
The Joint Commission and Joint Commission Resources
2021 Annual Behavioral Health Care and Human Services Conference
Live - Virtual • October 26-28, 2021

DAY ONE: TUESDAY, October 26, 2021

All Times are CENTRAL Standard Time

Welcome & Introduction:

9:30 – 9:40 am
Lora Filipova, MBA, MLS (ASCP)
Education Specialist, Global Education
Joint Commission Resources

Alan Gornik
Director, Global Education
Joint Commission Resources

Conference Overview:

Julia Finken, BSN, MBA, CPHQ, CSSBB
Executive Director Behavioral Health Care & Human Services
The Joint Commission

“Process Improvement Tools”

9:40 – 10:35 am
During this interactive session, information and examples of Robust Process Improvement, including practical tools for managing change, and creating the buy-in and acceptance for sustaining a suicide risk reduction plan will be presented, emphasizing the positive impact data and performance improvement activities have on the quality and safety of the individuals served by the organization.

Dawn Allbee, MA
Executive Director of Customer Engagement
Joint Commission’s Center for Transforming Healthcare

“Washington Update”

10:35 – 11:30 am
This presentation will bring news from Washington on political and regulatory activities that affect the health care system and affect health care organizations. The policymaking environment will be characterized, including details as to what to expect from Congress regarding legislation and spending priorities. Also covered will be key Executive Branch initiatives that relate to behavioral health care, quality, and how the federal government is approaching Medicare and Medicaid spending.

Tim Jones, MBA
Associate Director, Federal Relations
The Joint Commission

“Get S.M.A.R.T Model”

11:30 am – 12:30 pm
Get S.M.A.R.T. is an in treatment sexual behavior reduction program. During this presentation you will learn about the implementation of the get S.M.A.R.T. model, from the team and development of this model, how it was applied, and a look at the results that came from using this model.

Mary C. Moore, MS, CPHRM
Director of Risk Management & Quality Improvement
Laurel Heights Hospital

Westly Francois, LCSW

12:30 – 1:00 pm **BREAK**

“Measuring Trauma-Informed Care Across Sectors”

How do you know if your staff are trauma-informed and measure it? The steps to doing a program evaluation and common questions will be reviewed. This presentation will review the state of measurement in the TIC field, including several instruments.

1:00 – 2:00 pm

Patricia D. Wilcox, LCSW
Vice President for Strategic Development
Traumatic Stress Institute
Klingberg Family Centers

John Engel, M.A.
Program Coordinator
Traumatic Stress Institute
Klingberg Family Centers

“SAFER Dashboard”

Learn about the SAFER Dashboard, a unique and powerful data business analytic tool, which allows decision-makers to view all on-site survey data in one place using graphical representations, including charts, graphs, and the SAFER™ Matrix.

2:00 – 2:30 pm

Mary Pat Howard
Project Manager Business Transformation
The Joint Commission

2:30 – 2:40 pm

BREAK

2:40 – 3:15 pm

“Promoting Behavioral Health Equity”

This session will highlight The Joint Commission’s requirements related to health care disparities and provide resources to help organizations provide care, treatment, and services to diverse populations.

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

3:15 – 3:50 pm

“Expanding and Evaluating Tele-Behavioral Health Care”

An overview of the expansion of tele-behavioral health care 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

3:50 – 4:00 pm

Review of Next Two Days Tracks & Wrap - Up

DAY TWO: Wednesday, October 27, 2021

TRACK A

Behavioral Healthcare
For Those Surveyed Under the BHC Accreditation Manual
CAMBHC

	Moderator Julia S. Finken, BSN, MBA, CPHQ, CLSSMBB <i>Executive Director Behavioral Health Care & Human Services</i> The Joint Commission
9:30 – 10:30 am	“Treatment Planning” Colette Bukowski <i>Associate Director</i> <i>Business Development</i> The Joint Commission
10:30 – 10:40 am	Break
10:40 – 11:40 am	“Medication Management Update: 2021” Robert Campbell, PharmD, BCSCP <i>Director, Clinical Standards Interpretation Group</i> <i>Director, Medication Management</i> The Joint Commission
11:40 am – 12:40 pm	“Proactive Safety Initiatives” Safety is a multidimensional concept, and in this presentation, ideas will be shared on enhancing a robust culture of safety in a behavioral health setting by taking an active approach to mitigate risk. Elizabeth Bettinelli, MAS, NREMR <i>Manager, Patient Safety and Quality</i> UPMC Western Psychiatric Hospital Janina-Marie Tatar, CIC, MBA, MT (ASCP) <i>Manager, Infection Prevention</i> UPMC Western Psychiatric Hospital
12:40 – 1:15 pm	Break
1:15 – 2:45 pm	“Suicide Risk Reduction” Gina Malfeo-Martin, MSN, RN-BC <i>Associate Director</i> <i>Standards Interpretation Group</i> The Joint Commission
2:45 – 2:50 pm	Break
2:50 – 4:20 pm	“High Risk Areas under Care Treatment and Services with Special Emphasis on Human Services” Falguni Shah, MEd, LCPC, NCC, CHCEF <i>Associate Director, Clinical Standards Interpretation</i> <i>Member – Diversity, Equity and Inclusion Council</i> The Joint Commission Peter Vance, LPCC, CPHQ <i>Field Director, Behavioral Healthcare & Human Services Program</i> <i>Surveyor Management & Development</i> <i>Accreditation & Certification Operations</i> The Joint Commission
4:20 – 4:30 pm	Close and Summary; Adjourn

