



The Joint Commission and Joint Commission Resources 2022 Primary Care Medical Home Certification Program

Wednesday, November 2, 2022

Welcome & Introduction Kamaria Patterson, MHA Education Specialist, Global Education Joint Commission Resources HRSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. 9:10 - 9:40AM Amelia Khalil Team Lead, Quality Recognition and Health Promotion Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 10:40 - 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation	Program times: All be	low times are in Central Time (CT).
Education Specialist, Global Education Joint Commission Resources ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates ##RSA Updates ##RSA Updates Receive of Updates ##RSA Updates ##REA Updates ##RSA Updates ##RECEIVE Updates ##RSA Updates ##RSA Updates ##RSA Updates ##RE		Welcome & Introduction
Education Specialist, Global Education Joint Commission Resources ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. ##RSA Updates ##RSA Updates ##RSA Updates Receive in IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	9:00 - 9:10AM	
Joint Commission Resources HRSA Updates Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. 9:10 - 9:40AM Amelia Khalil Team Lead, Quality Recognition and Health Promotion Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 10:40 - 12:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		
Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. 9:10 - 9:40AM Amelia Khalil Team Lead, Quality Recognition and Health Promotion Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 10:40 - 1:30PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		·
Receive insights into HRSA/BPHC and supporting tools/resources for technical assistance. 3:10 - 9:40AM Amelia Khalil Team Lead, Quality Recognition and Health Promotion Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 10:40 - 12:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		
assistance. Amelia Khalil Team Lead, Quality Recognition and Health Promotion Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 10:40 - 12:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		nrsa upuales
Amelia Khalii Team Lead, Quality Recognition and Health Promotion Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		
Team Lead, Quality Recognition and Health Promotion Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 - 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director	9:10 - 9:40AM	Amelia Khalil
Quality, Office of Quality Improvement Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		
Bureau of Primary Health Care Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 - 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		
Health Resources and Services Administration Overview of Primary Care Medical Home (PCMH) Certification Option Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		
Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		· · · · · · · · · · · · · · · · · · ·
Overview of The Joint Commission's PCMH certification option and eligibility crite emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director	0.40 40.40414	Overview of Primary Care Medical Home (PCMH) Certification Option
emphasizing its key aspects. Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director	9:40 - 10:40AW	Overview of The Joint Commission's PCMH certification ontion and eligibility criteria
Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 - 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		·
Project Director Division of Healthcare Quality Evaluation The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 - 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		Joyce Webb, RN, MBA
The Joint Commission PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		
PCMH Certification Standards, Survey Process, Tools & Resources Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		Division of Healthcare Quality Evaluation
Receive insights into the PCMH survey process and supporting tools/resources for compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director		The Joint Commission
compliance Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. Joyce Webb, RN, MBA Project Director	40.40 40.00004	PCMH Certification Standards, Survey Process, Tools & Resources
Joyce Webb, RN, MBA Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. 1:00 - 1:30PM Joyce Webb, RN, MBA Project Director		· · · · · · · · · · · · · · · · · · ·
Project Director Division of Healthcare Quality Evaluation The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. 1:00 - 1:30PM Joyce Webb, RN, MBA Project Director	10:40 - 12:00PW	lovce Webb, RN, MRA
Division of Healthcare Quality Evaluation The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. 1:00 - 1:30PM Joyce Webb, RN, MBA Project Director		
The Joint Commission 12:00 – 1:00PM Lunch Break Review the Top 10 Most Challenging PCMH Standards This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. 1:00 - 1:30PM Joyce Webb, RN, MBA Project Director		•
This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. 1:00 - 1:30PM Joyce Webb, RN, MBA Project Director		· ·
This session will provide an overview of the top 10 most challenging PCMH standa and provide examples of best practices and compliance strategies. 1:00 - 1:30PM Joyce Webb, RN, MBA Project Director	12:00 - 1:00PM	Lunch Break
and provide examples of best practices and compliance strategies. 1:00 - 1:30PM Joyce Webb, RN, MBA Project Director	4.00. 4.00014	Review the Top 10 Most Challenging PCMH Standards
Joyce Webb, RN, MBA Project Director		This session will provide an overview of the top 10 most challenging PCMH standard and provide examples of best practices and compliance strategies.
	1:00 - 1:30PM	· · · · · · · · · · · · · · · · · · ·
DIVISION OF HEARINGARE QUAINTY EVAIUATION		
The Joint Commission		

1:30 - 2:15PM	TBD *Session Title* *description coming soon*
	TBD *Session Title*
2:15 - 3:00PM	*description coming soon*
	Open Session
3:00 - 3:30PM	In this interactive session, attendees will have the opportunity to ask questions and provide feedback to faculty.
3:30PM	Wrap up, Adjourn

2021 Primary Care Medical Home Certification Program Tuesday, November 2, 2021

Program 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.