



workforce
solutions
for quality

Help your
workforce become
a force for quality.

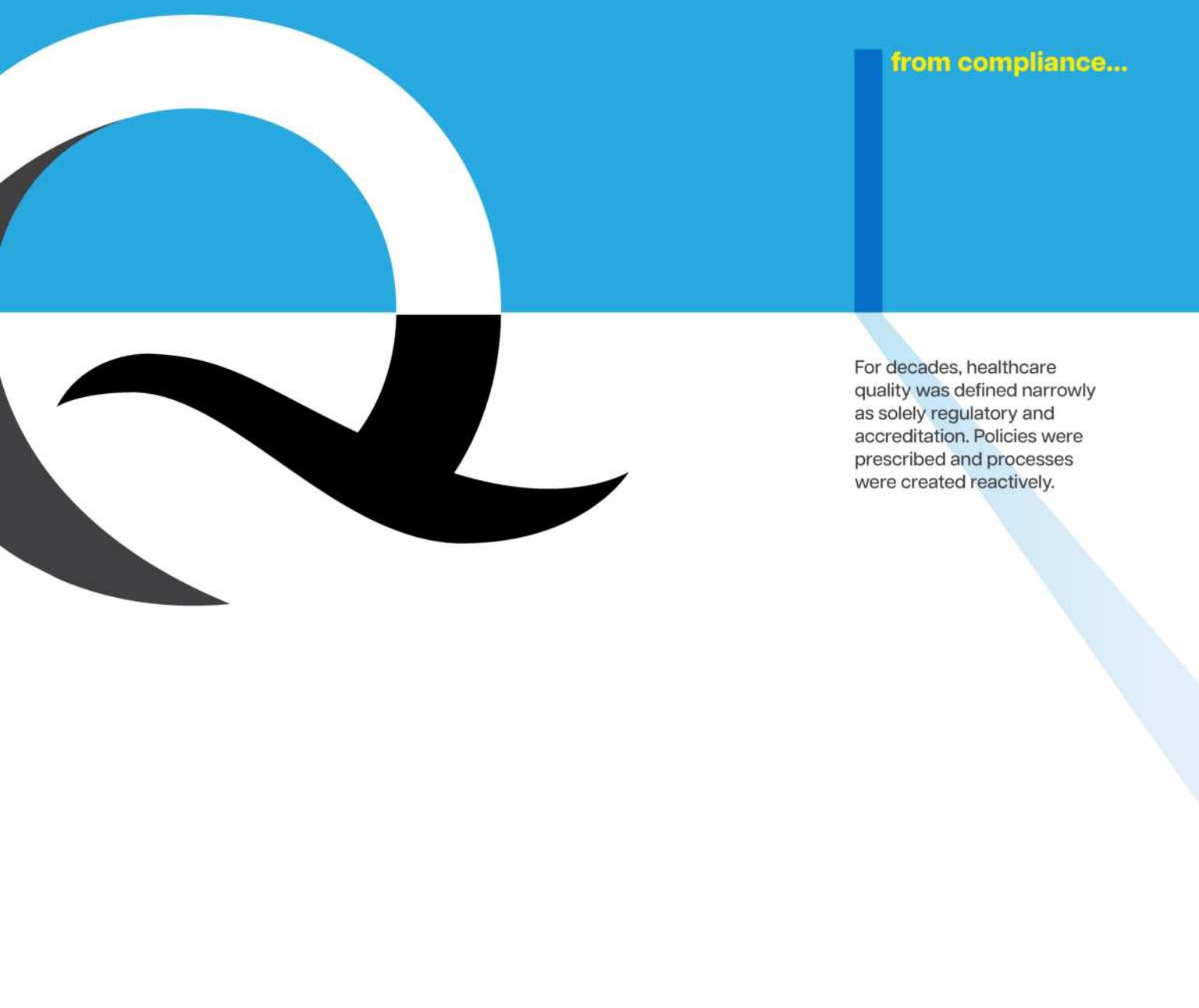
NAHQ[®]

National Association for Healthcare Quality

Join the quest for quality.

We all know that quality plays a critical role in delivering the best care. But just what that role really is isn't always seen the same way.

The National Association for Healthcare Quality® (NAHQ) is leading an exciting evolution in defining what quality can, and should be. Join us on the journey.



from compliance...

For decades, healthcare quality was defined narrowly as solely regulatory and accreditation. Policies were prescribed and processes were created reactively.

...to excellence

...to measures & payment models

...to improvement

Many now see how improved quality can lead to improved care, but often the focus is only on avoiding problems—fixing errors and changing processes in response to what has gone wrong.

Today, many organizations focus quality efforts on striving to achieve better outcomes, but success is defined narrowly through things like CMS ratings and payor incentives. People dedicated to quality are driven by the desire to provide the very best care, but the path for how to achieve this is not always clear.

The future of quality can be so much more. To achieve true excellence, healthcare quality must extend beyond a task or a role. It must be embedded at the very heart of the organization.

We must evolve from reacting to problems to proactively designing systems to prevent them.

From being seen as a cost center to a valuable investment.

From a vague concept to a set of validated principles, standards & competencies.

**It's more than a vision.
We're making it a reality.**

NAHQ

creating the standard

Healthcare Quality Competency Framework: A roadmap to excellence

The cornerstone of our guidance and programs is the Healthcare Quality Competency Framework. It was developed by a diverse panel of healthcare quality and safety leaders and validated twice in the market – by those doing the work, and by those leading the work.

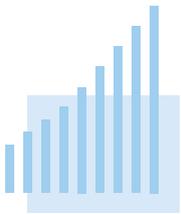
This groundbreaking framework identifies the critical areas of healthcare quality that result in better health outcomes and reduced costs.

