that they cause disruption in your ability to perform the above listed responsibilities.
- Serve as Operational/Task Team Chair as appointed.

Qualifications

The Chair and Chair Elect of the HQCC must meet the following qualifications to serve:

- Be a healthcare quality professional who is an active member of NAHQ.
- Demonstrate leadership within the healthcare quality profession, either through previous participation on a NAHQ team or through a previous leadership role with another national level organization.
- Hold an active CPHQ for a minimum of three consecutive years.

Other Commission Members (except for the Public Member) must maintain an active CPHQ. Additionally, 50% of all commission members must be active members of NAHQ. Commission members must also meet the following qualifications to serve:

- Be a healthcare quality professional.
- Demonstrate leadership within the profession of healthcare quality, either through previous participation on a NAHQ team or through a previous leadership role with another national level organization.

The HQCC should also include one member, with voting rights, that represents the public or non-employer consumer interest. Their role is to bring a perspective to the decision-making of the certification program that is broader than the certificants and to help balance the certification program's role in protecting the public while advancing the interests of the certificants. Effective Public or Consumer Members also represent the public's, consumers', or users' perspective and interest; bring new ideas and goals to the certification board to ensure the public's interest is valued; contribute an unbiased perspective; encourage consumer-oriented positions; and bring additional public accountability and responsiveness.

The public members should NOT be any of the following:

- A current or previous healthcare quality professional
- A supervisor, manager, direct co-worker, or an employee or subordinate of individuals in the healthcare quality profession
- An employee of an individual who is CPHQ-certified or of an employer of individuals in the healthcare quality profession
- A person who currently receives or within the last five years has received income from the healthcare quality profession
- A provider contract services to NAHQ/HQCC at any time during the five years preceding the public member appointment

Terms

- *Chair*: The HQCC Chair will be appointed to a two-year term as Chair, with the option to renew for a second two-year term. A Chair Elect of the Commission will be identified approximately six months prior to the end of the current Chair's term from the current members of the HQCC. The HQCC Chair will be nominated by the Chair of the Individual Strategic Advisory Council (SAC) and approved by the President and NAHQ Board of Directors. Terms commence on January 1 and conclude on December 31 at the end of each respective term.
- *Commissioners*: Commission members will be appointed to a three-year term, with the option to renew for a second three-year term. HQCC members will be appointed by the Chair and reported to the President and NAHQ Board of Directors. Terms commence on January 1 and conclude on December 31 at the end of each respective term. The maximum term of service is two appointment cycles as a Commission member.
- *Public Member*: Public members will be appointed to a three-year term, with the option to renew once, up to six years. Public member will be nominated by the Chair and approved by the President and NAHQ Board of Directors. Terms commence on January 1 and conclude on December 31.

Leadership

The HQCC Chair reports directly to the Individual SAC. Working closely with NAHQ staff, the Chair is responsible for tasks including:

- Planning and facilitating face-to-face and virtual meetings.
- Implementing the charge of the Commission and providing leadership to ensure the charge is met.
- Reviewing and updating the HQCC Policy and Procedure Manual as needed
- Establishing outcome measures and reporting mechanism for operational and task teams.

- Holding team members accountable for commitments of time and deliverables.
- Communicate directly with staff liaison via monthly planning calls in addition to time spent in required meetings.
- Collaborating with staff to develop and monitor the progress of Commission work.
- Working with team chairs to identify members of the sub teams and notifies the President of appointment.
- When needed, appointing three members of the HQCC to serve on the Disciplinary Committee, a sub-committee that may be conveyed for disciplinary matters.

Staff Support

The primary staff liaison to the HQCC is the Director of Certification. The staff liaison works closely with the HQCC Chair to ensure that Commission has the information and support it requires to fulfill its duties.

Specifically, the staff liaison is responsible for:

- Working closely with the HQCC chair to develop a meeting schedule and meeting agendas.
- Ensuring Commissioners have the information they need to be well prepared for meetings.
- Ensuring that the HQCC and all teams and commissions under its structure have a clear understanding of their charge and the information and staff support required to fulfill their responsibilities to the association.
- Keeping the HQCC informed in between meetings as required.
- Supporting the member selection process and orientation of new members.
- Drafting updates to the Individual SAC on behalf of the Chair .
- Providing administrative support for the work of the HQCC.
- Providing statistical analysis and writing support for research reports.

Estimated Number of Meetings & Time Commitment

It is recommended that the HQCC will meet in person up to twice annually, with each meeting being 2 or 3 days. Additional 1.5-2-hour conference calls will take place a minimum of 3 times throughout the year. Additional meetings may be convened at the determination of the Chair based on needs. It is estimated that outside of these meetings and calls, approximately 5 hours per month will be required of all commission members.

Confidentiality & Conflict of Interest

- All volunteers are required to complete and sign copyright assignment and confidentiality agreements, and conflict of interest disclosure forms prior to beginning work on any NAHQ projects and/or commissions and teams.
- Conflict of interest will be disclosed at the beginning of each year, and subsequently should be disclosed throughout the year if additional conflicts arise.

- All work conducted on behalf of NAHQ through a project and/or work on a commission or team, shall be deemed “work made for hire” (as defined by the federal Copyright Act, 17 U.S.C. Section 101 et seq.) and therefore NAHQ shall be the author of the work product and shall be the exclusive owner of all copyright, title, and interest in and to the work.
- A variety of confidential information will be shared with volunteers throughout the course of their engagement with NAHQ. All information, data, meetings, discussion, deliberations and decisions, and all materials provided in connection with the volunteer engagements that is known to be or reasonably should be known to be confidential, shall be maintained confidentially.