



# BUILD CAPACITY to DRIVE IMPROVEMENT

*How to Develop the Next Generation of Healthcare Quality, Patient Safety, and Infection Prevention Professionals*

With over two decades of experience partnering with healthcare organizations, we know the challenges they face to build and sustain their workforces' capacity to provide quality care. Key staff turnover and limited means can stymie progress on quality improvement, especially in rural or under-resourced areas.

## CUSTOMIZED PROGRAMS FOR YOUR ORGANIZATION

To help organizations leverage their workforce and build capacity and capability, we provide a variety of customized programs on a range of topics, with courses focusing on developing healthcare quality, patient safety and infection prevention professionals—as well as training patient safety officers, TeamSTEPPS®, physician leaders, governance and more. Our in-person or virtual immersive educational experiences are for healthcare professionals at all career stages and in all settings, including those:

- ✓ New to their roles in quality, patient safety and infection prevention
- ✓ Interested in strengthening and advancing their knowledge and expertise
- ✓ Seeking to achieve certification in these areas

Our educational content is more than test prep. It's designed to equip quality leaders with practical tools to lead real-world change, improve safety and reliability, and successfully confront the challenges and opportunities facing today's healthcare leaders. Cynosure Health's experienced faculty translate quality and patient safety concepts into on-the-ground skills through collaborative learning and individual coaching.

More than ever, today's complex healthcare environment requires a workforce capable of establishing organizational best practices. It's also important to maintain compliance in licensing and accreditation standards and training in industry-standard competencies to improve patient safety and prevent patient harm.



## Healthcare Quality Professional Workshop

This program prepares attendees for the **Certified Professional in Healthcare Quality (CPHQ)** certification, considered the industry standard for demonstrating healthcare quality competency, preparedness, and credibility in managing quality and patient safety activities. The National Association for Healthcare Quality (NAHQ) awards CPHQ to healthcare professionals who successfully complete the exam. The Healthcare Quality Professional Workshop covers the CPHQ exam content areas of:

- Quality leadership and structure
- Patient safety
- Performance measurement and process improvement
- Information management

**IMPRESSIVE RESULTS** *In the first year of offering this training, 100% of participants in our classes passed the CPHQ certification exam.*

## Quality and Patient Safety Fellowship

For healthcare professionals who are early in their roles, this is an opportunity to discover and learn about the building blocks for quality improvement and patient safety. The Quality and Patient Safety Fellowship workshop series covers the topics of:

- How to improve with the Model for Improvement
- Testing and measuring changes using the Plan, Do Study, Act (PDSA) cycle
- Measuring and analyzing quality improvement outcomes
- Systems approach to patient safety
- Human factors
- Patient and family engagement

## Patient Safety Professional Workshop

This program prepares attendees for the **Certified Professional in Patient Safety (CPPS)** credential, which indicates a high level of proficiency in the core standards of patient safety. The Certification Board for Professionals in Patient Safety (CBPSS) awards CPPS to those who successfully complete the certification exam. The Patient Safety Professional Workshop covers the CPPS exam content areas of:

- Culture
- Leadership
- Patient safety risks and solutions
- Measuring and improving performance
- Systems thinking and design/human factors

## Infection Preventionist Bootcamps

We provide these customized programs to meet the needs of your state or organization. Programs are designed for the novice and experienced professional to enhance foundational knowledge, and provide practical and innovative approaches to reducing healthcare associated infections (HAI) (e.g., CAUTI, CLABSI, SSI, *C. difficile*). Programs also prepare attendees for the **Certification in Infection Prevention and Control (CIC®)** exam. Our Infection Preventionist Bootcamp is customized based on duration and practice settings and covers:

- Key components and utility of an Infection Control Risk Assessment (ICRA)
- How to interpret and display HAI data and how it's used for public reporting
- Strategies for survey and regulatory inspection readiness
- Strategies for sustaining improvement, engaging partners and avoiding drift

**IMPRESSIVE RESULTS** *In the past year alone, we've trained hundreds of new infection preventionists and engaged dozens of healthcare organizations to provide cutting-edge expertise on infection prevention and how to improve organizational outcomes.*

Cynosure Health is a nonprofit organization dedicated to improving healthcare by fostering innovative solutions to address healthcare's toughest challenges. For over two decades, the Cynosure Team has delivered far-reaching results with a steady focus on driving sustained, high-impact change. Contact us at [Cynosure@CynosureHealth.org](mailto:Cynosure@CynosureHealth.org) or **916-835-0204**, or go to [CynosureHealth.org](http://CynosureHealth.org) to learn more.

