

The Joint Commission and Joint Commission Resources
2023 Annual Behavioral Health Care and Human Services Conference
October 17-18, 2023

DAY ONE: TUESDAY, October 17, 2023
Central Time Zone
7:00 – 8:00 am Registration & Continental Breakfast

8:00 – 8:15 am	Welcome & Introduction: Lora Filipova, MBA, MLS (ASCP) <i>Education Specialist, Global Education</i> Joint Commission Resources	Alan Gornik <i>Director, Global Education</i> Joint Commission Resources
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Conference Overview & Moderator:
Melinda Lehman, MBA
Executive Director, Behavioral Health Care
 The Joint Commission

Developing Acceptable Evidence of Standard Compliance/Sustaining Continuous Compliance with the Standards

8:15 – 9:15 am	Renee Pollock, LCPC <i>Associate Director, Standards Interpretation Group</i> The Joint Commission	Emmah Tande, MSN, RN <i>Associate Director, Standards Interpretation Group</i> The Joint Commission
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Workplace Violence Prevention Strategies

This session will review practical strategies to prepare organizations using the CAMH and the upcoming CAMBHC standards for workplace violence (WPV) as a framework for discussion.

9:15 – 10:15 am Peter Vance, LPCC, CPHQ
Field Director, Behavioral Healthcare & Human Services Program
Surveyor Management & Development
Accreditation & Certification Operations
 The Joint Commission

10:15 – 10:30 am Break
Reducing Burnout and Improving Morale

Session will address the relationship of stress to burnout. This session will remind participants of signs to watch for and questions ask to begin assessing burnout. Participants will also be refreshed on practical options to reduce burnout and increase moral.

10:30 – 11:30 am Patricia Sylve, LPC-S, LCSW
Associate Field Director, Behavioral Healthcare & Human Services Program
Surveyor Management & Development
Accreditation & Certification Operations
 The Joint Commission

11:30 am – 12:30 pm Lunch (Provided)

Health Equity and DEI

12:30 – 1:30 pm

This presentation will provide an overview of the new Joint Commission National Patient Safety Goal to improve health care equity and describe strategies and resources to help organizations implement the requirements. The session will also include a discussion of the health care equity accreditation standards resource center developed to share tools and examples from organizations committed to providing equitable care for all individuals.

Christina L. Cordero, PhD, MPH

*Project Director Department of Standards and Survey Methods, Division of Healthcare Quality Evaluation
The Joint Commission*

Strategies on Hiring and Retaining Staff

Short presentations from your peers, followed by Q&A discussion:

1:30 – 2:30 pm

Nate Duncan <i>CEO</i> Lakeland Behavioral Health Hospital	Micaela Hill <i>Human Resources Director</i> Lakeland Behavioral Health Hospital	Kelly Ryan, PsyD. <i>System Director of Behavioral Health Clinical and Quality Transformation</i> Linden Oaks Edward-Elmhurst Health
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2:30 – 3:00 pm

Break

Suicide Event Data – What are We Seeing?

This session will provide the latest data and insights gleaned from reported sentinel events as well as safety event data that led to a for-cause survey.

3:00 – 3:30 pm

Erin Lawler-Hart, MS, CPPS

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

Washington Update

3:30 – 4:30 pm

- Recent Federal Activity Impacting Accredited Organizations
- Health Care Policy Updates

Tim Jones, MBA

*Senior Associate Director, Federal Relations
The Joint Commission*

Updates on e-application Redesign

4:30 – 5:00 pm

This is a multi-year project which focuses on the General, Laboratory, & Certification with the main pillar of this redesign will be the use of emerging technologies to improve customer experience, internal efficiency, and data accuracy.

