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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](http://www.jcrinc.com).

**Come to the summit in Chicago!**

*Conference*

**Joint Commission  
Accreditation Summit**

April 28-29, 2009

*Attend our info-packed pre-conference*

**A Primer for Beginners:  
Designing and Managing  
Your Accreditation Program**

April 27, 2009

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**Take your  
organization  
to the Summit**



**DEBUT  
EVENT!**

**Joint Commission  
Accreditation  
Summit**

April 28-29, 2009  
Rosemont, IL

**Pre-conference**

April 27, 2009

## Set your standards while meeting ours

Achieving Joint Commission accreditation is more than an exercise in compliance. Health care leaders throughout the U.S. view this rigorous process as a way of setting their own performance bar: defining and achieving their very best in patient safety and quality care.

*Come to the summit, learn from pace setters, share ideas, and achieve excellence together.*

### Join us at the summit

When you choose to attend this premier event, you are making a powerful statement about your organization's commitment to provide the highest quality services while strengthening community confidence in your performance.

This two-day summit promises to advance your knowledge and skills on accreditation-focused solutions designed to achieve and sustain safe, quality care. Content focuses on strategies, not an in-depth review of the actual standards.

- Understand the direction for The Joint Commission
- Prepare your organization to meet 2009 standards and beyond
- Obtain new facts about the accreditation process re-design
- Anticipate the impact of deeming application on Joint Commission standards, accreditation, and survey processes
- Receive detailed compliance tips about challenging standards and the National Patient Safety Goals for 2009
- Share experiences, barriers, and sustainable solutions unique to your environment

Because of The Joint Commission's commitment to building strong partnerships with health care organizations, the summit will also offer attendees the opportunity to interact with members of the Joint Commission team. **Take your accreditation prowess to the next level by attending the summit.**

### A forum for achievers

This event is ideal for leaders planning and directing the accreditation process at your hospital, organization, or business. In addition to formal presentations, there are ample opportunities to meet and network with Joint Commission leadership and experienced peers.

This first-of-its-kind seminar is ideal for:

- Chief Nursing Officers
- Laboratory Directors
- Risk Managers
- Infection/Quality Improvement Directors
- Accreditation and Compliance Officers
- Home Care and Durable Medical Equipment Owners
- Administrators of Long Term Care, Behavioral Health Care, Ambulatory Care, and Community Mental Health Centers

*Provide the highest value to your organization by attending in teams of three or more at discounted fees.*

### Focus on your business through custom tracks

Presentations by Joint Commission senior staff have been carefully designed to address your organization's needs. Select from among eight tracks to customize and deepen your learning experience.

Choose the most relevant topics to your organization type including:

- **Hospitals/Critical Access Hospitals**
- **Home Care**
- **Durable Medical Equipment**
- **Ambulatory Care**
- **Office-Based Surgery**
- **Behavioral Health Care**
- **Long Term Care**
- **Laboratory**

Tracks

Arrive early and attend our half-day pre-conference!

## A Primer for Beginners: Designing and Managing Your Accreditation Program

*Hospitals, Home Care, Ambulatory Care, and Behavioral Health Care*

1-4 p.m., April 27, 2009

Donald E. Stephens Convention Center, Rosemont, IL

### Build an enduring foundation for managing your organization's accreditation program

This event provides useful, fundamental information about Joint Commission standards and the accreditation process and is excellent preparation for the full Accreditation Summit program. Experienced faculty will take you through the process step-by-step, share best practice examples, and answer your questions.

Custom tracks are offered to meet the distinctive accreditation needs of hospitals, home care, ambulatory care, and behavioral health care organizations.

**Continuing Education Credit:** This program is awarded 2.5 contact hours.

Tracks					
1-2:15 p.m. <i>Designing and Managing Your Accreditation Program</i>	1A Hospital/Critical Access Hospitals	1B Home Care	1C Ambulatory Care	1D Behavioral Health Care	
				2:30-3:30 p.m. <i>Survey and Accreditation Decision Process</i>	
				3:30-4 p.m. <i>Maintaining Survey Readiness through Periodic Performance Review</i>	

## Summit faculty

Event organizers have assembled an impressive faculty, featuring presenters from The Joint Commission as well as peers from high-profile health systems. Joint Commission executive directors, business development and field directors, surveyors, and members of the Standards Interpretation Group will be available to answer your questions regarding the accreditation process.

### Key presenters include:



**Mark R. Chassin, MD, MPP, MPH**  
President  
The Joint Commission



**Anne Scott Blouin**  
Executive Vice President  
Director of Accreditation and Certification  
The Joint Commission

## "Hands-on" learning through interactive sessions

### DAY ONE (April 28, 2009)

7-8 a.m.	Registration
8-9:15 a.m.	Opening address <b>Mark R. Chassin, MD, MPP, MPH</b> , President, The Joint Commission
9:15-10:15 a.m.	Accreditation Operations: <i>Meeting and Exceeding Customer Expectations</i> <b>Anne Scott Blouin</b> Executive Vice President, Director of Accreditation and Certification The Joint Commission

The balance of Day One is segmented into tracked sessions, with each session having a dedicated presentation team focused on setting-specific issues/discussions. Expert faculty for these programs will include surveyors, members of the Standards Interpretation Group, and other accreditation staff.

