

The Joint Commission and Joint Commission Resources

2021 Ambulatory Care Conference

Theme: Navigating Ambulatory Healthcare in Uncertain Times

November 3 - 5, 2021 • Live Virtual Program

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

PROGRAM DAY 1: Wednesday, November 3, 2021

<p>10:00am - 10:10am (CT)</p>	<p>Welcome & Opening Remarks</p> <p>Alan Gornik Director, Global Education Joint Commission Resources</p> <p>Kamaria Patterson, MHA Education Specialist, Global Education Joint Commission Resources</p> <p>Conference Overview</p> <p>Pearl Darling, MBA Executive Director Ambulatory Care Services The Joint Commission</p>								
<p>10:10am - 11:15am (CT)</p>	<p><i>Navigating These Unprecedented Times</i></p> <p>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 on-site and recovery strategies now and moving forward with ambulatory care organizations.</p> <p>Robert Campbell, PharmD, CJCP Clinical Director, Standards Interpretation Hospital / Ambulatory Care Programs Director, Medication Management The Joint Commission</p>								
<p>11:15am - 12:45pm (CT)</p>	<p><i>Stories from the Frontlines</i></p> <p>Moderated by Joyce Webb, RN, MBA - Project Director, The Joint Commission</p> <p>Hear stories from Joint Commission accredited organizations on key challenges presented by COVID-19, solutions to those challenges, and lessons learned.</p> <table border="1" data-bbox="435 1407 1469 1753"> <tr> <td data-bbox="435 1407 982 1480"> <p>Florida Community Health Centers, Inc. West Palm Beach, FL</p> </td> <td data-bbox="982 1407 1469 1480"> <p>WellMed Medical Management, Inc Texas</p> </td> </tr> <tr> <td data-bbox="435 1480 982 1564"> <p>Wilhelmina Lewis, MD President/Chief Executive Officer</p> </td> <td data-bbox="982 1480 1469 1564"> <p>Laura Huete, MD, MBA, FACMQ, CMQ Senior Medical Director</p> </td> </tr> <tr> <td data-bbox="435 1564 982 1669"> <p>Alejandro Miquel, MD, MBA, FAAFP Vice President Clinical Affairs/Chief Medical Officer</p> </td> <td data-bbox="982 1564 1469 1669"> <p>Samantha Neal, RN Sr. Occupational Health Manager</p> </td> </tr> <tr> <td data-bbox="435 1669 982 1753"></td> <td data-bbox="982 1669 1469 1753"> <p>Kim Walztoni MSN, RN-BC Vice President, Occupational Health</p> </td> </tr> </table>	<p>Florida Community Health Centers, Inc. West Palm Beach, FL</p>	<p>WellMed Medical Management, Inc Texas</p>	<p>Wilhelmina Lewis, MD President/Chief Executive Officer</p>	<p>Laura Huete, MD, MBA, FACMQ, CMQ Senior Medical Director</p>	<p>Alejandro Miquel, MD, MBA, FAAFP Vice President Clinical Affairs/Chief Medical Officer</p>	<p>Samantha Neal, RN Sr. Occupational Health Manager</p>		<p>Kim Walztoni MSN, RN-BC Vice President, Occupational Health</p>
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<p>12:45pm- 1:15pm (CT) BREAK</p>	<p style="text-align: center;"><i>Questions are welcome!</i></p>								

1:15pm - 1:45pm (CT)

Use of Telehealth 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 services provided via telehealth.

Christina L. Cordero, PhD, MPH

Project Director, Department of Standards and Survey Methods
Division of Healthcare Quality Evaluation
The Joint Commission

Avoiding Bumps in the Road: Perspectives on Challenging Standards and Updates

Top ten frequently cited environment of care and life safety standards found during ambulatory care surveys. Insightful perspectives from subject matter experts related to strategies for survey readiness and practical methods for demonstrating compliance.

1:45pm - 3:00pm (CT)

Concurrent Breakout Tracks

Track A – For Medical, Dental & Episodic Settings

Herman McKenzie, MBA, CHSP

Director, Engineering
Standards Interpretation Group
The Joint Commission

Track B – For Surgical & Diagnostic / Therapeutic Settings

Kenneth “Beau” Hebert, Jr., MAOM, CHSP,

CHEP Engineer
SIG/Department of Engineering
The Joint Commission

3:00pm - 3:30pm (CT)

Wrap up & Q&A follow-up, Adjourn

PROGRAM DAY 2: Thursday, November 4, 2021

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

Welcome & Announcements

10:10am-11:40am (CT)

Infection Control Amidst a Pandemic

Infection control subject matter experts discuss hurdles and strategies related to COVID-19, most frequently cited IC standards, 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

11:40am-12:30pm (CT)

Emergency Management Standards for Ambulatory Care Organizations

Whether it's a natural disaster or a sustained public health crisis, emergencies can place stress on the delivery of safe, high-quality ambulatory health care. This session offers helpful tips and strategies to ensure organizations maintain a true state of preparedness.

Angela Murray MSN, RN, TNS

Project Director-Clinical
Department of Standards & Survey
Methods Division of Healthcare Quality
Evaluation The Joint Commission

**Marisa Voelkel, BSN, MBA, CHSP,
CHEP Engineer**

Department of Engineering
Standards Interpretation Group
The Joint Commission

12:30pm-1:00pm (CT)

BREAK

1:00pm-2:00pm (CT)

Patient Safety & National Patient Safety Goals in Ambulatory Care

Health care organizations moving toward high reliability must have leaders who are committed to zero harm, have a fully functional culture of safety, and leverage Robust Process Improvement (RPI) methods. This session will discuss the connection between high reliability and Joint Commission's Ambulatory Health Care National Patient Safety Goals.

Steven Chinn, DPM, MS, MBA, FACHE, CPHQ, CJCP, CPPS

Principal Consultant
Joint Commission Resources

2:00pm-2:30pm (CT)

Wrap up & Q&A follow-up, Adjourn

PROGRAM DAY 3: Friday, November 5, 2021

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

Welcome & Announcements

10:10am-11:30am (CT)

Environment of Care and Life Safety in Ambulatory Care

Explore the challenges related to the Environment of Care standards in ambulatory health care. Learn how a thorough environmental assessment, mock-tracer findings, and other sensible compliance strategies, can make a difference in patient safety and quality in your ambulatory care environment.

Jim Grana, MBA, CHSP Engineer
Department of Engineering
The Joint Commission

11:30am-12:30pm (CT)

Navigating Leadership & Performance Improvement in Uncertain Times

This session will highlight key performance improvement strategies/tools for championing strategic leadership to promote and sustain change.

Stephen Anderson, MBA, BSN, RN, FACHE,
CJCP Principal Consultant
Joint Commission Resources

12:30pm-1:00pm (CT)

BREAK

1:00pm-2:00pm (CT)

The Journey Ahead

Learn about standards and survey process-related topics and projects currently being researched or in development. This session will help provide you a vision of landscape for Joint Commission's accredited ambulatory care organizations.

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

2:00pm-2:30pm (CT)

Closing remarks & Q&A follow-up, Adjourn

Learning 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. Identify compliance strategies that can be used to improve and sustain patient safety and quality in ambulatory care settings.