

The Joint Commission and Joint Commission Resources
2024 Ambulatory Care Conference

November 7-8, 2024 ○ Crowne Plaza O'hare
Theme: "Beyond the Checklist"

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

PROGRAM DAY 1: Thursday, November 7, 2024

Welcome & Opening Remarks

Alan Gornik
Director, Global Education
Joint Commission Resources

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

8:00am - 8:15am

Conference Overview

Zachary George, MBA, CPA
Executive Director
Ambulatory Care Services
The Joint Commission

Beyond the Check List

Meeting accreditation standards is necessary, but how do you evolve them from a checklist to improving the patient and staff experience? This session will unravel the origins of accreditation standards and their pivotal role in the success of the organization. We will explore opportunities to engage your team, empowering them to champion excellence.

8:15am - 9:15am

Elizabeth Even, MSN, CEN
Sr. Associate Director
Standards Interpretation Group
Division of Healthcare Improvement
The Joint Commission

Environment of Care in Ambulatory Care Settings

Explore the challenges related to the Environment of Care standards in ambulatory health care. Review the top ten frequently cited environment of care standards found during ambulatory care surveys. Insightful perspectives from subject matter experts related to strategies for survey readiness and practical methods for demonstrating compliance.

9:15am - 10:45am

Tom Todro, MBA, CBET
Physical Environment Specialist
Physical Environment Department
The Joint Commission

10:45am - 11:00am

BREAK

U3: The Ultimate Unity Umbrella - Leadership, Process Improvement and Culture of Safety

This session will highlight key performance improvement strategies/tools for championing strategic leadership to promote and sustain change.

11:00am - 12:00pm

Lorrie Cappellino, MS, RN, CNOR
Surveyor, Ambulatory Care
Division of Accreditation and Certification Operations
The Joint Commission

12:00pm - 12:45pm

LUNCH BREAK

Federal Update

This session will provide information on recent federal activity impacting accredited organizations and health care policy updates.

12:45pm – 1:30pm

Tim Jones, MBA
Director, Federal Relations
The Joint Commission

Infection Control in Ambulatory Settings

This presentation will highlight the most frequently cited 2023 Ambulatory Care Infection Control standards and provide examples for how to identify the root cause of non-compliance with the Infection Control Standards. Additionally, this presentation will clarify the expectations of the Infection Control standards and review strategies for how your organization can support Infection Prevention and Control initiatives and activities.

1:30pm - 3:00pm

Tiffany Wiksten, DNP, RN, CIC
Associate Director
Standards Interpretation Group
Division of Healthcare Improvement
The Joint Commission

3:00pm – 3:10pm

BREAK

Survey Walkthrough with TJC Field Staff

This session will provide attendees with tips, suggestions, and best practices for managing the survey readiness process.

3:10pm - 4:15pm

Tammy Duvall, MBA, BSN, RN
Ambulatory, Associate Field Director
Division of Accreditation and Certification Operations
The Joint Commission

4:15pm - 4:30pm

Wrap up & Adjourn

4:30 – 5:30 p.m.

Networking Reception in O'Hare 3
(Same room for scheduled breaks)

PROGRAM DAY 2: Friday, November 8, 2024

8:00am - 8:05am

Welcome & Announcements

Keynote Speaker

8:05am – 8:45am

Kenneth Grubbs, DNP, MBA, RN
Executive Vice President, Accreditation and Certification Operations
Chief Nursing Officer
The Joint Commission

8:45am - 9:30am

Emergency Management in Ambulatory Care Settings

Learn about the new revised EM standards that better reflect the CMS Emergency Preparedness Final Rule, customer feedback received during and after the pandemic, and other natural disasters.

Linda Jordan, BSRN, MHCM
Surveyor, Ambulatory Care
Division of Accreditation and Certification Operations
The Joint Commission

Program Objectives:

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

1. Describe important updates with The Joint Commission's ambulatory care accreditation's processes.
2. Compare and contrast your organization's current survey process for accreditation compliance to The Joint Commission's Environment of Care (EC) and Life Safety (LS) chapters as presented in this program.
3. Identify compliance strategies that can be used to improve and sustain patient safety and quality in ambulatory care settings.