8 domains
29 competencies
486 skills statements



Your mission is to provide the highest standard of care. As an organization focused exclusively on healthcare quality, we are uniquely able to support you.

For 45+ years, NAHQ has been the trusted resource, leading the way to define and implement healthcare quality and safety competencies, and workforce development.



Workforce Solutions for Quality: Raising the bar

We have developed a range of quality offerings for your workforce designed for individuals as well as entire organizations.

We can work with you to help identify the gaps within your workforce and provide the training and upskilling programs that are best for you across departments, titles, and even sites of care.

100+ leading organizations are currently working with NAHQ to help transform their organizations and move from a mindset focused on quality compliance to a transformative culture focused on quality excellence.

Explore our solutions for your organization.

AUGUSTA HEALTH

BON SECOURS
MERCY HEALTH

CHRISTUS HEALTH

INSPIRA HEALTH

KAISER
PERMANENTE

KENTUCKY HOSPITAL
ASSOCIATION

LIFESPAN

OAKLAWN
HOSPITAL

VETERANS
HEALTH
ADMINISTRATION

Solutions that meet you where you are

and help take your organization where it needs to be.

Organizational Membership Subscriptions

Engage a group of 10 or more with robust support to help improve their knowledge and competence individually and as a group, with team development options that will reduce variability.

- More comprehensive and economical than individual memberships
- Content aligned to the NAHQ framework
- Designed for quality leaders and departments, and clinical leadership

HQ Professional Membership Subscription

- NEW! 8 Domain Collections
- NAHQ Next Registration
- HQ Principles Across the Continuum
- NEW! Ethics in Healthcare Quality
- All the benefits of NAHQ Individual Membership

HQ Foundational Membership Subscription

- HQ Principles Across the Continuum
- NEW! Ethics in Healthcare Quality
- All the benefits of NAHQ Individual Membership

Individual Membership

If you have fewer than 10 team members, individual memberships are available so your team can receive the support of like-minded professionals and other NAHQ benefits.

- Complimentary access to a large library of professional development activities, including up to 30 Certified Professional in Healthcare Quality® (CPHQ) CE credits (the credits required for recertification)
- Exclusive pricing on NAHQ products and events, including
 - CPHQ Prep
 - CPHQ Exam
 - Learning Lab Webinars
 - Recertification
 - The Journal for Healthcare Quality
 - NAHQ Next



HQ Concepts

Gain a shared vocabulary and common toolkit for delivering quality, safety and value across every functional area and level of your organization.

- One-hour, self-paced, on-demand course
- Teaches frontline staff techniques necessary to complete a cycle of improvement, implement sustainable change in processes and articulate improvements
- Supports organization-wide quality improvement initiatives
- Serves as a standard annual training course for all frontline staff
- Provides one CPHQ CE credit at completion

CPHQ Prep and Exam

Get ready to join nearly 15,000 individuals around the world in holding the CPHQ, the only accredited certification in healthcare quality.

- Self-paced, on-demand CPHQ Online Review Course
- HQ Solutions textbook
- Comprehensive Pre-Test, with access to 130 sample exam questions and correct answer rationales
- Note: using the test prep products does not guarantee a passing score

NAHQ Next

Be ready for what's next in healthcare quality and safety through this multi-day virtual event that addresses the most urgent and important issues facing healthcare today.

- Full schedule of educational sessions organized around the NAHQ framework
- Actionable content designed to give health quality professionals a better understanding of issues they face AND solutions, "how tos" and results
- 35+ CPHQ CE credits

Benchmarking

Access the data you need to inform and support decisions for resourcing and budgets to advance quality in your organization.

- Designed by and for national quality leaders, in collaboration with our partner, Endeavor Analytics
- Compares quality and safety budgets and staff allocation across various expense categories
- Ability to compare your organization to others or to compare facilities within your own health systems
- Currently only available to hospitals and health systems in the United States

Workforce Accelerator

Understand the variability of your workforce today, based on the Healthcare Quality Competency Framework, and receive a custom plan to address it including:

- Establishment of common standards and expectations by level, which will reduce quality variability and provide role clarity
- Individualized upskilling plans for each team member, investing in their success and increasing job satisfaction and retention

Where is your organization on the learning path?

No matter how far along the quality continuum your organization is, **NAHQ can meet you where you are** and help your staff progress towards excellence.

See where you and your team are on the continuum here and match your needs with NAHQ programs at quality.nahq.org/quiz



Need to understand quality better

Team members who need to understand the basics of quality & safety to provide high quality, safe care.

Who:

Frontline staff, clinical specialty staff, RNs, students



Want to demonstrate a commitment to quality

Full-time quality professionals who want to increase their qualifications or demonstrate their commitment to quality.

Who:

Professionals across all quality functions



Responsible for leading quality efforts

Experienced healthcare quality leaders who want to unleash the human potential of their teams.

Who:

Leaders across all quality functions



Ready to create a culture of quality

Senior leaders and visionaries committed to creating a culture of quality and safety, who strive to elevate the competency and commitment of the entire organization.

Who:

C-Suite and Boards of Directors

The value of quality.

The significant benefits of quality to improving healthcare are undeniable. But investing in quality offers many other advantages to organizations as well.

financial benefits



Upskilling boosts bottom line

91%

**of workers
consider training
opportunities
when selecting
employer**



**Training an existing
employee for a new
role costs less than
hiring for it**

Employees who can grow
in their careers **stay longer**



Ready to join the journey to quality excellence?
To get started, go to [NAHQ.org/organizations](https://www.nahq.org/organizations)
or scan this code.

