

The Joint Commission and Joint Commission Resources  
**Annual Behavioral Health Care and Human Services Conference**

**October 24-25, 2024**

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**DAY 1 – OCTOBER 24**

**Central Time Zone**

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**7:30 – 8:30 am**      **Registration & Continental Breakfast**

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**Welcome & Conference Overview:**

<b>8:30 – 8:45 am</b>	<b>Lora Filipova, MBA, MLS (ASCP)</b>	<b>Alan Gornik</b>
	<i>Education Specialist, Global Education</i>	<i>Director, Global Education</i>
	Joint Commission Resources	Joint Commission Resources

**Conference Overview & Moderator:**

**Darrell Anderson**  
*Manager, Non-Acute Behavioral*  
The Joint Commission

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**Meet New TJC Executive Vice President Kenneth Grubbs**

**8:45 – 9:30 am**      Meet our new Executive Vice President, Accreditation and Certification Operations (ACO) and Chief Nursing Officer, Ken Grubbs. In this session, attendees will hear about his vision for The Joint Commission, updates on survey operations, and have an opportunity to ask questions.

**Ken Grubbs, DNP, MBA, RN**  
*Executive Vice President, Accreditation and Certification Operations (ACO) and Chief Nursing Officer*  
The Joint Commission

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**Cybersecurity**

**9:30 – 10:30 am**      This presentation will provide a general background on current cybersecurity risks facing healthcare organizations and their potential impact on clinical continuity. Including the anatomy of a cyber-attack and how clinical and non-clinical systems can affect patient care and organizational operations.

**Michael W. DeGraff, CISSP, CCSA**  
*Director of Enterprise Information Security*  
The Joint Commission

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**10:30 – 11 am**      **Break (Exhibit Hall)**

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**Understanding Workplace Violence Prevention Requirements & Compliance**

**11 – noon**      This session will review practical strategies to prepare organizations using the CAMH and the CAMBHC standards for workplace violence (WPV) as a framework for discussion from surveyor perspective.

**Edward (Max) Nelson, LPC-S**  
*Surveyor*  
The Joint Commission

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**Noon – 1 pm**      **Lunch (Provided in Exhibit Hall)**

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**Safety Planning and Suicide Prevention**

**1 – 2 pm**      The presentation will provide an overview of the Safety Planning Intervention, describe the prevalence of safety planning in hospital settings, and describe the effectiveness of safety planning. The presentation will also include some of the challenges and potential solutions when implementing safety planning in hospital settings.

**Gregory Brown, PhD**  
*Research Associate Professor*  
Perelman School of Medicine at the University of Pennsylvania  
Philadelphia, PA

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2 – 3 pm	<p><b>Washington Update</b></p> <ul style="list-style-type: none"> <li>Recent Federal Activity Impacting Accredited Organizations</li> <li>Health Care Policy Updates</li> </ul> <p><b>Tim Jones, MBA</b>  <i>Senior Associate Director, Federal Relations</i>  The Joint Commission</p>
3 – 3:30 pm	<p><b>Break (Exhibit Hall)</b></p>
3:30 – 4:30 pm	<p><b>Suicide Event Data – What are We Seeing?</b></p> <p>Review Sentinel Event and other data related to suicide and self-harm events. Discuss lessons learned and evidence-based strategies to reduce risk for suicide as it relates to The Joint Commission’s NPSG.15.01.01.</p> <p><b>Gina Malfeo-Martin, MSN, PMH-BC</b>  <i>Team Lead (BHC, Hospital Psychiatric, &amp; Lab Programs), Standards Interpretation Group</i>  The Joint Commission</p> <p><b>Erin Lawler-Hart, MS, CPPS</b>  <i>Associate Director, Office of Quality and Patient Safety</i>  <i>Human Factors Engineer</i>  <i>Division of Healthcare Quality Evaluation and Improvement</i>  The Joint Commission</p>
4:30 pm	<p><b>Wrap Up &amp; Adjourn</b></p>
4:30 – 5:30 pm	<p><b>Networking Reception</b></p> <p><b>Location: Exhibit Hall</b></p>

# TRACK A

Behavioral Healthcare  
For Those Surveyed Under the BHC Accreditation Manual  
CAMBHC

7:30 – 8:30 am Continental Breakfast (Exhibit Hall)

8:30 am Agenda Overview & Moderator:

**Darrell Anderson**  
*Manager, Non-Acute Behavioral*  
The Joint Commission

8:30 – 9:30 am **The 16.01.01 Effect: Transforming Patient Safety through an Equity Lens**

This presentation connects the principles of NPSG 16.01.01 to actionable practices that enhance patient safety through an equity lens. Attendees will explore how Integral Care has implemented race equity strategies to address health disparities and improve quality of care for all patients. This session will highlight the organization’s ongoing journey to creating a safer and more equitable environment for all patients, demonstrating how targeted efforts can lead to improved health outcomes.

