
The Joint Commission and Joint Commission Resources
2018 Annual Ambulatory Care Conference

Theme: Partnering to Achieve Quality and Safety

November 14-15, 2018 • Rosemont, IL

JCR Events Are Paperless. All learning materials will be digitally available.

Day 1: Wednesday, November 14, 2018

7:00 – 7:45 am **Registration & Continental Breakfast**

7:45 – 8:15 am **Welcome & Introductions**

Mary Fran Clancy RN, MSN
Program Manager
Joint Commission Resources

Pearl Darling, MBA (Moderator)
Executive Director
Ambulatory Care Services
The Joint Commission

8:15 – 9:15 am ***Imagine: Healthcare Without Harm***

The Joint Commission framework for high reliability has become the foundation for many ambulatory care organizations to begin their journey. A brief overview of this framework will be followed by the critical role leadership plays, safety culture, robust process improvement®, and other factors in managing inherent challenges to forge ahead towards zero patient harm.

Dr. Ana McKee, MD,
Executive Vice President & Chief Medical Officer
Division of Healthcare Improvement
The Joint Commission

9:15 – 10:15 am ***Top 10 Emerging Patient Safety Challenges in 2018***

The top 10 patient safety challenges impacting ambulatory care organizations will be reviewed. Discussion about high priority and emerging patient safety issues and leading practices, potential solutions, and proactive actions are given.

** Attendees will receive a one-hour attendance certificate.*

Gerard Castro, PhD, MPH
Project Director, Patient Safety Initiatives
Office of Patient Safety
The Joint Commission

10:15 – 10:30 am **Break**

10:30 – 12:00 pm	<i>Environment of Care (EC) and Emergency Management (EM): What's New, What's Staying the Same</i> Returning by popular request! Get answers to frequently asked Environment of Care and Emergency Management standards questions. Explore hot topics and practical compliance strategies to help you promote continuous survey readiness in your ambulatory care settings. Larry Rubin, CHFM, CPE, CEM Life Safety Code Surveyor The Joint Commission
12:00 pm-12:45pm	Lunch: Relax and Network
12:45 – 2:15pm	<i>Infection Control: Avoid the Pitfalls and Sustain the Gains</i> Identify potential breaches in high-level disinfection (HLD) and sterilization processes in the ambulatory care setting and learn recommended “how to’s” for managing them. Benefits of conducting infection control (IC) risk assessments, developing and evaluating your IC program, and following safe injection practices will also be presented. Sylvia Garcia-Houchins, MBA, RN, CIC Director, Infection Prevention and Control The Joint Commission
2:15 – 2:30 pm	Break
2:30 pm-3:15pm	<i>Credentialing and Privileging: Sustain Success</i> Credentialing and Privileging continues to be one of the most commonly cited standard areas during ambulatory care surveys. Discover insightful tips and strategies for successful compliance with these challenging standards. Jay Afrow, DMD, MHA Surveyor, Ambulatory Care The Joint Commission
3:15 –4:15 pm	<i>Continuing to Embrace Change</i> This interactive session offers new strategies for how you can facilitate change in groups or individuals within your ambulatory care organization. Participants will receive practical tips and tools to use for performance improvement and change management. <i>* Attendees will receive a one-hour attendance certificate.</i> Patty Chappell, CCMP Director, Corporate Robust Process Improvement The Joint Commission
4:15 – 4:30 pm	Adjourn / Overview of Plans for Day Two
4:30 – 5: 00 pm	<i>Networking Reception: Including Complimentary Wine and Cheese</i> Unwind from a busy day of concentrating and processing information with your ambulatory care colleagues at our annual Networking Reception. Entertaining activities are planned. See you there!

Day 2: Thursday, November 15, 2018

7:00 – 8:00 am

Continental Breakfast

CONCURRENT BREAKOUT TRACKS

DAY 2: TRACK 1A

DAY 2: TRACK 1B

8:00 – 8:10 am

Welcome Back, Announcements

Welcome Back, Announcements

Mike Dye, MPH
Senior Business Development Specialist
Ambulatory Care Services
Business Development
The Joint Commission

Joyce Webb, RN, MBA
Project Director
Division of Healthcare Quality Evaluation
The Joint Commission

8:10 – 9:45 am

Perspectives on Challenging Standards and Updates for Medical, Dental & Episodic Settings

Perspectives on Challenging Standards and Updates for Surgical & Diagnostic / Therapeutic Settings

This session will cover:

This session will cover:

- Top ten frequently cited ambulatory care standards found during ambulatory care surveys.
- Insightful perspectives from an experienced ambulatory care surveyor related to strategies for survey readiness and practical methods for demonstrating compliance.

- Top ten frequently cited ambulatory care standards found during ambulatory care surveys.
- New approaches to maintain survey readiness and methods for demonstrating compliance related to Environment of Care and Life Safety Code requirements.

Jay Afrow, DMD, MHA
Surveyor, Ambulatory Care
The Joint Commission

Larry Rubin, CHFM, CPE, CEM
Life Safety Code Surveyor
The Joint Commission

Joyce Webb, RN, MBA
Project Director
Division of Healthcare Quality Evaluation
The Joint Commission

9:45 – 10:00 am

Break

DAY 2: TRACK 2A

DAY 2: TRACK 2B

10:00 – 11:00 am

Lightning Rounds for Medical, Dental & Episodic Settings

Lightning Rounds for Surgical & Diagnostic / Therapeutic Settings

Engage at a whole new pace during our “Lightning Round” session, an entirely different take on information delivery! A panel of Joint Commission subject matter experts will report on topics impacting the accreditation process, ambulatory care standards and the questions puzzling you throughout 2018!

Engage at a whole new pace during our “Lightning Round” session, an entirely different take on information delivery! A panel of Joint Commission subject matter experts will report on topics impacting the accreditation process, ambulatory care standards and the questions puzzling you throughout 2018!

DAY 2: TRACK 3A

DAY 2: TRACK 3B

11:00am – 12:00 pm *Mock Tracers in Infection Control*

Sylvia Garcia-Houchins, MBA, RN, CIC
Director, Infection Prevention and Control
The Joint Commission

Mock Tracers in Environment of Care

Larry Rubin, CHFM, CPE, CEM
Life Safety Code Surveyor
The Joint Commission

12:00 – 1:15 pm **Lunch: Relax and Network**

1:15 – 2:15 pm ***Project REFRESH: Taking it to the Next Level***
Update yourself on the latest developments stemming from Joint Commission's Project REFRESH. Review the benefits and trends related to the SAFER™ Matrix currently in use by accredited ambulatory care organizations and what to expect next.

Joe Short, MBA, Black Belt
Business Transformation
Accreditation and Certification Operations
The Joint Commission

2:15 – 2:30 pm **Break**

2:30 – 3:30 pm ***Patient Advocacy: A Patient's Story***
Hear lessons learned from a healthcare professional as she seeks to advocate and partner with patients to navigate the complex waters of the ambulatory care environment.

Bridget Hogan, DNP, RN
North Hudson Community Action Corporation
West New York, NJ

3:30-3:45 pm **Closing Remarks / Adjourn**

Pearl Darling, MBA
Executive Director
Ambulatory Care Services
The Joint Commission
Executive Director

3:45 pm **Adjourn**