Tracks							
10:45 a.m.-Noon <b>The Joint Commission Leadership Team: Roles, Responsibilities, Problem Resolution, Impact on Accreditation Process</b>	2A Hospital/Critical Access Hospitals	2B Home Care	2C Durable Medical Equipment	2D Ambulatory Care	2E Office-Based Surgery	2F Behavioral Health Care	2G Long Term Care
							2H Laboratory
							1-2:30 p.m. <b>Looking Ahead: Accreditation, Regulatory, Legislative</b>
2:45-4 p.m. <b>National Patient Safety Goals and Sentinel Event Alerts</b>							

### DAY TWO (April 29, 2009)

7-8 a.m.	Breakfast briefings <i>Using the E-dition and Accreditation Manager Plus as Tools</i> <b>Sara Randall</b> , Software Product Manager, Joint Commission Resources
8:15-9:30 a.m.	<i>New Scoring Model and Accreditation Decision Process</i> <b>Kevin Hickey</b> , Director, Office of Quality Management Support, The Joint Commission

The balance of Day Two is segmented into tracked sessions, with each session having a dedicated presentation team focused on setting-specific issues/discussions.

Tracks							
9:45 a.m.-Noon <b>Challenging Standards: Definition, Statistics, Solutions, Leading Practices</b>	2A Hospital/Critical Access Hospitals	2B Home Care	2C Durable Medical Equipment	2D Ambulatory Care	2E Office-Based Surgery	2F Behavioral Health Care	2G Long Term Care
							2H Laboratory
1-3 p.m. <b>Accreditation Decision Process: Scoring, Threshold Screening Process, SII, New Scoring Model Impact</b>							

## Convenient Midwest location

Located in Chicago's western suburbs and just minutes from O'Hare Airport, the Donald E. Stephens Convention Center in Rosemont provides all the amenities: dining, hotels, entertainment, shopping, and easy access to the Windy City's famed downtown area.

### Conference

Donald E. Stephens Convention Center  
5555 N. River Road, Rosemont, IL  
Phone: 847-692-2220  
Web: rosemont.com

### Hotel

Sofitel Chicago O'Hare  
5550 N. River Road, Rosemont, IL  
Phone: 800-233-5959  
Room rate: \$139 single/double  
Cut-off date: April 6, 2009  
(request *The Joint Commission special rate when you make your reservation*)



### 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 30 days 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. You may verify current program status on our web site or by calling JCR Customer Service at **877-223-6866**. Neither Joint Commission Resources 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. 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: 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 credits

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 12.5 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Joint Commission Resources is also 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 12.5 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 12.5 contact hours.

**Summary of applicable hours: ACCME, ANCC, California Board of Registered Nursing: 12.5 hours; ACHE: 13 hours.**

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.

*Dates and speakers are subject to change*

# Register today!

 (One registration form per person)  
**Select which events and track session(s) you will attend:**

Step 1.

**Joint Commission Accreditation Summit, April 28-29, 2009** *Registration Number: 09019CAH*

**Choose your track:** (Please choose only one)

2A Hospital/Critical Access Hospital  2B Home Care  2C Durable Medical Equipment  2D Ambulatory Care  
 2E Office-Based Surgery  2F Behavioral Health Care  2G Long Term Care  2H Laboratory

Early Bird Fee*	Team Fee*	Regular Fee
<input type="radio"/> \$795/person	<input type="radio"/> \$695/person	<input type="radio"/> \$895/person

Step 2.

**Pre-conference/A Primer for Beginners: Designing and Managing Your Accreditation Program, April 27, 2009** *Registration Number: 09018CAH*

**Choose your track:** (Please choose only one)

1A Hospital/Critical Access Hospital  1B Home Care  1C Ambulatory Care  1D Behavioral Health Care

Regular Fee
<input type="radio"/> \$199/person

**\* Discount Details:**

*Early Bird—Payment must be received by March 28, 2009.*

*Team—Teams of 3 or more attendees must be from the same organization and register at the same time.*

## 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, Inc., 16353 Collections Center Dr., Chicago, IL 60693

## Step 3. Method of payment

Payment must accompany the completed registration form. Registration forms received without payment will not be processed until payment is received.

- 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	
SYSTEM AFFILIATION (IF ANY)		
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  Long Term Care/Assisted Living  Home Care/Durable Medical Equipment  
 Consulting  Ambulatory Care  Behavioral Health Care  Other: \_\_\_\_\_