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The Joint Commission and Joint Commission Resources  
**2020 Annual Behavioral Health Care and Human Services Conference**  
&  
**Accreditation Standards and Survey Process Update**  
October 28-30, 2020

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**DAY ONE: Wednesday, October 28, 2020**

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All Times are **CENTRAL Standard Time**

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9:30 – 9:45 am

Opening / Welcome

**Welcome:**

**Diane Sosovec, RN, MS**  
*Program Manager*  
Joint Commission Resources

**Conference Overview:**

**Conference Moderator:**  
**Julia Finken, BSN, MBA, CPHQ, CSSBB**  
*Executive Director*  
Behavioral Healthcare  
The Joint Commission

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9:45 – 10:45 am

***“Compassion Fatigue: What’s on Your Plate?”***

Are you tired? Do you take on more than you can handle in the course of the week? Are you overwhelmed with everything on your plate? Join me as we learn about compassion fatigue, burnout and compassion satisfaction along with strategies to help with work/life balance.

**Sharon McGloin MSOD, MS, CTRS**  
*Behavioral Healthcare Surveyor*  
The Joint Commission

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10:50 – 11:50 am

***“Creating Better Outcomes and Greater Staff Satisfaction Through the Science of Trauma-Informed Care”***

We hear about trauma-informed care wherever we go, but what is it and what does it look like day-to-day? Trauma-informed care is more than evidenced-based practices; it is an entire culture change. And now we can use the science of the brain and body to create workplaces that sustain energetic and hopeful staff and create lasting change in consumers. This presentation will include a practical tool kit for participants to use in their agencies.

**Patricia D. Wilcox, LCSW**  
*Vice President for Strategic Development*  
Klingberg Family Centers

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11:50 am – 12:30 pm **BREAK**

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# TRACK A

Behavioral Healthcare  
For Those Surveyed Under the BHC Accreditation Manual  
CAMBHC

# TRACK B

Behavioral Healthcare  
For Those Surveyed Under the Hospital Accreditation Manual  
CAMH

## MODERATORS

**Merlin Wessels, LCSW**  
*BHC Surveyor*  
The Joint Commission

**Cynthia Leslie, MSN APRN, RN-BC**  
*HAP Surveyor*  
The Joint Commission

12:30 – 2:00 pm

### ***“Standards Addressing High-Risk Areas and Perspectives from the Field”***

- BHC Top 10 Non-compliant standards – 2019
- High risk areas – Standards and Surveying
- Developing processes for managing high risk areas

**Falguni Shah, PHMS, M.Ed., LCPC, CHCEF**  
*Associate Director*  
Standards Interpretation Group,  
Division of Healthcare Improvement  
The Joint Commission

**Peter Vance LPCC, CPHQ**  
*Field Director, Behavioral Healthcare and Human Services Program*  
Surveyor Management & Development  
Accreditation & Certification Operations  
The Joint Commission

### ***“Challenging Standards, Hospitals and Psychiatric Hospitals, Perspectives from the Field”***

**Cynthia Leslie, MSN APRN, RN-BC**  
*HAP Surveyor*  
The Joint Commission

2:00 – 2 :15 pm

**BREAK**

2:15 – 3:15 pm

### ***“What is New for 2021”***

- Standards Update
- Child-Welfare
- SUD
- Multi-dimensional Assessment
- Level of Care Placement

**Stacey Paul, MSN, RN, APN, PMHNP-BC**  
*Project Director*  
Standards and Survey Methods  
The Joint Commission

### ***“Lessons Learned from Safety Events and Standards Impacted”***

Cases studies and examples of safety events from the Office of Quality and Patient Safety will be presented.

