

Previous Continuing Customer Engagement Webinars

Previous Continuing Customer Engagement webinars are listed below. The table below provides access to the recording, slides, Transcript and Q&A.

Notes:

After clicking the [link](#) to view a recording, you will be taken to the event landing page and will be required to enter registration fields before the recording begins.

Clicking the links for the follow-up documents may automatically download the PDF rather than open a new internet browser window.

2020 CCE Targeted Topics Webinars

Session Titles	Recording link	Slides	Q&A	Transcript
Joint Commission Continuous Customer Engagement Targeted Topics Webinar - HAP Clostridium Difficile (C.diff) intestinal infections	October 28 Webinar Recording	October 28 PDF Slide Deck	October 28 Q&A	NA
Joint Commission Continuous Customer Engagement Targeted Topics Webinar - HAP Cesarean Birth and Unexpected Complications in Term Newborns	October 14 Webinar Recording	October 14 PDF Slide Deck	October 14 Q&A	October 14 Transcript
Joint Commission Continuous Customer Engagement Targeted Topics - NCC: Antipsychotic Medication Use	September 30 Webinar Recording	September 30 PDF Slide Deck	See Transcript for Q&A (all were addressed in-session)	September 30 Transcript
Joint Commission Continuous Customer Engagement Targeted Topics - NCC: Rehospitalizations	September 16 Webinar Recording	September 16 PDF Slide Deck	September 16 Q&A	September 16 Transcript
Joint Commission Continuous Customer Engagement Targeted Topics – AHC: Colonoscopy Interval for High-Risk Patients Webinar	August 26 Webinar Recording	August 26 PDF Slide Deck	See Transcript for Q&A (all were addressed in-session)	August 26 Transcript
Joint Commission Continuous Customer Engagement Targeted Topics – OME: Post-Operative Wound Improvement Webinar	March 31 Webinar Recording	March 31 PDF Slide Deck	March 31 Q&A	March 31 Transcript
Joint Commission Continuous Customer Engagement Targeted Topics - Hospice: Comprehensive Pain Assessment Webinar	March 12 Webinar Recording	March 12 PDF Slide Deck	March 12 Q&A	March 12 Transcript

2019 CCE Targeted Topics Webinars

Session Titles	Slides	Recordings	Transcript	Q&A
NCC Webinar - Best Practices in Preventing Rehospitalization	Sept 4, 2019 slide deck PDF	Sept 4, 2019 recording	Sept 4, 2019 Transcript PDF	Sept 4, 2019 Q&A PDF
NCC Webinar - Best Practices in Antipsychotic Medication Use	Aug 13, 2019 slide deck PDF	Aug 13, 2019 recording	Aug 13, 2019 Transcript PDF	Aug 13, 2019 Q&A PDF