**Amanda Banks, PhD**  
*Chief Equity Officer*  
Integral Care  
Austin, TX

9:30 – 10:30 am **Standards Update - Discussion of Recent and Upcoming New Standards and Standards Revisions in 2024 and 2025**

Overview of standard changes in the BHC program, including the new Joint Commission standard for organizations that treat opioid use disorder, CTS.04.02.33, a discussion and overview of the Joint Commission standards updates related to SAMHSAs finale rule, 42 CFR Part 8, that was updated and went into effect this year, the restraint and seclusion re-write, and the infection control re-write.

**Stacey Paul, MSN, RN, APN, PMHNP-BC**  
*Project Director, Healthcare Standards Development*  
The Joint Commission

10:30 – 11:00 am Break (Exhibit Hall)

11:00 – Noon **Leadership and Data Management Sessions During the Survey Process**

Discuss surveyor questions and survey process of the combined Leadership and Data Management session including standards review.

**Patricia Sylve, LPC-S, LCSW**  
*Associate Field Director, Behavioral Healthcare & Human Services Program*  
*Surveyor Management & Development*  
*Accreditation & Certification Operations*  
The Joint Commission

**Peter Vance, LPCC, CPHQ**  
*Field Director, Behavioral Healthcare & Human Services Program*  
*Surveyor Management & Development*  
*Accreditation & Certification Operations*  
The Joint Commission

Noon – 1:00 pm Lunch (Provided in Exhibit Hall)

## Surveyor Panel for Q&A and Short Talks on Hot Topics

Provide information on the typical 7-day notice for survey and an explanation of documents needed during the first hour surveyors arrive on site. The top 10 frequently scored standards will be addressed as well as the new NPSG standard, content of the required Environmental Risk Assessment, and expectations relative to Safety Culture. Some of the specialized BHC services (CCBHC, Child Welfare, Withdrawal Management) will also be addressed.

1:00 pm – 2:30 pm

**Mer Otis, JD, MA, LMHC**

*Surveyor*

The Joint Commission

**Elizabeth Koontz, MSW, LCSW**

*Surveyor*

The Joint Commission

**Paul Bretz, D.Min., LCSW, MHSA**

*Surveyor*

The Joint Commission

## High Risk Issues Identified in For-Cause Surveys

This session will give an overview of what are For Cause Surveys and share data on the frequency and types of surveys TJC conducts. Presenters will share what the organizations can expect when a surveyor arrives on site and what they can and cannot share about the reasons for our visit and rationale. Finally, presenters will share case examples that lead to significant high-risk findings that have been identified during these types of events.

2:30 – 3:30 pm

**Renee Pollock, LCPC**

*Associate Director, Standards Interpretation Group*

The Joint Commission

**Erin Lawler-Hart, MS, CPPS**

*Associate Director, Office of Quality and Patient Safety*

*Human Factors Engineer*

The Joint Commission

**Gina Malfeo-Martin, MSN, PMH-BC**

*Team Lead (BHC, Hospital Psychiatric, & Lab Programs), Standards Interpretation Group*

The Joint Commission

3:30 pm

**Wrap Up & Adjourn**

## TRACK B

Behavioral Healthcare  
For Those Surveyed Under the Hospital Accreditation Manual  
CAMH

