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 software solutions, 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.

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Annual
Behavioral Health Care Conference and 2013 Accreditation Standards Update  October 16 - 17, 2012  Lombard, Illinois

Connect the Dots!
Your pathway for achieving integrated, high-quality care

Join industry experts and colleagues from across the country to map out solutions for providing person-centered care, treatment, and services, optimizing reimbursement, and effectively serving populations in need.

- Learn how to resolve challenges and embrace opportunities when integrating primary and behavioral health care
- Be prepared for the latest in reform legislation, value-based purchasing, and Medicare and Medicaid spending
- Explore a results-oriented model for person-centered planning of care, treatment, and services
- Strengthen leadership development by learning about innovative mentoring

Integration is the future!

Learn how to do it well at the 9th annual Joint Commission and Joint Commission Resources Behavioral Health Care Conference, where compelling strategies will help you connect the dots among individuals served, policy, legislation, reform, primary physical care, leadership development, Joint Commission standards, and person-centered planning of care, treatment, and services.
“Loved that seminar was in same hotel — so convenient and affordably priced.”

Updates for every discipline and setting
This unique conference is designed for those who provide care, treatment, or services across all behavioral health settings: psychologists, social workers, counselors, nurses, physicians, administrators, and quality improvement and risk management professionals.

Presentations apply to community mental health centers; community or facility-based behavioral health care organizations and agencies serving children, youth, and their families; addiction and opioid treatment programs; psychiatric hospitals; and acute care hospitals with psychiatric or dependency programs and services.

New! Attend track sessions featuring a 2013 standards update, panels on a mock survey and tracers, and Q&A customized to your setting. Benefit from a full day of updates designed to meet the needs of organizations surveyed under the Behavioral Health Care Accreditation Manual and hospitals surveyed under the Hospital Accreditation Manual. Both tracks will be facilitated by Joint Commission surveyors and Standards Interpretation staff. Come with your questions, learn from the pros, and leave with helpful and targeted answers.

Save money when you register by September 16!

Hot spot just west of the Windy City
Located just 30 minutes west of Chicago and steps from Yorktown Shopping Center, the hotel offers plush amenities and easy access to shopping, restaurants, and a night on the town.

The Westin Lombard Yorktown Center
70 Yorktown Center
Lombard, IL  60148
Phone: 1.888.627.9031
Room Rate: $119
(Request Joint Commission special rate. Call early; rate subject to availability.)
Cut-off Date: September 23, 2012
Prepare your organization

**Tuesday, October 16, 2012**
Registration and Continental Breakfast: 7 - 8 a.m.
Program: 8 a.m. - 4:30 p.m.

**Opening Comments and Welcome**
Diane Sosovec, RN, MS, Program Manager, Joint Commission Resources

**Introduction and Conference Overview**
*Moderator: Mary Cesare-Murphy, PhD, Executive Director, Behavioral Health Care, The Joint Commission*

**KEYNOTE**
**Integrated Care: Why? How? Now!**
Integrating primary and behavioral health care is all the rage. Patients want one-stop basic care, payers prefer it, and the evidence on results is clear. However, many challenges remain. This presentation addresses the Why? and How? of integrating care and illustrates inherent roadblocks and opportunities.

*Michael Hogan, PhD, Commissioner, New York State Office of Mental Health, Albany, NY; Board of Commissioners, The Joint Commission*

**PLENARY**
**Update from Washington on Legislative and Executive Branch Activities**
Learn the latest from DC on political and regulatory activities that affect health care organizations. The presenter will characterize the policymaking environment, including what to expect from Congress in health care reform legislation and spending; key initiatives on quality, safety, and value-based purchasing; and the framework used by the federal government to address Medicare and Medicaid spending.

*Margaret VanAmringe, Vice President, Public Policy and Government Relations, The Joint Commission*

**PLENARY**
**The Journey to Performance Excellence: Aligning an Organization's Culture and Operational Systems to Achieve High Reliability**
To successfully change from being “good enough” to high reliability, an organization's culture, vision, values, leadership, and systems must be in sync to drive high-quality outcomes and improve financial performance. This alignment requires a top-down systemic approach to performance improvement and sustainability that utilizes process management, "line of sight" management, and a team management approach. Share in one organization’s journey to effectively manage quality and safety in the clinical and business sides of their operations.

