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The Joint Commission and Joint Commission Resources

# Primary Care Medical Home Certification Program

November 2, 2021 • Live Virtual Program

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

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	<b>Welcome &amp; Introduction</b>
10:00 – 10:10AM	<b>Kamaria Patterson, MHA</b> Education Specialist, Global Education Joint Commission Resources
	<b><i>Overview of Primary Care Medical Home (PCMH) Certification Option</i></b>
10:10 – 11:15AM	Overview of The Joint Commission’s PCMH certification option and eligibility criteria, emphasizing its key aspects.  <b>Joyce Webb, RN, MBA</b> Project Director Division of Healthcare Quality Evaluation The Joint Commission
	<b><i>PCMH Certification Standards, Survey Process, Tools &amp; Resources</i></b>
11:15 – 12:00PM	Receive insights into the PCMH survey process and supporting tools/resources for compliance  <b>Joyce Webb, RN, MBA</b> Project Director Division of Healthcare Quality Evaluation The Joint Commission
	<b><i>Review the Top 10 Most Challenging PCMH Standards</i></b>
12:00 – 1:00PM	This session will provide an overview of the top 10 most challenging PCMH standards and provide examples of best practices and compliance strategies.  <b>Joyce Webb, RN, MBA</b> Project Director Division of Healthcare Quality Evaluation The Joint Commission
1:00 - 1:30PM	<b><i>Break</i></b>

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<b>1:30 – 2:15PM</b>	<p><b><i>Health Literacy</i></b></p> <p>Understand how to assess health literacy as well as learn tips and strategies for conducting literacy assessments.</p> <p><b>Beth Glassford, RN, MSHA, FACHE, CJCP</b> Principal Consultant Joint Commission Resources</p>
<b>2:15 – 3:00PM</b>	<p><b><i>PCMH Self-Management Goals</i></b></p> <p>Complying with standards that pertain to self-management goals (SMG) can be a challenge. This session will help you understand what's expected and learn proven techniques to implement SMGs.</p> <p><b>Beth Glassford, RN, MSHA, FACHE, CJCP</b> Principal Consultant Joint Commission Resources</p>
<b>3:00 – 3:30PM</b>	<p><b>Panel - Questions and Answers with Faculty</b></p> <p>In this interactive session, attendees will have the opportunity to ask questions and provide feedback to faculty.</p>
<b>3:30PM</b>	<p><b>Wrap up, Adjourn</b></p>

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## **Learning Objectives:**

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

1. Identify key characteristics of The Joint Commission's PCMH model and how the PCMH certification option relates to Ambulatory Care accreditation.
2. Explain tips and strategies to assist with assessing a patient's health literacy in a pandemic.
3. Discuss strategies implemented by PCMH certified organizations during a pandemic.