

2025 Ambulatory Care Conference

Bridging Standards and Practice: A Collaborative Approach to Ambulatory Care

November 5, 2025 | Rosemont, IL

Morning Plenary Sessions

7:00am – 8:00am	Registration & Continental Breakfast
	Welcome & Opening Remarks
8:00am – 8:15am	- Alan Gornik Director Global Education, Joint Commission - Kamaria Patterson, MHA Education Specialist Global Education, Joint Commission - Chad Larson, MBA Executive Director, Joint Commission
8:15am – 9:00am	Partnering for Progress: Listening and Learning from Our Organizations Robert Campbell, PharmD, BCSCP Senior Director Standards Interpretation Group, Joint Commission
9:00am – 10:00am	What Readiness Really Takes: A Candid Conversation with Leaders - Anita Lambert-Gale Executive Director of Nursing, United Surgical Partners International (USPI) - Catherine Reeves, MSL, MHA, CSSBB Director of Quality, Presbyterian Medical Services
10:00am – 10:15am	Break
10:15am – 11:00am	Survey Process & Continuous Readiness Lorrie Cappellino, MS, RN, CNOR Surveyor, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
11:00am – 12:00pm	Lunch

Afternoon Breakout Sessions

Track A Breakout Sessions

Ambulatory Surgery Center Specific Settings

Moderated by: Lorrie Cappellino, MS, RN, CNOR

Surveyor, Ambulatory Care

Division of Accreditation & Certification Operations, Joint Commission

12:00pm – 12:30pm	Infrastructure for Sustainable Improvement – Part I: Aligning QI with Safety Culture Tammy Duvall, MBA, BSN, RN Associate Field Director, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
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12:30pm – 1:30pm	Infection Control & HLD in ASC Settings Tiffany Wiksten, DNP, RN, CIC Associate Director Standards Interpretation Group, Joint Commission
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1:30pm – 1:45pm	Break
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1:45pm – 2:15pm	Infrastructure for Sustainable Improvement – Part II: Leadership and Culture in Action Tammy Duvall, MBA, BSN, RN Associate Field Director, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
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2:15pm – 3:30pm	Environment of Care in ASC Settings James Grana Field Director, Division of Accreditation & Certification Operations, Joint Commission
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3:30pm – 4:15pm	Q&A with Joint Commission Experts - James Grana Field Director, Division of Accreditation & Certification Operations, Joint Commission - Lorrie Cappellino, MS, RN, CNOR Surveyor Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission - Tiffany Wiksten, DNP, RN, CIC Associate Director Standards Interpretation Group, Joint Commission
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4:15pm – 4:30pm	Wrap up & Adjourn
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Afternoon Breakout Sessions

Track B Breakout Sessions

Primary Care / Non-surgical Settings

Moderated by: Tony Amofah, MD, MBA, FACP

Field Surveyor, Ambulatory Care

Division of Accreditation & Certification Operations, Joint Commission

Through the Surveyor's Eyes: Insights from 20 Years in the Field

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| 12:00pm – 12:30pm | <ul style="list-style-type: none"> • Jay Afrow, DMD, MHA
Field Surveyor, Ambulatory Care
Division of Accreditation & Certification Operations, Joint Commission |
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Environment of Care in Non-surgical Ambulatory Care Settings

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| 12:30pm – 1:45pm | <ul style="list-style-type: none"> • James Grana
Field Director, Division of Accreditation & Certification Operations, Joint Commission |
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1:45pm – 2:00pm **Break**

Infection Control & HLD in Primary Care / Non-surgical Settings

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| 2:00pm – 3:00pm | <ul style="list-style-type: none"> • Tiffany Wiksten, DNP, RN, CIC
Associate Director Standards Interpretation Group, Joint Commission |
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Top 10 Frequently Cited for Primary Care / Non-surgical Settings

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| 3:00pm – 3:30pm | <ul style="list-style-type: none"> • Tony Amofah, MD, MBA, FACP
Field Surveyor, Ambulatory Care
Division of Accreditation & Certification Operations, Joint Commission |
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Q&A with Joint Commission Experts

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| 3:30pm – 4:15pm | <ul style="list-style-type: none"> • James Grana
Field Director, Division of Accreditation & Certification Operations, Joint Commission • Tony Amofah, MD, MBA, FACP
Field Surveyor, Ambulatory Care
Division of Accreditation & Certification Operations, Joint Commission • Tiffany Wiksten, DNP, RN, CIC
Associate Director Standards Interpretation Group, Joint Commission |
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4:15pm – 4:30pm **Wrap up & Adjourn**

Program Objectives

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

1. Describe important updates with Joint Commission's ambulatory care accreditation processes.
2. Compare and contrast your organization's current survey process for accreditation compliance to Joint Commission's Environment of Care (EC) chapter 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.