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

Wednesday, November 2, 2022

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

Welcome & Introduction

9:00 – 9:10AM

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

9:40 – 10:40AM

Overview of The Joint Commission's PCMH certification option and eligibility criteria, 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

10:40 – 12:00PM

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 standards and provide examples of best practices and compliance strategies.

1:00 - 1:30PM

Joyce Webb, RN, MBA
Project Director
Division of Healthcare Quality Evaluation
The Joint Commission

1:30 – 2:15PM

TBD *Session Title*
description coming soon

2:15 – 3:00PM

TBD *Session Title*
description coming soon

3:00 – 3:30PM

Open Session

In this interactive session, attendees will have the opportunity to ask questions and provide feedback to faculty.

3:30PM

Wrap up, Adjourn

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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.