
The Joint Commission and Joint Commission Resources
2024 Primary Care Medical Home Certification Program

Wednesday, November 6, 2024

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

Welcome & Introduction

9:00 – 9:05AM

Kamaria Patterson, MHA
Education Specialist, Global Education
Joint Commission Resources

9:05 – 9:45AM

Primary Care Medical Home (PCMH) Certification Overview

The Joint Commission's PCMH certification option, eligibility criteria, & its key aspects.

- Eligibility criteria – School based, Dental, Behavioral
- Comprehensive care “...All ages, all stages” implications
- PCMH spread – prior to next triennial

Linda Jordan, BSRN, MHCM

Surveyor, Ambulatory Care
Division of Accreditation and Certification Operations
The Joint Commission

The Joint Commission Survey Walk-through

This session provides you an opportunity to hear the latest focus areas and risk areas surveyors will look at, based on the most recent surveyor training and updates.

9:45 – 11:00AM

- Applicable to all FQHC's, and BPHC's, with PCMH
- Where are our greatest risks?
- What is my survey team looking for?

Dennis Levin, MD, MPH

Surveyor, Ambulatory Care
Division of Accreditation and Certification Operations
The Joint Commission

11:00 – 11:15PM

BREAK

Challenging PCMH Standards

This session will provide an overview of the challenging PCMH standards.

11:15 - 11:45PM

Dennis Levin, MD, MPH

Surveyor, Ambulatory Care
Division of Accreditation and Certification Operations
The Joint Commission

11:45 – 12:45PM

LUNCH BREAK

Patient Self-Management Goals and Health Literacy

This session provides the opportunity to assess your current self-management goals and health literacy process emphasizing strategies for implementing and sustaining these processes.

12:45 – 2:00PM

- Planning
- Designing
- Implementing
- Determining effectiveness

Linda Jordan, BSRN, MHCM

Surveyor, Ambulatory Care
Division of Accreditation and Certification Operations
The Joint Commission

2:00 – 2:15PM

BREAK

2:15 – 3:15PM

Mission Impossible: PCMH Workflow

During this interactive exercise, organizations will partner to develop the ideal PCMH workflow that incorporates the interdisciplinary team members and is compliant with the PCMH standards. Mature PCMH programs and new PCMH programs will collect and report lessons learned.

Q&A Session: Panel with TJC Experts

3:15 – 4:00PM

Linda Jordan, BSRN, MHCM
Surveyor, Ambulatory Care
Division of Accreditation and Certification
Operations
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Dennis Levin, MD, MPH
Surveyor, Ambulatory Care
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Elizabeth Even, MSN, CEN
Sr. Associate Director
Standards Interpretation Group
Division of Healthcare Improvement
The Joint Commission

Brittnay Lee
Senior Contract Manager of Government
Programs
The Joint Commission

4:00PM

Wrap up, Adjourn

HRSA Update & Resources (Pre-recorded session available in the LMS)

This session will identify resources available as you prepare and continue your journey to PCMH Certification through the Joint Commission.

Neeraj Deshpande
Public Health Analyst
Office of Quality Improvement
Bureau of Primary Health Care
Health Resources and Services Administration

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Program Objectives

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

1. Identify key features of The Joint Commission's PCMH certification and the program relates to Ambulatory Care accreditation
2. Explain tips and strategies for identifying patient health literacy needs.
3. Discuss strategies for working with patients to develop self-management goals.
4. Identify challenging PCMH standards