*Tonya Nowakowski, LCSW, Vice President of Clinical Care, Hathaway-Sycamores Child and Family Services, Pasadena, CA*

**Lunch and Networking**

**PLENARY**
**Individualized Person-centered Treatment Planning**
Treatment planning is a genuine partnership between the service provider and the individual served, best achieved through dialogue and negotiation. Learn how one organization has developed an exemplary model of meaningful person-centered planning, directed by the individuals served and centered on achieving their goals.

*Michael S. Tabachnick, MS, Team Leader, Adult Community Treatment Team, Western Psychiatric Institute and Clinic, University of Pittsburgh Medical Center, Pittsburgh, PA*

**PLENARY**
**Developing Leadership for Your Organization Through Mentoring**
Recognizing the need for leadership development and succession planning, this organization created an innovative mentoring program to nurture the next generation of leaders. Learn about the program’s design as well as research-based best practices from other industries and how those practices apply to behavioral health care. Explore candidate and mentor selection, the relationship between mentee and mentor, and typical problems to avoid. Return home with a framework for developing your own mentoring program.

*Sherri Layton, MBA, LCDC, CCS, Outpatient Services Administrator, La Hacienda Treatment Center, Hunt, TX*

*Speakers and dates are subject to change.*
for 2013!

Wednesday, October 17, 2012
Continental Breakfast: 7 - 8 a.m.
Program: 8 a.m. - 3 p.m.

**TRACK A**
For those surveyed under the Behavioral Health Care Accreditation Manual (CAMBHC)

*Moderator: Merlín Wessels, LCSW, ACSW, Associate Director, Standards Interpretation and Certified Surveyor, Behavioral Health Care, The Joint Commission*

**The Top Ten Challenging Standards**
The most frequently cited standards will be reviewed. Highlighted chapters include Care, Treatment, and Services; Medication Management; National Patient Safety Goals; Record of Care, Treatment, and Services; and Human Resources.

*Merlín Wessels, LCSW, ACSW, Associate Director, Standards Interpretation and Certified Surveyor, Behavioral Health Care, The Joint Commission*

**Standards Update for 2013: What's New?**
Get ready for the new year with an update on plans of care, treatment, and services and standards for physical health care, wellness and prevention, and flu immunization.

*Merlín Wessels, LCSW, ACSW, Associate Director, Standards Interpretation and Certified Surveyor, Behavioral Health Care, The Joint Commission*

**Environment of Care® and the Life Safety Chapter in Behavioral Health Care Settings**
Improve your prep with “real life” examples of non-compliance identified during actual surveys and what to look for during an environmental tour.

*Merlín Wessels, LCSW, ACSW, Associate Director, Standards Interpretation and Certified Surveyor, Behavioral Health Care, The Joint Commission*

*Jim Viggiano, PhD, Surveyor, The Joint Commission*

**Lunch and Networking**

**A Behavioral Health Care Mock Survey**
Understand standards compliance and the survey experience from a Joint Commission surveyor’s perspective. Tracer methodology will be examined to enhance survey outcomes.

*Jim Viggiano, PhD, Surveyor, The Joint Commission*

*Randy Hayes, MA, LCPC, Senior Vice President, Compliance/Quality Management, Timberline Knolls Residential Treatment Center, Lemont, IL; Surveyor, The Joint Commission*

**Panel: Ask a Surveyor**
Wrap up your day with an interactive panel presentation where your questions will be answered by experienced surveyors.

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**TRACK B**
For those surveyed under the Hospital Accreditation Manual (CAMH) and possibly supplemented by the Behavioral Health Care Accreditation Manual

*Moderator: Cynthia Leslie, RN, APRN, BC, MSN, Associate Director, Standards Interpretation, Certified Hospital and Behavioral Health Surveyor, The Joint Commission*

Receive a hospital-focused overview of challenging standards and how tracer activity may occur in your organization. Focus on specific standards for inpatient substance abuse and behavioral units, restraint and seclusion standards for deemed hospitals, and preparing for the new Intracycle Monitoring Process.

*Cynthia Leslie, RN, APRN, BC, MSN, Associate Director, Standards Interpretation, Certified Hospital and Behavioral Health Surveyor, The Joint Commission*

Continued...

*Cynthia Leslie, RN, APRN, BC, MSN, Associate Director, Standards Interpretation, Certified Hospital and Behavioral Health Surveyor, The Joint Commission*

**Update on the Hospital-based Inpatient Psychiatric Services (HBIPS) Core Measure Set**
Receive an advance overview of the HBIPS measure specifications, national performance rates, and new reporting requirements.

