|  |
| --- |
| **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.**

|  |  |
| --- | --- |
| **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 Director  Division of Healthcare Quality Evaluation  The 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 Representative  Ambulatory Care  The 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.   |  |  | | --- | --- | | **Linda Jordan, BSRN, MHCM**  Field Representative  Ambulatory Care  The Joint Commission | **Joyce Webb, RN, MBA**  Project Director  Division of Healthcare Quality Evaluation  The Joint Commission | |
| **1:35 – 2:30 pm** | **Panel- Questions and Answers (*All Program Faculty)*** |
| **2:30 – 2:35 pm** | **Wrap up, Adjourn** |

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