



INSTRUCTIONS (You need to submit only one application, regardless of the number of articles read.)

1. Make a photocopy of this form. Leaving this page in JHQ allows others to use it to obtain continuing education credit.
2. PRINT your name and address. Be sure to place your membership number in the appropriate space. This form is valid up to 2 years from date of publication. The JHQ continuing education program is approved by the HQCB for up to 1 contact hour of credit per article studied.
3. Answer the multiple-choice CE questions (found after each CE article) and the appraisal questions on this page.
4. Submit this form and the answer sheet below, with the payment of the appropriate fee by check or money order made payable to NAHQ, to NAHQ Education Assistant, 4700 W. Lake Avenue, Glenview, IL 60025-1485.
5. Participants who earn a passing score (80% [8 out of 10 questions correct]) or better on the CE questions will receive a certificate of completion within 30 days of JHQ's receipt of the application. Participants who wish to retake the test should submit their retest along with \$25 (NAHQ member fee) or \$40 (nonmember fee). Please note price increase for paper applications effective July 1, 2003.



APPLICATION Please print or type; this information will be used to process your certificate of completion.

Name _____
 Mailing address _____
 City, state, ZIP _____
 Daytime phone _____
 Position/title _____ Membership number _____
 Date application submitted _____ Signature _____

Earn CE credit online at www.nahq.org. The fee for the online test is only \$15—a savings of \$10.

<p>I certify that I have read the article(s) indicated below. Check each one for which you are requesting credit:</p> <p><input type="checkbox"/> Chaos and Complexity: Applications for Healthcare Quality and Patient Safety —1 contact hour</p> <p><input type="checkbox"/> Learning from Unexpected Events: A Root Cause Analysis Training Program—1 contact hour</p> <p>Total contact hours applied for _____</p> <p>FEES Fees are payable to NAHQ by check, money order, or by Visa or Mastercard only.</p>	<table style="width: 100%;"> <tr> <td style="text-align: center;">NAHQ members Each article \$25</td> <td style="text-align: center;">Nonmembers Each article \$40</td> </tr> </table> <p>Expiration date: Continuing education credit will be given for each of these offerings through October 31, 2007. Applications received after that date will not be processed.</p> <p><input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Check (enclosed) (16 digits) (13 or 16 digits) Make check payable to NAHQ.</p> <p>• If rebilling of a credit card charge is necessary, a \$25 processing fee will be charged. TOTAL ENCLOSED \$ _____</p> <p>Account Number _____ Expiration date _____</p> <p>Signature _____ Cardholder's name (Please print.) _____</p>	NAHQ members Each article \$25	Nonmembers Each article \$40
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JHQ Continuing Education Answer Sheet

Appraisal questions (Please check the appropriate choice.)	Chaos and Complexity: Applications for Healthcare Quality and Patient Safety (JHQ168)	Learning from Unexpected Events: A Root Cause Analysis Training Program (JHQ169)
1. Was the material new information for you?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Was the material presented clearly? Adequately covered?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Did the content help you achieve the stated objectives?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Did the posttest questions help you identify specific ways to use ideas presented in the CE offering in your own practice?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. How much time did you need to complete the CE offering (i.e., to read the article and answer the posttest questions)?	_____	_____
Multiple-choice CE questions (Circle the answer to each question. Questions are found at the end of each article.)	(Questions appear on page 12.) Q1. A B C D Q2. A B C D Q3. A B C D Q4. A B C D Q5. A B C D Q6. A B C D Q7. A B C D Q8. A B C D Q9. A B C D Q10. A B C D	(Questions appear on page 21.) Q1. A B C D Q2. A B C D Q3. A B C D Q4. A B C D Q5. A B C D Q6. A B C D Q7. A B C D Q8. A B C D Q9. A B C D Q10. A B C D