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| **The Joint Commission and Joint Commission Resources**2020 Primary Care Medical Home Certification Program Wednesday, September 09, 2020***Final Program Agenda: 1 half-day, Live Virtual Program******(Last updated: July 08, 2020)*** |

**Program times: All below times are in Central Time (CT). (Equivalent start times: 8:00am Pacific Time; 9:00am Mountain Time; 11:00am Eastern Time)**

**Refreshments: If needed, please have food, snacks, beverages, etc., on-hand during the program and including the 15-minute break.**

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| **10:00 – 10:15 am** | **Welcome & Introductions** |
| **10:15 – 11:15 am****Post-session: 5-minute break** | ***Overview of Primary Care Medical Home (PCMH) Certification Option*** Overview of The Joint Commission’s PCMH certification option and eligibility criteria, emphasizing its key aspects and integration with the on-site survey process. **Joyce Webb, RN, MBA** Project DirectorDivision of Healthcare Quality EvaluationThe Joint Commission |
| **11:20 am – 12:15 pm** | ***Considerations for a Primary Care Medical Home in a Pandemic*** Hear from a Joint Commission Ambulatory Care Surveyor about strategies implemented by PCMH certified organizations during a pandemic. **Linda Jordan, BSRN, MHCM**Field RepresentativeAmbulatory CareThe Joint Commission |
| **12:15 – 12:30 pm** | **BREAK** |
| **12:30 – 1:30 pm****Post-session: 5-minute break** |  ***Assessing Health Literacy During a Pandemic*** Understand how to assess health literacy. Learn tips and strategies for conducting literacy assessments during a pandemic.

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| **Linda Jordan, BSRN, MHCM**Field RepresentativeAmbulatory CareThe Joint Commission | **Joyce Webb, RN, MBA** Project DirectorDivision of Healthcare Quality EvaluationThe Joint Commission |

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| **1:35 – 2:30 pm** | **Panel- Questions and Answers (*All Program Faculty)*** |
| **2:30 – 2:35 pm** | **Wrap up, Adjourn** |

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| 2020 Primary Care Medical Home Certification Program Wednesday, September 09, 2020Program 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.