**Suellen Daum, RN MS CPHQ CPPS**  
*Patient Safety Specialist*  
Office of Quality and Patient Safety  
The Joint Commission

**Cynthia Leslie, MSN APRN, RN-BC**  
*HAP Surveyor*  
The Joint Commission

3:15 – 3:30 pm

**Review of next Two Days Agendas**

3:30 pm

**ADJOURN**

DAY TWO: Thursday, October 29, 2020

## TRACK A

Behavioral Healthcare  
For Those Surveyed Under the BHC Accreditation Manual  
CAMBHC

**MODERATOR**  
**Merlin Wessels, LCSW**  
*BHC Surveyor*  
The Joint Commission

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**9:30 – 10:30 am**      ***“Effective and Efficient Integrated Care Planning”***

Fundamentals of developing an effective, efficient plan of care to move the client to success will be discussed, using standards and survey process examples. Participants will learn how to achieve Joint Commission survey compliance for planning care, treatment, and services.

**Peter Vance**  
*Field Director, Behavioral Healthcare & Human Services Program*  
Surveyor Management & Development  
Accreditation & Certification Operations  
The Joint Commission

**Merlin Wessels, LCSW**  
*BHC Surveyor*  
The Joint Commission

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**10:30 – 11:30 am**      ***“Medication Management Update: 2020”***

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

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**11:30 am – 12:00 pm**      **BREAK**

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**12:00 – 1:30 pm**      ***“Measurement Based Care”***

**Scott Williams, Psy.D**  
*Director, Department of Research*  
The Joint Commission

**Shawna Granato, LISW-S**  
Addiction Campuses

**Ryan Steinberg LMHC, MBA**  
*Clinical Director*  
Banyan Treatment Center

**Maeve O’Neill, MEd, LCDC, LPC-S, CHC**  
*Chief Regulatory Officer*  
Rogers Behavioral Health

**Catherine Manley, LMHC**  
*Vice President of Operations*  
Banyan Treatment Center

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**1:30 – 1:15 pm**      **BREAK**

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**1:15 – 2:15 pm**      ***“Developing and Implementing an Infection Prevention Program in the Behavioral Healthcare Settings”***

**Diane M Cullen, MSN MBA, RN, CIC**  
*Associate Director*  
Standard Interpretation Group  
The Joint Commission

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**2:15 – 2:30 pm**      **Close and Summary**

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**2:30 pm**      **ADJOURN**

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DAY THREE: Friday, October 30, 2020

## TRACK B

Behavioral Healthcare  
For Those Surveyed Under the Hospital Accreditation Manual  
CAMH

MODERATOR

Cynthia Leslie, MSN APRN, RN-BC  
*HAP Surveyor*  
The Joint Commission

9:30 – 10:30 am

***“Integrated Treatment Planning”***

Cynthia Leslie, MSN APRN, RN-BC  
*HAP Surveyor*  
The Joint Commission

Gayle Garland, MS, RN  
*HAP Surveyor*  
The Joint Commission

10:30 – 11:30 am

***“Developing and Implementing an Infection Prevention Program in the Psychiatric Hospital Settings”***

Diane M Cullen, MSN MBA, RN, CIC  
*Associate Director*  
Standard Interpretation Group  
The Joint Commission

11:30 – 12:00 pm

**BREAK**

12:00 – 1:00 pm

***“Medication Management Update: 2020”***

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

1:00 – 1:30 pm

***“Behavioral Health Performance Measurement 2020 and Moving Forward”***

This presentation will address The Joint Commission performance measures for Hospital-Based Inpatient Psychiatric Services (HBIPS), Substance Use (SUB), and Tobacco Treatment (TOB). Discussion will include:

- Measure updates to the TOB measures, specifically Tobacco Use Status
- Joint Commission measure requirements
- CMS inpatient psychiatric facility (IPFQR) requirements

Elvira Ryan, RN, BSN, MBA -  
*Associate Director*  
The Joint Commission

1:30 – 1:45

**BREAK**

1:45- 2:45 pm

***“Ligature Attachment Point Risk Analysis in the Context of NPSG 15.01.01. EP1”***

The presentation reviews NPSG 15.01.01 EP1 and provides guidance for surveyors assessing for ligature risks. Scenarios illustrating these risks will be examined.

Tim Snider, BS, CHFM  
*Life Safety Surveyor*  
The Joint Commission

2:45- 3:00 pm

**Close and Summary**

3:00 pm

**ADJOURN**