*Celeste Milton, RN, BSN, MPH, Associate Project Director, Center for Performance Measurement, The Joint Commission*

**Lunch and Networking**

**Surveying Behavioral Health Care in the Hospital Setting**
Boost compliance on your next survey by learning about frequently cited standards, common concerns in Environment of Care, and compliance with Life Safety Code requirements.

*Anne M. Guglielmo, CFPS, CHSP, LEED AP, Associate Director, Department of Engineering, The Joint Commission*

**Patients with Psychiatric Emergencies in Hospital Emergency Departments**
Learn more about The Joint Commission’s requirement for managing the care and treatment of patients with psychiatric emergencies in the ED.

*Lynne Bergero, MHSA, Project Director, Department of Standards and Survey Methods, Division of Healthcare Quality Evaluation, The Joint Commission*
Experienced faculty: Delivering the big picture on integration

Mary Cesare-Murphy, PhD
Executive Director
Behavioral Health Care
The Joint Commission

Michael Hogan, PhD
Commissioner
New York State Office of Mental Health
Albany, NY
Board of Commissioners
The Joint Commission

Margaret VanAmringle
Vice President
Public Policy and Government Relations
The Joint Commission

Anne M. Guglielmo, CFPS, CHSP, LEED AP
Associate Director
Department of Engineering
The Joint Commission

Celeste Milton, RN, BSN, MPH
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Center for Performance Measurement
The Joint Commission

Jim Viggiano, PhD
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Randy A. Hayes, MA, LCPC
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Timberline Knolls Residential Treatment Center, Lemont, IL
Surveyor, The Joint Commission

Merlin Wessels, LCSW, ACSW
Associate Director
Standards Interpretation and Certified Surveyor
Behavioral Health Care
The Joint Commission

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 Blvd., 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 September 16, 2012. All alternate or cancellation information should be faxed to 630.792.5423. Refunds will not be issued for cancellations received after September 16, 2012 or for any no shows.

JCR reserves the right to cancel or reschedule a program due to unforeseen circumstances. If a program must be cancelled, the registration fee will be refunded in full to each registrant. You may verify current program status on our web site or by calling JCR Customer Service at 877.223.6866. Neither JCR nor 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.

Suggested attire: business casual
Due to the variation in meeting room temperatures and personal preferences, we recommend that you dress in layers for your comfort.

Earn continuing education contact hours
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 12 hours.

Joint Commission Resources is authorized to award 12 hours of pre-approved ACHE Qualified Education credit (non-ACHE) 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 ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or re-certification.

Summary of applicable hours: ANCC, ACHE: 12. Applied for NASW credits
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.
Be in the know: register today!

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

Discount Details:
*Early Bird—Payment must be received by September 16, 2012. Ask for EB promotion code when ordering by phone or enter code online during checkout.
**Team—Teams of 3 or more attendees must be from the same organization and register at the same time. Discounts cannot be combined.

Marketing Code: CWC

<table>
<thead>
<tr>
<th>Event</th>
<th>Early Bird Fee*</th>
<th>Team Fee**</th>
<th>Regular Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference EDU1225 October 16-17, 2012</td>
<td>☐ $619/person Save $30!</td>
<td>☐ $595/person Save $54!</td>
<td>☐ $649/person</td>
</tr>
</tbody>
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Choose your track on October 17, 2012:

☑ TRACK A
For those surveyed under the Behavioral Health Care Accreditation Manual (CAMBHC)

☑ TRACK B
For those surveyed under the Hospital Accreditation Manual (CAMH) and possibly supplemented by the Behavioral Health Care Accreditation Manual

If you are a CSR member, please calculate your discount off regular price

Total

Four easy ways to register
1. Online: 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, Inc., 18353 Collections Center Dr., Chicago, IL 60693

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)
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CARD NUMBER

EXPIRATION DATE

CARDHOLDER'S NAME

CARDHOLDER'S TELEPHONE

CARDHOLDER'S SIGNATURE

TOTAL AMOUNT

NAME OF REGISTRANT

CREDENTIALS

TITLE

ORGANIZATION

STREET ADDRESS

CITY

STATE

ZIP

TELEPHONE

FAX

E-MAIL OF REGISTRANT (REQUIRED TO EARN CEUs)

Marketing Code: CWC