

Annual Ambulatory Care Conference:

**Ambulatory Accreditation
Compliance 2010:
*Keys to Success***

November 3-4, 2009 • Chicago, IL



The Joint Commission



**Joint Commission
Resources**

Pre-Conference Seminar

**2010 Ambulatory Care
Standards and Survey
Process Update**

November 2, 2009

THE Premier Ambulatory Accreditation Conference

Ambulatory care is the largest and most widely used segment of health care in America, with over one billion visits made annually to physicians and outpatient clinics. As ambulatory care visits continue to climb, providing quality patient care will become more challenging. Sadly, the number of safety tools and quality processes designed specifically for ambulatory settings are few.

The 14th Annual Ambulatory Care Conference brings you *the* most authoritative information for maintaining compliance with The Joint Commission standards. Dedicated solely to ambulatory care, this conference is packed with information delivered by senior staff from The Joint Commission, and from top practitioners who've successfully maintained compliance and improved patient safety.

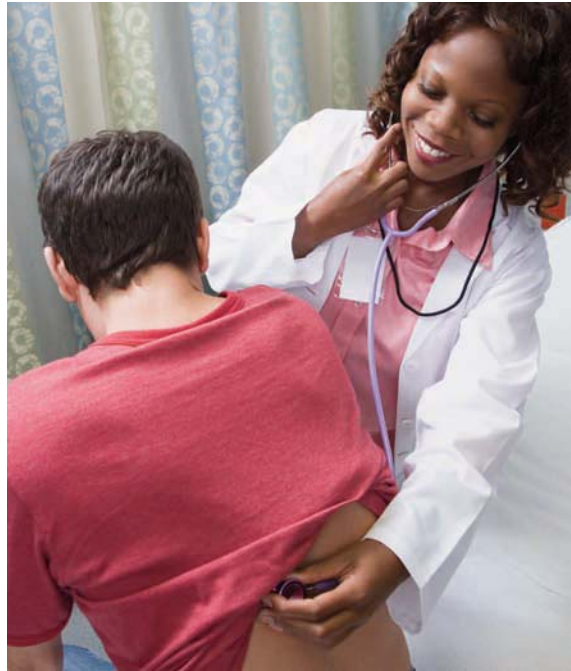
Standards clarified by The Joint Commission authors

Major issues in ambulatory care accreditation will be explored in-depth by senior staff from The Joint Commission. Join Ann Scott Blouin, Executive Vice President, Division of Accreditation and Certification Operations as she addresses solutions to enhance standards compliance and increase patient safety. Listen to Pat Adamski, Director of the Standards Interpretation Group, provide a comprehensive update on ambulatory standard changes for 2010.

Compliance strategies detailed by leading practitioners

Discover new process improvement techniques from practitioners who have used a combination of leading methods, such as Lean Methodology and Six Sigma, to improve patient outcomes and reduce cost. Select from our two tracks — Free-Standing Ambulatory Care or Ambulatory Surgery Centers/OBS — and learn current best practices for linking quality measures to financial outcomes. You'll also have an opportunity to network and share good practices and resources with other ambulatory care professionals.

We thank the following organization for their generous support of this event.



Free CD-ROM of tools you can use!



- Medication Management Tool and Checklist for Ambulatory Surgical Setting
- Grand Rounds Monthly Checklist for Ambulatory Care
- Infection Control Preventionist Resource List
- Hand Hygiene Monitoring Tool
- Eye Wash Station Maintenance Policy Documentation Form

Pre-Conference Seminar
Key updates for 2010 delivered by
Joint Commission faculty

**2010 Ambulatory Care Standards and
Survey Process Update**

November 2, 2009
Sheraton Chicago Hotel and Towers, Chicago, IL
Pre-Conference Seminar Agenda

Pre-Conference at a glance

To maximize the full potential of this learning experience, be sure to register for the Pre-Conference. You'll get the inside scoop on current Joint Commission initiatives including survey process updates for 2010, the Standards Improvement Initiative, the recently released Challenging Standards from 2008, patterns from 2009 NPSGs and best practice solutions for overcoming challenges. Hear what is anticipated for 2010 and 2011 to proactively prepare your organization.