Mary Pat Howard <i>Project Manager, Business Transformation</i> The Joint Commission	Ryan Kollereb, MBA, MPH, PMP <i>Project Manager, Accreditation and Operations</i> The Joint Commission
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DAY TWO:
WEDNESDAY, October 18, 2023

TRACK A

Behavioral Healthcare
For Those Surveyed Under the [BHC Accreditation Manual](#)
CAMBHC

7:00 – 8:00 am **Registration & Continental Breakfast**

8:00 am

Agenda Overview & Moderator:

Melinda Lehman, MBA
Executive Director, Behavioral Health Care
The Joint Commission

8:00 – 9:30 am

Best Practices on Suicide Risk Reduction: Care Transitions

The risk for suicide in the first 30 days after leaving inpatient behavioral health care is 200-300 times higher than for the general population and is highest within the first few days after discharge (Chung et al., 2019). However, 30 - 50% of patients discharged from inpatient behavioral health care do not attend a single outpatient visit in the first 30 days (NCQA, 2021). This presentation will focus on the outpatient recommendations in the [Best Practices in Care Transitions for Individuals with Suicide Risk: Inpatient Care to Outpatient Care](#). In addition to reviewing the best practice guidelines, the presenter will showcase practical tools and resources for outpatient behavioral health care settings and provide examples of practice improvement strategies, innovative outreach approaches, creative bridging strategies, and their outcomes.

Salome Chitavi, PhD
Research Scientist II
The Joint Commission

Terresa Humphries-Wadsworth, PhD
Associate Project Director
Education Development Center

9:30 – 10:00 am

Break

10:00 – 11:00 am

CCBHC Standards and Standards Simplification Update

The Joint Commission's new standards for Certified Community Behavioral Health Clinics (CCBHCs) implemented July 1st, 2023. In this presentation, we will define CCBHC, summarize the standards development process, highlight some of the new CCBHC-specific standards, and point to resources for those who are interested in becoming a CCBHC.

Late 2022, The Joint Commission announced a standards reduction project to decrease burden to allow for organizations to focus on key quality and safety issues. In this presentation, the learner will get a better understanding of the standards reduction project through learning about the background, methodology, and outcome.

Stacey Paul, MSN, RN, APN, PMHNP-BC
Project Director, Healthcare Standards Development
The Joint Commission

Jennifer Anderson, DNP, APRN, CNS
Associate Director Department of Standards & Survey Methods
The Joint Commission

11:00 am – 12:00 pm

Leadership and Data Management Sessions During the Survey Process

Discuss surveyor questions and survey process of the combined Leadership and Data Management session including standards review.

Peter Vance, LPCC, CPHQ
Field Director, Behavioral Healthcare & Human Services Program
Surveyor Management & Development
Accreditation & Certification Operations
The Joint Commission

12:00 – 1:00 pm	Lunch (Provided)
1:00 – 2:00 pm	<p>Environment of Care and Life Safety</p> <ul style="list-style-type: none"> Physical Environment Compliance Challenges – Community Based Organizations <p>Herman A. McKenzie, MBA, CHSP <i>Director, Engineering, Standards Interpretation Group</i> The Joint Commission</p>
2:00 – 2:15 pm	Break
2:15 – 3:30 pm	<p>Surveyor Panel for Q&A and Short Talks on Hot Topics</p> <p>Provide information on the typical 7-day notice for survey and an explanation of documents needed during the first hour surveyors arrive on site. The top 10 frequently scored standards will be addressed as well as the new NPSG standard, content of the required Environmental Risk Assessment, and expectations relative to Safety Culture. Some of the specialized BHC services (CCBHC, Child Welfare, Withdrawal Management) will also be addressed.</p> <p>Patricia Sylve, LPC-S, LCSW <i>Associate Field Director, Behavioral Healthcare & Human Services Program</i> <i>Surveyor Management & Development</i> <i>Accreditation & Certification Operations</i> The Joint Commission</p> <p>Jennifer Johnson, MEd, MBA, LPC <i>Behavioral Health & Human Services Surveyor</i> The Joint Commission</p> <p>Kevin Feisel, MS, LPC-R <i>Surveyor</i> The Joint Commission</p>
3:30 pm	Wrap up and Adjourn

DAY TWO:
WEDNESDAY, October 18, 2023

TRACK B

Behavioral Healthcare
For Those Surveyed Under the Hospital Accreditation Manual
CAMH

7:00 – 8:00 am

Registration & Continental Breakfast

8:00 am

Agenda Overview & Moderator:

Lisa DiBlasi Moorehead, EdD, MSN, RN, CENP, CPPS, CJCP
Field Director, Accreditation and Certification Operations
The Joint Commission

8:00 – 9:00 am

Lessons Learned and Experiencing Different Approaches to OQPS Process

The number of onsite surveys generated from quality and safety concerns reported to The Joint Commission has increased for the Psychiatric Hospital Accreditation Program. This session will focus on the lessons learned from these types of events and will review what to expect should your organization experience this type of survey.

