

The Joint Commission and Joint Commission Resources

2020 Ambulatory Care Conference

Theme: Moving Forward in the COVID-19 Pandemic Era

November 5 and November 6, 2020 • Live Virtual Program

Program times: All below times are in Central Time (CT).

(Equivalent start times: 8:00am Pacific Time; 9:00am Mountain Time; 11:00am Eastern Time)

Refreshments: If needed, please have food, snacks, beverages, etc, on-hand during the program and including the 15-minute break.

PROGRAM DAY 1: Thursday, November 5, 2020

10:00am - 10:15am (CT)

Welcome & Introductions

10:15am - 11:15am (CT)

(Post-session: 5-minute stand and stretch)

Navigating These Unprecedented Times

Reflect on the affect and outcomes of COVID-19 in our healthcare communities. Identify issues, hot topics, and problems associated with COVID-19 and behind the scenes action by Joint Commission, and their assistance measures for onsite and recovery strategies now and moving forward with ambulatory care organizations.

Robert Campbell, PharmD, CJCP
Clinical Director
Standards Interpretation
Hospital / Ambulatory Care Programs
Director, Medication Management
The Joint Commission

Dana Dunn, RN, MBA, CNOR, CASC
Field Director
Surveyor Management
Division of Accreditation and Certification
The Joint Commission

11:20am - 12:50pm (CT)

Stories from the Frontlines

A group of Joint Commission accredited ambulatory care organizations share their key COVID -19 problems and solutions.

Elena L. Freydin, DNP
Chief Compliance Officer
ACO Transformation Director
OCHIN EPCI Certified Provider Builder
Lynn Community Health Center
Lynn, Massachusetts

Katie Krenning
Senior Director of Clinical Operations
Clearway Pain Solutions Mid-Atlantic
Ambulatory Surgery Centers/Kuresmart Pain
Management
Maryland

Cari M. Gilley, RN, MBA
Director of Quality,
Compliance and
Medical Support
Avera eCare
Sioux Falls, South Dakota

12:50pm- 1:05pm (CT)

BREAK

1:05pm - 1:45pm (CT)

(Post-session: 5-minute stand and stretch)

Use of Telehealth Medicine During the Pandemic

An overview of the expansion of telehealth during COVID-19 and a discussion of The Joint Commission's standards and survey process to evaluate the quality and safety of telehealth services.

Christina L. Cordero, PhD, MPH
Project Director
Department of Standards and Survey Methods
Division of Healthcare Quality Evaluation
The Joint Commission

1:50pm - 2:20pm (CT)

Panel- Questions and Answers

Day #1 Program Faculty and Standards Interpretation Group (SIG) Staff

2:20pm - 2:25pm (CT)

Wrap up, Adjourn

PROGRAM DAY 2: Friday, November 6, 2020

10:00am-10:15am (CT) **Welcome & Announcements**

10:15am-11:45am (CT) ***Infection Control, COVID-19, and Ambulatory Care Services***

[\(Post-session: 5-minute stand and stretch\)](#)

Listen to the infection control hurdles and strategies related to COVID-19 and common questions asked by ambulatory care organizations.

Diane M. Cullen, MSN, MBA, RN, CIC
Associate Director
Standards Interpretation Group
Division of Healthcare Improvement
The Joint Commission

Elizabeth Even, MSN, CEN
Associate Director
Standards Interpretation Group
Division of Healthcare Improvement
The Joint Commission

11:50am-12:35pm (CT)

An Overview of New and Revised Emergency Management Standards for Ambulatory Care Organizations

Review the overall revisions and new emergency management standards for accredited ambulatory care organizations.

Angela Murray MSN, RN, TNS
Project Director-Clinical
Department of Standards & Survey Methods
Division of Healthcare Quality Evaluation
The Joint Commission

12:35pm-12:50pm (CT)

BREAK

12:50pm-2:05pm (CT)

[\(Post-session: 5-minute stand and stretch\)](#)

The Journey Ahead

Learn about new and revised standards and survey evaluation methods and projects on the horizon. This work will help shape the landscape for Joint Commission's accredited ambulatory care organizations.

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

2:10pm-2:40pm (CT)

Panel- Questions and Answers
Day #2 Program Faculty and Standards Interpretation Group (SIG) Staff

2:40pm-2:45pm (CT)

Wrap up, Adjourn

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Program Objectives:

At the conclusion of this program, participants will be able to:

1. Describe important updates with The Joint Commission's ambulatory care accreditation's processes.
2. Recall key infection control issues and potential solutions related to COVID-19 and common inquiries by ambulatory care organizations.
3. Discuss the associated implications related to new and/or revised emergency management standards for Joint Commission's accredited ambulatory care organizations.
4. Identify compliance strategies that can be used to improve and sustain patient safety and quality in ambulatory care settings.