

The Joint Commission and Joint Commission Resources

2021 Ambulatory Care Conference

Theme: Navigating Ambulatory Healthcare in Uncertain Times

Previously Recorded November 3 -5, 2021 • On-Demand Virtual Program

<p>Session 1</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 onsite 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>Session 2</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="440 905 1471 1207"> <tr> <td data-bbox="440 905 984 1050"> <p>Florida Community Health Centers, Inc. West Palm Beach, FL</p> <p>Wilhelmina Lewis, MD President/Chief Executive Officer</p> </td> <td data-bbox="984 905 1471 1050"> <p>WellMed Medical Management, Inc Texas</p> <p>Laura Huete, MD, MBA, FACMQ, CMQ Senior Medical Director</p> </td> </tr> <tr> <td data-bbox="440 1050 984 1207"> <p>Alejandro Miquel, MD, MBA, FAAFP Vice President Clinical Affairs/Chief Medical Officer</p> </td> <td data-bbox="984 1050 1471 1207"> <p>Samantha Neal, RN Sr. Occupational Health Manager</p> <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>Wilhelmina Lewis, MD President/Chief Executive Officer</p>	<p>WellMed Medical Management, Inc Texas</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>Session 3</p>	<p><i>Use of Telehealth During the Pandemic</i></p> <p>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.</p> <p>Christina L. Cordero, PhD, MPH Project Director Department of Standards and Survey Methods Division of Healthcare Quality Evaluation The Joint Commission</p>				
<p>Session 4 Track A</p>	<p><i>Avoiding Bumps in the Road: Perspectives on Challenging Standards and Updates</i></p> <p>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.</p> <table border="1" data-bbox="440 1682 1102 1850"> <tr> <td data-bbox="440 1682 1102 1850"> <p>Track A – For Medical, Dental & Episodic Settings</p> <p>Herman McKenzie, MBA, CHSP Director, Engineering Standards Interpretation Group The Joint Commission</p> </td> </tr> </table>	<p>Track A – For Medical, Dental & Episodic Settings</p> <p>Herman McKenzie, MBA, CHSP Director, Engineering Standards Interpretation Group The Joint Commission</p>			
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<p>Session 5 Track B</p>	<p><i>Avoiding Bumps in the Road: Perspectives on Challenging Standards and Updates</i></p> <p>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.</p>				

	<p>Track B – For Surgical & Diagnostic /Therapeutic Settings</p> <p>Kenneth “Beau” Hebert, Jr., MAOM, CHSP, CHEP Engineer SIG/Department of Engineering The Joint Commission</p>	
Session 6	<p><i>Infection Control Amidst a Pandemic</i></p> <p>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.</p> <p>Diane M. Cullen, MSN, MBA, RN, CIC Associate Director Standards Interpretation Group Division of Healthcare Improvement The Joint Commission</p> <p>Elizabeth Even, MSN, CEN Associate Director Standards Interpretation Group Division of Healthcare Improvement The Joint Commission</p>	
Session 7	<p><i>Emergency Management Standards for Ambulatory Care Organizations</i></p> <p>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.</p> <p>Angela Murray MSN, RN, TNS Project Director-Clinical Department of Standards & Survey Methods Division of Healthcare Quality Evaluation The Joint Commission</p> <p>Marisa Voelkel, BSN, MBA, CHSP, CHEP Engineer Department of Engineering Standards Interpretation Group The Joint Commission</p>	
Session 8	<p><i>Patient Safety & National Patient Safety Goals in Ambulatory Care</i></p> <p>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.</p> <p>Steven Chinn, DPM, MS, MBA, FACHE, CPHQ, CJCP, CPPS Physician Consultant Joint Commission Resources</p>	
Session 9	<p><i>Environment of Care and Life Safety in Ambulatory Care</i></p> <p>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.</p> <p>Jim Grana, MBA, CHSP Engineer Department of Engineering The Joint Commission</p>	
Session 10	<p><i>Navigating Leadership & Performance Improvement in Uncertain Times</i></p> <p>This session will highlight key performance improvement strategies/tools for championing strategic leadership to promote and sustain change.</p> <p>Stephen Anderson, MBA, BSN, RN, FACHE, CJCP Nurse Consultant Joint Commission Resources</p>	

Session 11	<p><i>The Journey Ahead</i> 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.</p> <p>Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission</p>
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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. Identify compliance strategies that can be used to improve and sustain patient safety and quality in ambulatory care settings.