

---

The Joint Commission & Joint Commission Resources

# Hospital Executive Briefing

On-Demand Virtual Program • Previously Recorded September 14–16, 2021

---

---

Session 1

## Infection Prevention & Control Update

**Sylvia Garcia-Houchins, RN, MBA, CIC**

*Director, Infection Prevention and Control*

The Joint Commission

Health care facilities must have a reliable, high-quality infrastructure to support disinfection and sterilization processes. This requires support from leadership, with policies across departments and into the surgical suite. Hear from one of TJC's most notable experts about demonstrating compliance as we face the lingering pandemic.

---

Session 2

## Technology Update

**Maura Naddy, MSN, RNC-OB, CJCP**

*Senior Associate Director*

*SIG Operations & Quality Assurance*

The Joint Commission

**Emily Wells, CSW, MSW**

*Project Director*

*Surveyor Management & Development*

*Accreditation and Certification*

*Operations*

The Joint Commission

**Ashley Krueger**

*Director*

*Strategic Initiatives & Business Operations*

The Joint Commission

Learn how The Joint Commission is utilizing technology. Find out about The SAFER Dashboard, machine learning, and artificial intelligence chatbots for customer FAQs. Discover ways to complete clarifications and evidence of standards compliance.

---

Session 3

## Standards & Medication Management Update

**Robert Campbell, PharmD**

*Director, Clinical Standards Interpretation*

*Director, Medication Management*

The Joint Commission

This session will focus on medication management topics of titrations, including block charting. It will also cover medication compounding of hazardous and non-hazardous medications from a TJC expert.

---

Session 4

## Standards & CoP Updates

**Robert Campbell, PharmD, BCSCP**

*Director, Clinical Standards Interpretation Group*

*Director, Medication Management*

The Joint Commission

**Maura Naddy, MSN, RNC-OB, CJCP**

*Senior Associate Director*

*SIG Operations & Quality Assurance*

The Joint Commission

Learn about the top scored standards. Explore medical staff operations as you learn to develop an effective OPPE and FPPE program. The session will address telehealth and medical staff bylaw essentials. Finally, CoP update will be given, along with an address of interoperability.

---

---

Session 5

**Leadership**

**Ana Pujols McKee, MD**

*Executive Vice President &  
Chief Medical Officer  
Chief Diversity, Equity, and Inclusion Officer*  
The Joint Commission

Dr. Ana McKee will address this crucial session with a focus on governance, leadership essential, and change management for leaders. At this time of COVID-19, the focus will also be on building staff resilience.

---

Session 6

**Process Improvement to Prevent Harm**

**Erin Lawler, MS, CPPS**

*Human Factors Engineer  
Office of Quality and Patient Safety  
Division of Healthcare Improvement  
The Joint Commission*

**Michael King**

*Associate Director Strategic Projects  
Center for Transforming Healthcare  
The Joint Commission*

**Dawn Allbee**

*Executive Director, Customer Engagement  
Center for Transforming Healthcare*

Members from The Joint Commission's Office of Quality and Patient Safety and the Center for Transforming Healthcare team up to bring to you practical examples of: 1) how to apply Human Factors thinking to proactive and reactive safety strategies and Safety Event Analysis; 2) how to use Robust Process Improvement tools to drive change and achieve results; and 3) how to calculate the return on investment on safety.

---

Session 7

**Environment of Care, Emergency Management & Life Safety Code Update**

**Herman McKenzie, MBA, CHSP**

*Director  
Department of Engineering  
The Joint Commission*

**Jim Kendig, MS, CHSP, HEM**

*Field Director  
The Joint Commission*

Often the most frequently scored standards are found in the Environment of Care (EC) and Life Safety (LS) chapters. The growing number of mergers, acquisitions, and aging facilities only exacerbates this trend. Learn how Emergency Management (EM) standards are scored and more about trends to ensure compliance during survey. Join our team of experts who will share tested strategies and solutions to help your organization proactively boost compliance with EC, EM, and LS standards and mitigate risk in times of crisis.

---

Session 8

**Diversity, Equity, & Inclusion**

**Ana Pujols McKee, MD**

*Executive Vice President &  
Chief Medical Officer  
Chief Diversity, Equity, and Inclusion  
Officer*  
The Joint Commission

**Christina Cordero**

*Project Director  
Technical  
Department of Standards and Survey  
Methods*  
The Joint Commission

Join us for this powerful close to the Hospital Executive Briefing. Hear from TJC's leaders in the field of diversity, equity, and inclusion. Is your organization doing everything it can to address the inequities in healthcare. Our experts panel focuses on the disparities in health care.

---

## Learning Objectives

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

1. Explain the newest ways The Joint Commission is using technology to provide evidence of standards compliance.
2. Describe infection prevention and control infrastructure measures to ensure effective disinfection and sterilization processes.
3. Identify potential causes of harm across their organization based on presented safety strategies, to drive improvement change and results.
4. Use management tools to improve the sustainability of organizational changes, process improvements and standards compliance.
5. Analyze their organization's efforts in addressing diversity, equity, and inclusion, including the pursuit of equitable health care.

*The Joint Commission is a private, not-for-profit organization dedicated to continuously improving the safety and quality of care provided to the public. Joint Commission Resources, Inc. (JCR), a wholly controlled, not-for-profit affiliate of The Joint Commission, is the official publisher and educator of The Joint Commission.*