Time	Agenda
7:00 – 8:00 am	Registration and Continental Breakfast
8:00 – 8:15 am	Welcome and Introductions: Moderator
8:15 – 9:45 am	Joint Commission Initiatives, including survey process and scoring updates
9:45 – 10:00 am	Break
10:00 am – 12:00 pm	2010 NPSG for Ambulatory Care This session will address the changes to the 2010 goals including those that were moved to standards or deleted. Get the latest information about Medication Reconciliation and the Universal Protocol.
12:00 – 1:00 pm	Lunch
1:00 – 2:30 pm	2010 Standards Updates Hear the latest information on changes to standards and any new requirements for 2010. Faculty will walk you through the challenging standards for 2009, provide tips for addressing these challenging areas and how to evaluate your organization's compliance.
2:30 – 2:45 pm	Break
2:45 – 4:30 pm	2010 Standards Updates continued
4:30 pm	Close

Faculty:

Steve Chinn, DPM, MS, FACHE, CPHQ, CPHRM, Consultant, JCR
Jay Afrow, DMD, MHA, Joint Commission Surveyor Ambulatory Care

Speakers and agenda are subject to change.

09AGENDA

DAY ONE

- 8:00 – 8:15 am **Opening/Welcome**
Michael Kulzycki, MBA, CAE
*Executive Director, Ambulatory Care Program
The Joint Commission*
- 8:15 – 9:15 am **Keynote**
Ann Scott Blouin, PhD, RN
*Executive Vice President Accreditation and Certification Operations
The Joint Commission*
Dr. Blouin will provide an update on changes occurring at The Joint Commission that will affect ambulatory care accreditation in 2010 and beyond.
- 9:15 – 10:30 am **Using Lean Methodologies for Process Improvement**
Learn how the Lean Methodology can help you comply with the standards and improve processes.
Gary Robb, RPh, Lean Six Sigma Black Belt
Consultant, JCR
- 10:30 – 10:45 am **Break**
- 10:45 – 11:45 am **Applying Lean in an Office Practice**
Learn why Borgess Ambulatory Care chose Lean as their approach to improvement and hear their journey from the challenges they faced, the projects they chose, to the results they're seeing.
- 11:45 am – 1:00 pm **Lunch and Learn**
Navigating Accreditation Manager Plus (AMP)
Get a bird's-eye view into AMP features and learn how AMP can be used as a management tool to maintain ongoing standards compliance.
Sara Randall, Software Product Manager, JCR
- 1:00 – 2:00 pm **Improving Patient Outcomes and Reducing Costs in a Radiation Oncology Center**
Hear the outcomes of how one organization reduced costs while working to improve patient care.
Kim Barnas, MS
Vice President, ThedaCare, Appleton, WI
- 2:00 – 2:15 pm **Break**
- 2:15 – 3:30 pm **Case Scenarios:**
Using Ambulatory Scenarios to Improve Standards Applications
An interactive session with group discussion to identify and solve issues of standards non-compliance.
Jay Afrow, DMD, MHA, Joint Commission Surveyor Ambulatory Care
Steve Chin, DPM, MS, FACHE, CPHQ, CPHRM, Consultant, JCR
- 3:30 – 4:15 pm **Optional Session:**
Standards and Survey Process Changes for 2010
This session will focus on the changes to standards, National Patient Safety Goals, the Universal Protocol, Periodic Performance Review, and other critical topics for survey success.
Pat Adamski, RN, MS, MBA, Director, Standards Interpretation Group
The Joint Commission
- 4:15 pm **Close**

Handouts of all faculty presentations will be provided at the conference.

DAY TWO

7:00 – 8:00 am

Information Exchange

Enjoy invigorating discussions, information exchange, and sharing of good practices with colleagues from similar work environments moderated by your colleagues!

Here's how it works:

Each session seeks to provide answers to setting-specific questions:

- **Surgery Center:** What are the conditions for coverage and how does it apply to Joint Commission surveys?
- **Diagnostic & Therapeutic Imaging:** What strategies have you implemented to prevent accidents in MRI and other imaging settings?
- **Medical:** What strategies has your organization implemented to address medication reconciliation in the ambulatory setting?
- **Hospital-Based Ambulatory Care:** How have organizations implemented the change from being surveyed under Hospital Standards to Ambulatory Care?

You can select the session you wish to attend and are encouraged to submit a solution to the question supported by any organizational tools you wish to share.

Materials received by October 15, 2009, will be posted in PDF on a secure web site so you can download ahead of time. The session moderator will lead the group through the challenges, successes and lessons learned.

Send your material via email to: AmbulatoryConf2010@jcrinc.com using the subject line **INFO EX**.