Lisa DiBlasi Moorehead, EdD, MSN, RN, CENP, CPPS, CJCP
Field Director, Accreditation and Certification Operations
The Joint Commission

Erin Lawler-Hart, MS, CPPS
Associate Director, Office of Quality and Patient Safety
Human Factors Engineer, Division of Healthcare Quality Evaluation and Improvement
The Joint Commission

9:00 – 10:00 am

Standards Simplification Update and High-Risk Observations

Late 2022, The Joint Commission announced a standards reduction project to decrease burden to allow for organizations to focus on key quality and safety issues. In this presentation, the learner will get a better understanding of the standards reduction project through learning about the background, methodology, and outcome.

Review of observations cited within the psychiatric hospital program with a high likelihood to cause harm as well as interpretive updates related to NPSG.15.01.01: suicide risk reduction.

Jennifer Anderson, DNP, APRN, CNS
Associate Director Department of Standards & Survey Methods
The Joint Commission

Gina Malfeo-Martin, MSN, RN-BC
Associate Director, Standards Interpretation Group
The Joint Commission

10:00 – 10:30 am

Break

10:30 am – 12:00 pm

Best Practices on Suicide Risk Reduction: Care Transitions

The transition from inpatient to outpatient behavioral health care is a critical time for patients with a history of suicide risk. The risk for suicide after leaving inpatient behavioral health care is 200-300 times higher than for the general population and is highest within the first few days after discharge (Chung et al., 2019). However, 30 - 50% of patients discharged from inpatient behavioral health care do not attend an outpatient visit in the first 30 days (NCQA, 2021). This presentation will focus on the inpatient recommendations in the [Best Practices in Care Transitions for Individuals with Suicide Risk: Inpatient Care to Outpatient Care](#). In addition to reviewing the best practice guidelines, the presenter will showcase practical tools and resources for inpatient care settings and provide examples of innovative practice improvement strategies, discharge connection approaches, follow-up techniques, and associated outcomes.

Salome Chitavi, PhD
Research Scientist II
The Joint Commission

Terresa Humphries-Wadsworth, PhD
Associate Project Director
Education Development Center

12:00 – 1:00 pm	Lunch (Provided)
1:00 – 2:15 pm	<p>Surveyor Panel for Q&A and Short Talks on Hot Topics</p> <p>This session will review what organizations can expect from The Joint Commission survey process for the remainder of 2023 and beyond. This session will focus on the survey process for frequently scored higher risk findings as well as a return to survey processes in place prior to the pandemic. Presenters include current surveyors from the Psychiatric Hospital Accreditation Program and will be available to answer questions in real time.</p> <p>Michael Nagy, MD <i>Field Surveyor, Psychiatric Hospitals</i> The Joint Commission</p> <p>Gayle Garland, MS, RN <i>Field Surveyor, Psychiatric Hospitals</i> The Joint Commission</p> <p>Moderator:</p> <p>Lisa DiBlasi Moorehead, EdD, MSN, RN, CENP, CPPS, CJCP <i>Field Director, Accreditation and Certification Operations</i> The Joint Commission</p>
2:15 – 2:30 pm	Break
2:30 – 3:30 pm	<p>Environment of Care and Life Safety</p> <ul style="list-style-type: none"> Physical Environment Compliance Challenges – Hospitals <p>Herman A. McKenzie, MBA, CHSP <i>Director, Engineering, Standards Interpretation Group</i> The Joint Commission</p>
3:30 pm	Wrap up and Adjourn

2023 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) Describe the political and regulatory activities that are and will be affecting Behavioral Health Care and Human Services organizations.
- 3) Discuss strategies and leading practices to improve organizational performance.
- 4) Identify standards and strategies for suicide risk reduction and workplace violence prevention.