

The Joint Commission and Joint Commission Resources
2021 Annual Behavioral Health Care and Human Services Conference
 On-Demand Virtual Program
 Previously Recorded October 26-28, 2021

<p>Session 1</p>	<p>“Process Improvement Tools”</p> <p>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.</p> <p>Dawn Allbee, MA <i>Executive Director of Customer Engagement</i> Joint Commission’s Center for Transforming Healthcare</p>
<p>Session 2</p>	<p>“Washington Update”</p> <p>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.</p> <p>Tim Jones, MBA <i>Associate Director, Federal Relations</i> The Joint Commission</p>
<p>Session 3</p>	<p>“Get S.M.A.R.T Model”</p> <p>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.</p> <p>Mary C. Moore, MS, CPHRM <i>Director of Risk Management & Quality Improvement</i> Laurel Heights Hospital</p> <p>Westly Francois, LCSW Laurel Heights Hospital</p>
<p>Session 4</p>	<p>“Measuring Trauma-Informed Care Across Sectors”</p> <p>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.</p> <p>Patricia D. Wilcox, LCSW <i>Vice President for Strategic Development</i> Traumatic Stress Institute Klingberg Family Centers</p> <p>John Engel, M.A. <i>Program Coordinator</i> Traumatic Stress Institute Klingberg Family Centers</p>

<p>Session 5</p>	<p>“SAFER Dashboard”</p> <p>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.</p> <p>Mary Pat Howard <i>Project Manager Business Transformation</i> The Joint Commission</p>
<p>Session 6</p>	<p>“Promoting Behavioral Health Equity”</p> <p>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.</p> <p>Christina L. Cordero, PhD, MPH <i>Project Director</i> <i>Department of Standards and Survey Methods</i> <i>Division of Healthcare Quality Evaluation</i> The Joint Commission</p>
<p>Session 7</p>	<p>“Expanding and Evaluating Tele-Behavioral Health Care”</p> <p>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.</p> <p>Christina L. Cordero, PhD, MPH <i>Project Director</i> <i>Department of Standards and Survey Methods</i> <i>Division of Healthcare Quality Evaluation</i> The Joint Commission</p>

<p style="text-align: center;">TRACK A Behavioral Healthcare For Those Surveyed Under the <u>BHC Accreditation Manual</u> CAMBHC</p>	
<p>Track A Session 1</p>	<p>“Treatment Planning”</p> <p>Colette Bukowski <i>Associate Director</i> <i>Business Development</i> The Joint Commission</p>
<p>Track A Session 2</p>	<p>“Medication Management Update: 2021”</p> <p>Robert Campbell, PharmD, BCSCP <i>Director, Clinical Standards Interpretation Group</i> <i>Director, Medication Management</i> The Joint Commission</p>
<p>Track A Session 3</p>	<p>“Proactive Safety Initiatives”</p> <p>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.</p> <p>Elizabeth Bettinelli, MAS, NREMR <i>Manager, Patient Safety and Quality</i> UPMC Western Psychiatric Hospital</p> <p>Janina-Marie Tatar, CIC, MBA, MT (ASCP)</p>

	<p><i>Manager, Infection Prevention</i> UPMC Western Psychiatric Hospital</p>
Track A Session 4	<p>“Suicide Risk Reduction”</p> <p>Gina Malfeo-Martin, MSN, RN-BC <i>Associate Director</i> <i>Standards Interpretation Group</i> The Joint Commission</p>
Track A Session 5	<p>“High Risk Areas under Care Treatment and Services with Special Emphasis on Human Services”</p> <p>Falguni Shah, MEd, LCPC, NCC, CHCEF <i>Associate Director, Clinical Standards Interpretation</i> <i>Member – Diversity, Equity and Inclusion Council</i> The Joint Commission</p> <p>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</p>
Track A Session 6	<p>What’s New for 2022, Challenging Standards, and Heads Up Report”</p> <p>Patricia Sylve <i>BHC Surveyor</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>
Track A Session 7	<p>“Infection Control Standards - Behavioral Health and Human Services”</p> <p>Tiffany Wiksten, DNP, RN, CIC <i>Associate Director, Standards Interpretation Group Division of Healthcare Improvement</i> The Joint Commission</p>
Track A Session 8	<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>

TRACK B

Behavioral Healthcare

For Those Surveyed Under the [Hospital](#) Accreditation Manual CAMH

Track B Session 1	<p>“Medication Management Update: 2021”</p> <p>Robert Campbell, PharmD, BCSCP <i>Director, Clinical Standards Interpretation Group</i> <i>Director, Medication Management</i> The Joint Commission</p>
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Track B Session 2	<p>“Treatment Planning”</p> <p>Emmah Tande <i>Associate Director</i> Standards Interpretation Group The Joint Commission</p>
Track B Session 3	<p>“Challenge of Leadership: Basic Tools to Help”</p> <p>Michael Nagy, MD <i>Field Surveyor Psychiatric Hospitals</i> The Joint Commission</p>
Track B Session 4	<p>“Proactive Safety Initiatives”</p> <p>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.</p> <p>Elizabeth Bettinelli, MAS, NREMR <i>Manager, Patient Safety and Quality</i> UPMC Western Psychiatric Hospital</p> <p>Janina-Marie Tatar, CIC, MBA, MT (ASCP) <i>Manager, Infection Prevention</i> UPMC Western Psychiatric Hospital</p>
Track B Session 5	<p>“Suicide Risk Reduction”</p> <p>Gina Malfeo-Martin, MSN, RN-BC <i>Associate Director</i> Standards Interpretation Group The Joint Commission</p>
Track B Session 6	<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>
Track B Session 7	<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>
Track B Session 8	<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> Division of Healthcare Quality Evaluation The Joint Commission</p>

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.