DAY TWO: Wednesday, October 27, 2021

TRACK B

Behavioral Healthcare
For Those Surveyed Under the Hospital Accreditation Manual
CAMH

	Moderator Chad Larson, MBA <i>Executive Director, Hospital Accreditation Program</i> The Joint Commission
9:30 – 10:30 am	“Medication Management Update: 2021” Robert Campbell, PharmD, BCSCP <i>Director, Clinical Standards Interpretation Group</i> <i>Director, Medication Management</i> The Joint Commission
10:30 – 10:40 am	Break
10:40 – 11:40 am	“Treatment Planning” Emmah Tande <i>Associate Director</i> <i>Standards Interpretation Group</i> The Joint Commission
11:40 – 11:50	Break
11:50 am – 1:00 pm	“Challenge of Leadership: Basic Tools to Help” Michael Nagy, MD <i>Field Surveyor Psychiatric Hospitals</i> The Joint Commission
1:00 – 1:40 pm	Break
1:40 – 2:40 pm	“Proactive Safety Initiatives” Safety is a multidimensional concept, and in this presentation, ideas will be shared on enhancing a robust culture of safety in a behavioral health setting by taking an active approach to mitigate risk. Elizabeth Bettinelli, MAS, NREMR <i>Manager, Patient Safety and Quality</i> UPMC Western Psychiatric Hospital Janina-Marie Tatar, CIC, MBA, MT (ASCP) <i>Manager, Infection Prevention</i> UPMC Western Psychiatric Hospital
2:40 – 2:50 pm	Break
2:50 – 4:20 pm	“Suicide Risk Reduction” Gina Malfeo-Martin, MSN, RN-BC <i>Associate Director</i> <i>Standards Interpretation Group</i> The Joint Commission
4:20 – 4:30 pm	Close and Summary; Adjourn

DAY THREE: Thursday, October 28, 2021

TRACK A Behavioral Healthcare For Those Surveyed Under the <u>BHC</u> Accreditation Manual CAMBHC	
	Moderator Julia S. Finken, BSN, MBA, CPHQ, CLSSMBB <i>Executive Director Behavioral Health Care & Human Services</i> The Joint Commission
9:30 – 11:00 am	“What’s New for 2022, Challenging Standards, and Heads Up Report” Patricia Sylve <i>BHC Surveyor</i> The Joint Commission Brette A. Tschurtz, MPH <i>Associate Director, Department of Research</i> <i>Division of Healthcare Quality Evaluation</i> The Joint Commission
11:00 – 11:15 am	Break
11:15 am – 12:15 pm	“Infection Control Standards - Behavioral Health and Human Services” Tiffany Wiksten, DNP, RN, CIC <i>Associate Director, Standards Interpretation Group Division of Healthcare Improvement</i> The Joint Commission
12:15 – 1:00 pm	Break
1:00 – 2:30 pm	“Environment of Care, Emergency Management & Life Safety Standards Compliance” Leah Hummel, RA, CHFM, CHC <i>Engineer, Department of Engineering</i> The Joint Commission
2:30 – 2:45 pm	Close and Summary; Adjourn

DAY THREE: Thursday, October 28, 2021

TRACK B

Behavioral Healthcare
For Those Surveyed Under the Hospital Accreditation Manual
CAMH

	<p>Moderator Chad Larson, MBA <i>Executive Director, Hospital Accreditation Program</i> The Joint Commission</p>
9:30 – 10:30 am	<p>“Infection Control Standards - Psychiatric Hospitals and Psychiatric Settings within Hospitals”</p> <p>Tiffany Wiksten, DNP, RN, CIC <i>Associate Director, Standards Interpretation Group Division of Healthcare Improvement</i> The Joint Commission</p>
10:30 – 10:45 am	<p>Break</p>
10:45 am – 12:15 pm	<p>“Environment of Care, Emergency Management & Life Safety Standards Compliance”</p> <p>Leah Hummel, RA, CHFM, CHC <i>Engineer, Department of Engineering</i> The Joint Commission</p>
12:15 – 1:00 pm	<p>Break</p>
1:00 – 2:30 pm	<p>“Challenging HAP Standards for BHC, and Heads Up Report”</p> <p>Michael Nagy, MD <i>Field Surveyor Psychiatric Hospitals</i> The Joint Commission</p> <p>Brette A. Tschurtz, MPH <i>Associate Director, Department of Research</i> <i>Division of Healthcare Quality Evaluation</i> The Joint Commission</p>
2:30 – 2:45 pm	<p>Close and Summary; Adjourn</p>

2021 Annual Behavioral Health Care and Human Services Conference

PROGRAM OBJECTIVES

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

- 1) Identify strategies to meet standards identified as challenging Behavioral Health Care and Human Services standards
- 2) Discuss strategies and leading practices to improve organizational performance.
- 3) Describe the political and regulatory activities that are and will be affecting Behavioral Health Care and Human Services organizations.
- 4) Discuss expanding and evaluating telehealth and promoting equity in Behavioral Health Care.