

# Ambulatory Care Conference

November 14-15 | Rosemont, IL



Join us for this two-day information packed program that will focus on tips, tools and strategies to tackle achieving and maintaining ambulatory care accreditation.

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## Who Should Attend

Join us for a two-day strategy-based seminar designed to provide you with practical solutions and implementation tips that can be adapted and applied to your organization using The Joint Commission's ambulatory care requirements. Professionals in roles responsible for accreditation-related activities in ambulatory health care settings, should attend, including:

- Administrators
- Clinical Leadership
- Managers
- RNs
- Pharmacists
- Physicians

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## What You Will Learn

It is even more important to attend the Ambulatory Care Conference in 2018. During this two-day seminar, experts will present best practices for tackling challenging standards in ambulatory care. We will highlight the role of human factors in patient safety, how to conduct effective tracers, putting an action plan into place and more hot topics issues facing the ambulatory care industry today.

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## Private Q&A Session

Register four or more group/staff members from your organization and you will qualify for a post-conference, private 30-minute free Q&A session with a Standards Interpretation Group member and a Joint Commission Engineer who can answer questions related to your organization's delivery of ambulatory health care! Only a limited number of time slots are available, so register for the conference early to qualify.

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## Objectives

- 1) Describe frequently cited patient safety and quality issues in ambulatory care settings.
- 2) Recognize tools and resources used for performance improvement activities.
- 3) Identify updates related to The Joint Commission's Project REFRESH for ambulatory care organizations.
- 4) Recall tips and strategies for addressing frequently cited standards in ambulatory care organizations.
- 5) Discuss the importance of partnering, with patients and their families and ambulatory health care professionals, to deliver high quality and safe care processes.

## **Faculty**

### **Pearl Darling, MBA**

Executive Director  
Ambulatory Care Services  
The Joint Commission

### **Dr. Ana McKee, MD,**

Executive Vice President & Chief Medical Officer  
Division of Healthcare Improvement  
The Joint Commission

### **Gerald Castro, PhD, MPH**

Project Director, Patient Safety Initiatives  
Office of Patient Safety  
The Joint Commission

### **Larry Rubin, CHFM, CPE, CEM**

Life Safety Code Surveyor  
The Joint Commission

### **Sylvia Garcia-Houchins, MBA, RN, CIC**

Director, Infection Prevention and Control  
The Joint Commission

### **Jay Afrow, DMD, MHA**

Surveyor, Ambulatory Care  
The Joint Commission

### **Patty Chappell, CCMP**

Director, Corporate Robust Process Improvement  
The Joint Commission

### **Mike Dye, MPH**

Senior Business Development Specialist  
Ambulatory Care Services  
Business Development  
The Joint Commission

### **Joyce Webb, RN, MBA**

Project Director  
Division of Healthcare Quality Evaluation  
The Joint Commission

### **Bridget Hogan, DNP, RN**

North Hudson Community Action Corporation  
West New York, NJ

# How to Register

## ONLINE AT

<https://www.jcrinc.com/ambulatory-care-conference-november-14-15-2018/?ref=DigitalBrochure>

## BY TELEPHONE

844-889-9678

## Continuing Education

Because regulations and guidelines do change, it is a good idea to check for updates from your state, county or city on a regular basis, and always before registering for a specific course to make sure that it will be acceptable for your license/certification renewal

### Summary of Continuing Education contact hours awarded for this program:

ACCME: 13.0 - CME - AMA PRA Category 1 Credit(s)<sup>™</sup>

ACHE: 13.0 – CE

ANCC: 13.0 - CE

CA Board of Registered Nursing: 13.0 - CE

CJCP: 13.0 - Credit Hours Towards Recertification

IACET: 1.30 - CEU

## Event Details

### PAYMENTS

Payments submitted by check take up to 14 days to process. If you are registering for a program less than 14 days away, please pay with a credit card or your registration may not be received in time and your seat may not be reserved.

### 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. 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. 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 website 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.

### CONFLICT OF INTEREST

Joint Commission Resources maintains control over all continuing education content provided to ensure content integrity and minimize educational bias. All education planners, faculty, content reviewers, authors, and others involved with continuing education activities disclose influencing relationships, or lack thereof, including financial or commercial interests. The Joint Commission ensures the accuracy and consistency of the application of accreditation criteria to ensure appropriateness of relationships and affiliations that may impact educational content.

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## Pricing

Ambulatory Care Conference

Location: Chicago (Rosemont), IL

\$839 accredited

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## Location

Crowne Plaza Chicago O'Hare

5440 North River Road

Rosemont, IL 60018

[Reserve a room now!](#)

### 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.

### PROGRAM AGENDAS AND FACULTY

Agendas are subject to change because we are always striving to improve the quality of your educational experience. Joint Commission Resources may substitute faculty with comparable expertise on rare occasions necessitated by illness, scheduling conflicts, and so forth.

### 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.

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