7:00 – 8:00 am

Community Health Center Information Update

Lon Berkeley, MS, *Project Director, Community Health Center Accreditation, The Joint Commission*

Rex Zordan, *Senior Account Representative, The Joint Commission*

8:15 – 9:30 am

Track A – Free-Standing Ambulatory Care

Applying Best Practices to Meet Ambulatory Challenges

1A Managing Infection Prevention and Control Activities in Ambulatory Care

Learn how one organization maintains ongoing compliance with the standards, creates and implements their infection prevention and control plan, and addresses community-related infection issues.

Kathleen Richmond, MS, RN
IC Coordinator for ACCESS Community Health Network, Chicago, IL

Track B – Ambulatory Surgery Centers/OBS

Applying Best Practices to Meet Ambulatory Challenges

1B Managing Medications Safely

Get ideas on how you can implement best practices to manage medication safety issues and maintain standards compliance, including medication storage, and look-alike sound-alike medications.

Barb Ramsey, RN, MSN, CASC
Rush Surgicenter

9:30 – 10:45 am

2A Solutions for Safe Medication Management

Get ideas on how you can implement best practices to manage medication safety issues and maintain standards compliance including, medication storage, use of samples, and look-alike sound-alike medications.

Mary Ann Kliethermes, B.S., PharmD
Associate Professor, Vice-Chair – Ambulatory Care, Department of Pharmacy, Chicago College of Pharmacy, Midwest University, Downers Grove, IL

2B Maintaining Compliance with Infection Prevention and Control Standards

Learn how one organization maintains ongoing compliance with the standards, as well as creates and implements their infection prevention and control plan.

Jan Allison, RN
Director of Quality and Accreditation And
Lee Anne Blackwell, RN, BSN, EMBA, CNOR, *Director Clinical Resources and Education, SCA Quality Management Department, Surgical Care Affiliates*

DAY TWO (CONT'D.)

10:45 – 11:00 am **Break**

<p>Track A – Free-Standing Ambulatory Care Applying Best Practices to Meet Ambulatory Challenges</p>	<p>Track B – Ambulatory Surgery Centers/OBS Applying Best Practices to Meet Ambulatory Challenges</p>
<p>3A Implementing an EHR In Ambulatory Care Setting What does it take to implement an EHR in the ambulatory setting? Learn how one ambulatory care group began the process, the steps they took and how the project was funded. Ron Small, MBA, ScD, BS, PharmD, FAPHA, FASHP <i>Consultant, JCR</i></p>	<p>3B Tools for Process Improvement Learn how to get the most out of data by using tools and methods that will help pinpoint risks, identify causes, and make targeted, lasting improvements. Gary Robb, RPh <i>Black Belt and Consultant, JCR</i></p>

11:00 am – 12:00 pm

12:00 – 1:00 pm **Lunch**

1:00 – 2:00 pm

<p>4A Credentialing and Privileging Hear compliance solutions and tips for dealing with disruptive behavior. John M. Herringer II, RN, MS <i>Associate Director, Department of Standards Interpretation, The Joint Commission</i></p>	<p>4B Credentialing and Privileging Hear compliance solutions and tips for dealing with disruptive behavior. Teresa Brundige, RN <i>Director of Clinical Operations, Symbion</i></p>
---	--

2:00 – 2:15 pm **Break**

2:15 – 3:45 pm

<p>5A Tips and Tricks for Successful Surveys 1. Tracing for Joint Commission success 2. Case scenarios of surveys 3. Handling PPRs 4. The Do's and Don'ts during surveys Steve Chinn, DPM, MS, FACHE, CPHQ, CPHRM, JCR Consultant</p>	<p>5B Tips and Tricks for Successful Surveys 1. Tracing for Joint Commission success 2. Case scenarios for surveys 3. Handling PPRs 4. The Do's and Don'ts during surveys Jay Afrow, DMD, MHA <i>Joint Commission Surveyor Ambulatory Care</i></p>
---	--

3:45 pm **Conference Close**

Speakers and agenda are subject to change. Please check web site for latest information.

Americans with Disabilities Act: If you require any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this Joint Commission Resources program, please call 630-792-5425 or write to the Department of Education, Joint Commission Resources, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Substitutions, Transfers, and Cancellation Policy
Registration is nontransferable between JCR education programs due to variability in program sponsors. If you find that you cannot attend, you may send an alternate in your place. Please send us the alternate's full name, title, credentials, address, phone and e-mail address. In the event of a cancellation, your registration fee, less a \$100 processing fee, is refundable, if written notice of cancellation is faxed no later than October 3, 2009 prior to the program date. All alternate or cancellation information should be sent to 630-792-5423. Refunds will not be issued for cancellations received after this date or for any no shows.

