



JCR Education Events Cancellation Notice and FAQs

(Last updated 4/1/2020 at 9:00 am CST)

After much consideration, The Joint Commission and Joint Commission Resources have made the difficult decision to cancel all education programs scheduled through May 31, 2020. This includes events in Las Vegas, NV, Lake Buena Vista, FL, and Oakbrook Terrace, IL.

The health, safety, and well-being of our participants are our highest priority. Considering the growing number of COVID-19 cases across the U.S. and around the world, it became very clear that cancelling the education events was the right thing to do. We know that our participants are needed in their local communities to help their institutions and patients prepare for and react to the growing COVID-19 spread.

We support you in your mission and wish you all the best during this challenging time. Thank you for your commitment to your patients and your communities.

The following events have been rescheduled (please visit the JCR webstore to register):

Accreditation Basics: What You Always Wanted to Know: March 17, 2020 (EDU2003)

Hospital Accreditation Essentials: March 18-19, 2020 (EDU2004)

Advanced Hospital Tracers & Data Analysis: March 20, 2020 (EDU2006)

Medication Management: May 15, 2020 (EDU2009)

Hospital CMS Basics: May 12, 2020 (EDU2010)

Hospital Accreditation Essentials: May 13-14, 2020 (EDU2011)

CJCP Essentials Prep Course: May 18, 2020 (EDU2012)

Ambulatory Care Accreditation Essentials: May 19-20, 2020 (EDU2013)

Environment of Care & Life Safety Chapter for Ambulatory Care: May 21-22, 2020 (EDU2014)

The following events have been cancelled:

Environment of Care Base Camp: March 17-18, 2020 (EDU2001)

Exploring the Life Safety Chapter: March 19-20, 2020 (EDU2002)

Home Care Accreditation Essentials: March 18-19, 2020 (EDU2005)

Emergency Management Standards Base Camp: April 21, 2020 (EDU2007)

Emergency Preparedness Conference: April 22-23, 2020 (EDU2008)

FAQs

General

Will the programs be rescheduled to take place later this year?

Some of these programs are scheduled in other locations throughout the year, and others have been rescheduled. Please check the JCR webstore for additional details.

Will attendee's registration costs be refunded?

Yes, all registration costs will be refunded in full. A full refund will automatically be issued within 30 days.

What if I want a credit, not a full refund, to use towards future programs?

If you would like to receive a JCR credit, please contact Customer Service at (877) 223-6866, Option 1 within 14 days to request your credit. Otherwise you will automatically be issued a full refund within 30 days.

Can I use a credit towards 2021 education events?

Yes, credits can be applied to education events in 2021.

What about the attendees who cancelled prior to Joint Commission Resources issuing the cancellation?

For those who cancelled prior to the Joint Commission Resources cancellation and received a JCR credit and would like a full refund, please contact Customer Service at (877) 223-6866, Option 1.

Why are the events being cancelled?

Leading up to the conference, many academic centers and health systems issued notices that do not allow for domestic travel. This list continues to grow and has a direct impact on our educational sessions. In light of the growing number of COVID-19 cases across the U.S. and around the world, it became very clear that cancelling the education events was the right thing to do. The potential risks associated with a large gathering as well as the increasing travel advisories and restrictions were certainly considerations, but most importantly, we know that our participants are needed in their local communities to help their institutions and patients prepare for and react to the growing COVID-19 spread.

Will attendees be refunded for airline tickets?

Consistent with our policy, neither The Joint Commission nor Joint Commission Resources is responsible for a registrant's travel expenses in the event a program is cancelled. Contact your airline directly to discuss refund options.

Will attendees be refunded for hotel costs?

Consistent with our policy, neither The Joint Commission nor Joint Commission Resources is responsible for a registrant's travel expenses in the event a program is cancelled. Contact your hotel directly to discuss refund options.

Will my hotel reservation be cancelled?

Your hotel reservation will only be cancelled if you booked through the Joint Commission Resources room block. Any reservations made directly with the Conference hotel or through a travel website will need to be cancelled directly. If you are not sure, we suggest you contact the hotel to get a cancellation number. They will let you know if you need to go through a travel website instead for your cancellation.

Will my rental car or other transportation reservations be cancelled?

Neither The Joint Commission nor Joint Commission Resources is responsible for a registrant's travel expenses or reservations in the event a program is cancelled. Contact your rental car or other transportation agencies directly to discuss refund options.

Virtual

Will any sessions be made available virtually?

Joint Commission Resources is working on plans to release a virtual program – Hospital Accreditation Updates. Attendees will be contacted with further information.

**If you have additional questions, please contact JCR Customer Service
at (877) 223-6866, option 1 or jrcustomerservice@pbd.com.**