

The Joint Commission and Joint Commission Resources

2023 Ambulatory Care Conference

Theme: Partnering for Patient-centered, Value-added Care

November 8-9, 2023 • The Joint Commission Conference Center

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

PROGRAM DAY 1: Wednesday, November 8, 2023

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|-------------------|---|
| 8:00am - 8:15am | Welcome & Opening Remarks |
| | <div> <div> Alan Gornik Director, Global Education Joint Commission Resources </div> <div> Kamaria Patterson, MHA Education Specialist, Global Education Joint Commission Resources </div> </div> |
| 8:15am - 9:15am | Conference Overview |
| | <div> Zachary George, MBA, CPA Executive Director Ambulatory Care Services The Joint Commission </div> |
| 9:15am - 9:20am | Survey Walkthrough with TJC Field Staff |
| | This session will provide attendees with tips, suggestions, and best practices for managing the survey readiness process. |
| 9:20am - 10:50am | Wade Parker |
| | Associate Field Director, Office Based Surgery and Ambulatory Programs Division of Accreditation and Certification Operations The Joint Commission |
| 10:50am - 11:00am | BREAK |
| 11:00am - 12:00pm | Environment of Care and Life Safety in Ambulatory Care Settings |
| | Explore the challenges related to the Environment of Care standards in ambulatory health care. Review the 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. |
| 12:00pm - 12:45pm | Tom Todro, MBA, CBET |
| | Physical Environment Specialist Physical Environment Department The Joint Commission |
| 12:45pm - 1:00pm | Leadership and Performance Improvement |
| | This session will highlight key performance improvement strategies/tools for championing strategic leadership to promote and sustain change. |
| 1:00pm - 1:15pm | Wade Parker |
| | Associate Field Director, Office Based Surgery and Ambulatory Programs Division of Accreditation and Certification Operations The Joint Commission |
| 1:15pm - 1:30pm | LUNCH BREAK |

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| | <i>Fireside Chat: Washington Update</i> |
| 12:45pm – 1:30pm | Timothy Jones Sr. Associate Director Federal Relations The Joint Commission |
| | <i>Customer Service in Healthcare: The Impact of Work-Life Balance</i> This session reviews how professionals in ambulatory care settings address work-life balance and wellness. |
| 1:30pm - 3:00pm | Michael Gervasi, DO Field Representative Division of Accreditation and Certification Operations The Joint Commission |
| 3:00pm – 3:10pm | BREAK |
| | <i>Panel Session: Ask a Surveyor</i> This session will provide participants the opportunity to ask field staff questions in an open forum. |
| 3:10pm - 4:10pm | Wade Parker Associate Field Director, Office Based Surgery and Ambulatory Programs Department of Standards and Survey Methods The Joint Commission Michael Gervasi, DO Field Representative Division of Accreditation and Certification Operations The Joint Commission |
| 4:10pm - 4:30pm | Wrap up & Adjourn |

PROGRAM DAY 2: Thursday, November 9, 2023

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| 8:00am - 8:05am | Welcome & Announcements TBD |
| 8:05am – 8:45am | Ken Grubbs, DNP, MBA, RN Executive Vice President, Accreditation and Certification Operations (ACO) Chief Nursing Officer The Joint Commission |
| 8:45am - 10:15am | <i>Infection Control in Ambulatory Settings</i> 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. Sylvia Garcia-Houchins Director Standards Interpretation Group Division of Healthcare Improvement The Joint Commission |
| 10:15am – 10:25am | BREAK |
| 10:25am - 11:00am | <i>Top 10 Clinical Non-Infection Control Findings for Ambulatory Settings</i> This session will review the top 10 most scored non-infection control clinical standards and discuss pattern of causation as well as strategies for compliance. |

Elizabeth Even, MSN, CEN
Sr. Associate Director
Standards Interpretation Group
Division of Healthcare Improvement
The Joint Commission

Health Care Equity: Best Practices and Resources

This session will review key areas addressed by the new Joint Commission requirements to improve health care equity as well as describe associated implementation strategies.

11:00am - 12:15pm **Christina Cordero, PhD, MPH**
Sr. Project Director
Department of Standards and Survey Methods
Division of Healthcare Quality Evaluation
The Joint Commission

12:15pm - 1:00pm ***LUNCH BREAK***

E-App Project Update

Overview of The Joint Commission's Extranet site and Electronic Application. This session will include a basic overview of general information and resolutions for frequently asked questions.

1:00pm - 2:00pm **Mary Pat Howard**
Project Manager
Business Transformation
The Joint Commission

Ryan Kollereb
Project Manager
Business Transformation
The Joint Commission

Standards Update for Ambulatory Care

Learn about standard changes going into effect in January 2024 and implementation strategies to ensure compliance.

2:00pm - 2:30pm **Joyce Webb, RN, MBA**
Project Director
Division of Healthcare Quality Evaluation
The Joint Commission

2:30pm - 3:00pm **Closing remarks & Adjourn**

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. Compare and contrast your organization's current survey process for accreditation compliance to The Joint Commission's Environment of Care (EC) and Life Safety (LS) chapters as presented in this program.
3. Identify compliance strategies that can be used to improve and sustain patient safety and quality in ambulatory care settings.

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