

2025 Primary Care Medical Home Certification Program Conference

November 4, 2025 | Rosemont, IL

8:00am – 9:00am	Registration & Continental Breakfast
9:00am – 9:15am	Welcome & Introduction - Kamaria Patterson, MHA Education Specialist Global Education, Joint Commission - Tony Amofah, MD, MBA, FACP Field Surveyor, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
9:15am – 10:00am	Primary Care Medical Home (PCMH) Certification Overview This session covers Joint Commission's PCMH certification option, eligibility criteria, & its key aspects. Including an overview of standards and elements of performance, rationale behind standards, and eligibility criteria and key points on the population of focus Jay Afrow, DMD, MHA Field Surveyor, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
10:00am – 11:00am	Surveying for Compliance with PCMH Standards This session offers attendees insights into survey activities during which PCMH standards compliance is assessed, with an emphasis on how they are assessed. Topics include opening conference, leadership discussions, tracers, staff and patient interviews, and policy review. Tony Amofah, MD, MBA, FACP Field Surveyor, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
11:00am – 11:15am	Break
11:15am – 11:45am	Measuring Performance and Effectiveness of a PCMH In this interactive session participants will be engaged in a discussion to develop specific metrics and strategies to evaluate an organization's success with PCMH concepts necessary to meet applicable Joint Commission standards. This session includes an overview of applicable PCMH standards, and data collection e.g. assessing patient perceptions, surveys, chart audits, E.H.R data, etc. Tony Amofah, MD, MBA, FACP Field Surveyor, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
11:45am – 12:45pm	Lunch
12:45pm – 2:00pm	Challenging PCMH Standards This session will provide an in-depth review of a number of challenging PCMH standards. Topics covered include comprehensive patient assessments including learning preferences, barriers to learning, health literacy assessment, and occupation. Also covered are self-management goal setting and referral tracking Jay Afrow, DMD, MHA and Tony Amofah, MD, MBA, FACP Field Surveyors, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
2:00pm – 2:15pm	Break

2:15pm – 3:15pm	PCMH – A Recap During this small group interactive exercise, organizations will develop lists of best practices to implement, achieve and to sustain compliance with PCMH standards in their respective centers. • Jay Afrow, DMD, MHA and Tony Amofah, MD MBA FACP Field Surveyors, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
3:15pm – 4:00pm	Q&A Session: Panel with TJC Experts Participants will have an opportunity to have any unanswered questions addressed in this session. Field Surveyors will also use this session to underscore important take home messages. • Jay Afrow, DMD, MHA and Tony Amofah, MD MBA FACP Field Surveyors, Ambulatory Care Division of Accreditation & Certification Operations, Joint Commission
4:00pm – 4:15pm	Wrap Up & Adjourn • Brittnay Lee Senior Contract Manager, Joint Commission

Program Objectives

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

1. Identify key requirements of Joint Commission's PCMH certification.
2. Understand the value of certification and the rationale behind the standards.
3. Learn about how compliance with PCMH certification standards is assessed by Joint Commission.
4. Identify and address challenging PCMH standards including how to efficiently work with patients to identify health literacy needs and to develop self-management goals.
5. Determine practical strategies to evaluate the effectiveness of implementation of PCMH certification expectations.
6. Walk away with action plans to achieve sustainable compliance with standards and the intent of PCMH certification.