Joint Commission Resources reserves the right to cancel or reschedule a program due to an insufficient number of registrants or other unforeseen circumstances. If a program must be cancelled, the registration fee will be refunded in full to each registrant. Neither Joint Commission Resources nor the The Joint Commission is responsible for a registrant's travel expenses in the event a program is cancelled. Participants are encouraged to purchase refundable tickets in case a program is cancelled or rescheduled. Participants should also be aware that most airline tickets, including nonrefundable or discounted tickets, can be reissued within one year from the date the original ticket was issued.

Suggested Attire: The suggested attire for this conference is business casual. Due to the variation in meeting room temperatures, we recommend you dress in layers for your comfort.

Continuing Education: Joint Commission Resources is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. Joint Commission Resources takes responsibility for the content, quality, and scientific integrity of this CME activity. Joint Commission Resources designates this educational activity for a maximum of 13 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Joint Commission Resources is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Joint Commission Resources designates this continuing nursing education activity for 13 contact hours.

Joint Commission Resources is authorized to award 13 hours of pre-approved Category II (non-ACHE) continuing education credit for this program toward advancement, or re-certification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward Category II credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or re-certification.

Provider approved by the California Board of Registered Nursing, provider number CEP 6381 for 13 contact hours.

Summary of applicable contact hours: ACCME: 13; ANCC: 13; ACHE: 13; California Board of Registered Nursing: 13.

Full attendance at every session is a prerequisite for receiving full continuing education credits. If a participant needs to leave early, his or her continuing education credits will be reduced.

Handouts of all faculty presentations will be provided at the conference.

Conference Registration Form

(One registration form per person. Photocopies are acceptable.)

Pre-Conference Registration fees

November 2, 2009, Chicago, IL (Registration Number: 09068CCB)
Regular fee: \$425 per person
Early bird: \$349 per person (Save \$76! Expires October 2, 2009.)

Registration fees for Annual Ambulatory Care Conference

November 3-4, 2009, Chicago, IL (Registration Number: 09069CCB)
Regular fee: \$729 per person
Early bird: \$629 per person (Save \$100! Expires October 3, 2009.)
Team Fee: \$595
*Teams of 3 or more attendees must be from the same organization and register at the same time.
 Track A — Free-Standing Ambulatory Care 1A 2A 3A 4A 5A
 Track B — Ambulatory Surgery Centers/OBS 1B 2B 3B 4B 5B
Discounts cannot be combined.

Four easy ways to register

1. **Online:** www.jcrinc.com
2. **Fax:** completed registration form with credit card information to 888-205-2380
3. **Phone:** 877-223-6866 from 8 a.m.-8 p.m. EST, Monday-Friday
4. **Mail:** completed registration form and check or credit card information to:
Joint Commission Resources, or JCR,
16353 Collections Center Dr., Chicago, IL 60693

Hotel Information and Program Location

Sheraton Chicago Hotel & Towers
301 East North Water Street
Chicago, IL 60610
Phone: 312-464-1000
Room Rate: \$239 Single
 \$259 Double
Cut-off Date: October 9, 2009

Method of payment

Payment must accompany the completed registration form. Registration forms received without payment will not be processed until payment is received. Please allow 7 to 10 days for processing of checks.

- Check (make payable to Joint Commission Resources or JCR)
 MasterCard Visa American Express

CARD NUMBER	EXPIRATION DATE	
CARDHOLDER'S NAME	CARDHOLDER'S TELEPHONE	
CARDHOLDER'S SIGNATURE	TOTAL AMOUNT	
NAME	CREDENTIALS	
TITLE		
ORGANIZATION		
STREET ADDRESS		
CITY	STATE	ZIP
TELEPHONE	FAX	
E-MAIL		

Yes, I would like to receive e-mail updates. Check here if you are a current CSR member.
Is your organization accredited by The Joint Commission? Yes No

Type of organization:

- Hospital Network Behavioral Health Care Ambulatory Care
 Home Care Consulting Long Term Care/Assisted Living
 Other: _____



1515 West 22nd Street, Suite 1300W
Oakbrook, Illinois 60523-2082

Joint Commission Resources (JCR), a not-for-profit affiliate of The Joint Commission, is the official publisher and educator of The Joint Commission.

JCR is an expert resource for health care organizations, providing consulting services, educational services, and publications to assist in improving quality and safety and to help in meeting the accreditation standards of The Joint Commission. JCR provides consulting services independently from The Joint Commission and in a fully confidential manner.

**Please visit our web site
at www.jcrinc.com**

Non Profit Organization
U.S. Postage
PAID

Joint Commission Resources
Oak Brook, IL 60523