7:30 – 8:30 am	Continental Breakfast (Exhibit Hall)
8:30 am	<p><b>Agenda Overview &amp; Moderator:</b></p> <p><b>Lisa DiBlasi Moorehead, EdD, MSN, RN, CENP, CPPS, CJCP</b> <i>Field Director, Accreditation and Certification Operations</i> The Joint Commission</p>
8:30 – 9:30 am	<p><b>Achieving Health Equity: Elgin Mental Health Center’s Journey to Increasing Health Equity</b></p> <p>In this session, Elgin Mental Health Center will explore their groundbreaking achievement as the first free-standing psychiatric hospital in the nation, and first hospital in Illinois, to earn the Joint Commission’s Health Equity Certification. The presentation will delve into what health equity looks like in psychiatric treatment, detailing the steps the hospital took to assess and address disparities in care. The work of the hospital will be highlighted, showcasing the innovative taskforce model that drove meaningful change within their organization. One of these taskforces will be spotlighted, illustrating the specific strategies and best practices that led to their success, and provide actionable insights for other institutions seeking to advance health equity in their own settings.</p> <p><b>Michelle Evans, DSW, MBA</b> <i>Chief Executive Officer</i> Elgin Mental Health Center Elgin, IL</p> <p><b>John Cummins, MD, MFA</b> <i>Medical Director</i> Elgin Mental Health Center Elgin, IL</p>
9:30 – 10:30 am	<p><b>Organizational and Quality Management during COVID-19 at a Psychiatric Hospital</b></p> <p>A general overview and discussion of evidence-based process improvement strategies implemented during COVID-19 at the University of Texas Houston Behavioral Sciences Campus.</p> <p><b>Lokesh Shahani, MD, PhD, FACP, FASAM</b> <i>Associate Professor</i> <i>Chief Medical Officer, UTHHealth Houston Behavioral Sciences Campus</i> <i>Vice Chair Inpatient Clinical Services, Louis A Faillace, MD. Department of Psychiatry and Behavioral Sciences at UT Health Houston</i> Houston, TX</p> <p><b>Deborah Parker, RN, BSN, CPH</b> <i>Infection Prevention and Control Manager</i> <i>Workers’ Compensation Risk Case Manager</i> UTHHealth Houston Behavioral Sciences Campus Houston, TX</p> <p><b>Cynthia Crespo-Bonaparte, MS, MIE, CHSP, CSSGB</b> <i>Safety Manager, Hospital and Clinic Safety Program</i> UTHHealth Houston Behavioral Sciences Campus Houston, TX</p>
10:30 – 11:00 am	Break (Exhibit Hall)

11:00 – Noon	<p><b>High Risk Issues Identified in For-Cause Surveys</b></p> <p>This session will give an overview of what are For-Cause Surveys and share data on the frequency and types of surveys TJC conducts. Presenters will share what the organizations can expect when a surveyor arrives on site and what they can and cannot share about the reasons for our visit and rationale. Finally, presenters will share case examples that lead to significant high-risk findings that have been identified during these types of events.</p> <p><b>Renee Pollock, LCPC</b>  <i>Associate Director, Standards Interpretation Group</i>  The Joint Commission</p> <p><b>Erin Lawler-Hart, MS, CPPS</b>  <i>Associate Director, Office of Quality and Patient Safety</i>  <i>Human Factors Engineer</i>  The Joint Commission</p> <p><b>Gina Malfeo-Martin, MSN, PMH-BC</b>  <i>Team Lead (BHC, Hospital Psychiatric, &amp; Lab Programs), Standards Interpretation Group</i>  The Joint Commission</p>
Noon – 1:00 pm	<p><b>Lunch (Provided in Exhibit Hall)</b></p>
1:00 – 2:30 pm	<p><b>Surveyor Panel for Q&amp;A and Short Talks on Hot Topics</b></p> <p>This session will review what organizations can expect from The Joint Commission survey process for the remainder of 2024 and beyond. This session will focus on the survey process for frequently scored higher risk findings as well as a return to survey processes in place prior to the pandemic. Presenters include current surveyors from the Psychiatric Hospital Accreditation Program and will be available to answer questions in real time.</p> <p><b>Linda (Gayle) Garland, MS, RN</b>  <i>Field Surveyor, Psychiatric Hospitals</i>  The Joint Commission</p> <p><b>Thomas (Tom) Larson, MD</b>  <i>Field Surveyor, Psychiatric Hospitals</i>  The Joint Commission</p> <p><b>Lisa DiBlasi Moorehead, EdD, MSN, RN, CENP, CPPS, CJCP</b>  <i>Field Director, Accreditation and Certification Operations</i>  The Joint Commission</p>
2:30 – 3:30 pm	<p><b>Strategies to Address High Risks Found on Survey</b></p> <p>Within this session the surveyors will review the higher risk findings from triennial surveys along with the strategies most successful in addressing those risks. Session will include examples the surveyors have seen work well in accredited organizations.</p> <p><b>Lisa DiBlasi Moorehead, EdD, MSN, RN, CENP, CPPS, CJCP</b>  <i>Field Director, Accreditation and Certification Operations</i>  The Joint Commission</p> <p><b>Linda (Gayle) Garland, MS, RN</b>  <i>Field Surveyor, Psychiatric Hospitals</i>  The Joint Commission</p> <p><b>Thomas (Tom) Larson, MD</b>  <i>Field Surveyor, Psychiatric Hospitals</i>  The Joint Commission</p>
3:30 pm	<p><b>Wrap Up &amp; Adjourn</b></p>

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# Annual Behavioral Health Care and Human Services Conference

## PROGRAM OBJECTIVES

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At the conclusion of this program, participants will be able to:

- 1) Identify strategies to meet standards identified as challenging Behavioral Health Care and Human Services standards.
- 2) Discuss strategies and leading practices to improve organizational performance.
- 3) Identify standards and strategies for suicide risk reduction and workplace violence prevention.