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The Joint Commission and Joint Commission Resources  
**2023 Primary Care Medical Home Certification Program**

Tuesday, November 7, 2023

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

9:00 – 9:10AM	Welcome & Introduction
	<b>Kamaria Patterson, MHA</b> Education Specialist, Global Education Joint Commission Resources
9:10 – 9:40AM	<b><i>HRSA Update &amp; Resources</i></b> This session will identify resources available as you prepare and continue your journey to PCMH Certification through the Joint Commission.
	<b>TBD</b> Title Department Organization
9:40 – 10:40AM	<b><i>Overview of Primary Care Medical Home (PCMH) Certification Option</i></b> Overview of The Joint Commission's PCMH certification option and eligibility criteria, emphasizing its key aspects.
	<b>Joyce Webb, RN, MBA</b> Project Director Division of Healthcare Quality Evaluation The Joint Commission
10:40 – 12:00PM	<b><i>PCMH Certification Survey Walk-through</i></b> This interactive session provides you an opportunity to identify areas to focus on and strategies for implementing and maintaining a Primary Care Medical Home within your organization.
	<b>Wade Parker</b> Associate Field Director, Office Based Surgery and Ambulatory Programs Department of Standards and Survey Methods The Joint Commission
12:00 – 12:45PM	<b>LUNCH BREAK</b>
12:45 – 1:00PM	<b><i>Review the Top 10 Most Challenging PCMH Standards</i></b> This session will provide an overview of the top 10 most challenging PCMH standards and provide examples of best practices and compliance strategies.
	<b>Joyce Webb, RN, MBA</b> Project Director Division of Healthcare Quality Evaluation The Joint Commission
1:00 – 2:00PM	<b><i>Interactive Activity: Health Literacy</i></b> This session provides you
	<b>Linda Jordan, BSRN, MHCM</b> Surveyor, Ambulatory Care Department of Standards and Survey Methods The Joint Commission

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***Interactive Activity: Self-Management Goals***

Receive insights into..

**2:15 – 3:30PM**

**Linda Jordan, BSRN, MHCM**

Surveyor, Ambulatory Care

Department of Standards and Survey Methods

The Joint Commission

**3:30PM**

**Wrap up, Adjourn**

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# 2021 Primary Care Medical Home Certification Program

Tuesday, November 2, 2021

## Program Objectives

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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.