

Behavioral Health Care Conference

CELEBRATING
50
YEARS

October 23-24 | Rosemont, IL

This two-day conference offers those who provide care across all behavioral health care settings with new tools and resources, practical strategies, and the opportunity to connect with colleagues and experts.

WHO SHOULD ATTEND

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

- Psychologists
- Social Workers
- Counselors
- Nurses
- Administrators
- Quality Improvement
- Risk Management
- Professionals within Community Mental Health Centers
- Facility-based Behavioral Health Care Organizations
- Health care organizations and agencies serving children, youth and families
- Psychiatric and acute care staff of addiction and opioid treatment programs.

WHAT YOU WILL LEARN

This two-day educational conference is constructed to provide behavioral health care professionals with key information necessary to navigate challenging standards for achieving and maintaining Joint Commission accreditation.

The Changing Landscape of Behavioral Health Care

Discuss key topics, from emergency preparedness and suicide risks, to how the field is evolving, and what you can do to stay on the cutting edge of care.

Three Tracks for Singular Focus

Focus your learning by choosing from three session tracks below to best serve your organization's needs:

- **Track A:** Behavioral Healthcare for Those Surveyed Under the BHC Accreditation Manual (*CAMBHC*)
- **Track B:** Behavioral Healthcare for Those Surveyed Under the Hospital Accreditation Manual (*CAMH*)
- **Track C:** Behavioral Healthcare Accreditation Essentials for those New to Accreditation

OBJECTIVES

- 1) Increase your knowledge of the political and regulatory activities that are and will be affecting health care organizations.
- 2) Learn the foundational issues of high reliability in behavioral health care.
- 3) Discuss and address the most frequently cited non-compliant accreditation standards for 2020 and learn about standards revisions in progress.

KEYNOTE SPEAKER

Evan Haines, MA

CEO
Alo House Recovery Centers
Malibu, CA

The Joint Commission and Joint Commission Resources
**2019 Annual Behavioral Health Care Conference &
Accreditation Standards and Survey Process Update**

October 23-24, 2019 • Rosemont, IL

JCR Events Are Paperless. All learning materials will be digitally available.

DAY ONE: Wednesday, October 23, 2019

7:00 – 8:00 am Registration & Continental Breakfast

8:00 – 8:30 am Opening / Welcome

Welcome:

Diane Sosovec, RN, MS
Program Manager
Joint Commission Resources

Conference Overview:

Conference Moderator:
Julia Finken, BSN, MBA, CPHQ, CSSBB
Executive Director
Behavioral Healthcare
The Joint Commission

8:30 – 9:30 am

Keynote:

“Surviving and Thriving During a Natural Disaster: When Your Joint Commission Emergency Standards Mean Life or Death”

This presentation traces Alo House Recovery Center’s experience during the devastating Woolsey Fire of 2018, and how the Joint Commission emergency management standards meant the difference between keeping their clients safe, and their business itself surviving. This was the ultimate test of their emergency preparedness: mitigation, preparation, response and recovery. These events are unfortunately becoming more common, as extreme weather disasters become the norm. Details about how the facility successfully managed this incident, lessons learned and concrete tools for those who may face similar challenges will be shared.

Evan Haines, MA
CEO
Alo House Recovery Centers
Malibu, CA

9:30 – 10:00 am Break

10:00 – 11:00 am

“The National Health Care Landscape”

This presentation will bring news from Washington on political and regulatory activities that affect the health care system and affect health care organizations. The policymaking environment will be characterized, including details as to what to expect from Congress regarding legislation and spending priorities. Also covered will be key Executive Branch initiatives that relate to behavioral health care, quality, and how the federal government is approaching Medicare and Medicaid spending.

Margaret VanAmringe, MHS

Executive Vice President
Public Policy & Government Relations
The Joint Commission

11:00 am – 12:30 pm

“National Patient Safety Goal – Suicide Prevention”

Gina Malfeo-Martin

Associate Director
Standards Interpretation Group
The Joint Commission

Stacey Paul

Project Director
Standards and Survey Methods
The Joint Commission

1230 – 1:45 pm

Lunch and Networking and Exhibits

TRACK A

Behavioral Healthcare
For Those Surveyed Under the BHC Accreditation Manual
CAMBHC

TRACK B

Behavioral Healthcare
For Those Surveyed Under the Hospital Accreditation Manual
CAMH

MODERATORS

Merlin Wessels, LCSW
BHC Surveyor
The Joint Commission

Cynthia Leslie, MSN APRN, RN-BC
HAP Surveyor
The Joint Commission

1:45 – 2:45 pm

“Challenging Standards, What is new for 2020, Perspectives from the Field”

Falguni Shah, PHMS, M.Ed., LCPC, CHCEF
Associate Director
Standards Interpretation Group,
Division of Healthcare Improvement
The Joint Commission

Peter Vance
Field Director
Surveyor Management & Development
Accreditation & Certification Operations
The Joint Commission

“Challenging Standards, Hospitals and Psychiatric Hospitals, Perspectives from the Field”

Cynthia Leslie, MSN APRN, RN-BC
HAP Surveyor
The Joint Commission

2:45 – 3:00 pm

Break

3:00 – 4:30 pm

(continued)

“Challenging Standards, What is new for 2020 Perspectives from the Field”

Falguni Shah, PHMS, M.Ed., LCPC, CHCEF
Associate Director
Standards Interpretation Group
Division of Healthcare Improvement
The Joint Commission

Peter Vance
Field Director
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Accreditation & Certification Operations
The Joint Commission

(continued)

“Challenging Standards, Hospitals and Psychiatric Hospitals, Perspectives from the Field”

Cynthia Leslie, MSN APRN, RN-BC
HAP Surveyor
The Joint Commission

4:30 pm

Adjourn

DAY TWO: Thursday, October 24, 2019

7:00 – 8:00 am Continental Breakfast – Exhibit Hall

TRACK A

Behavioral Healthcare
For Those Surveyed Under the BHC Accreditation
Manual
CAMBHC

TRACK B

Behavioral Healthcare
For Those Surveyed Under the Hospital Accreditation Manual
CAMH

MODERATORS

Merlin Wessels
BHC Surveyor
The Joint Commission

Cynthia Leslie, MSN APRN, RN-BC
HAP Surveyor
The Joint Commission

8:00 – 9:00 am

“Keeping Your Finger on the Pulse: Safety Culture Assessment”

The importance of knowing the culture of your organization can not be underestimated. The concepts of safety culture and how leaders can assess if they have achieved a culture of safety toward becoming a High Reliability organization will be discussed. Strategies to develop and maintain a safety culture and standards guidance will be included, that will help you Lead the Way to Zero!”

Peter Vance
Field Director
Surveyor Management & Development
Accreditation & Certification Operations
The Joint Commission

“Patient Safety Analysis for Hospital and Psych Hospitals”

The Office of Quality and Patient Safety receives over 20,000 reports annually and analyzes this information through the patient safety event process and /or the sentinel event process. A mock patient safety event and mock sentinel event will be presented for discussion.

Suellen Daum, RN, MS, CPPS, CPHQ
Patient Safety Specialist
Office of Quality and Patient Safety
The Joint Commission

9:10 – 10:10 am

“Performance Improvement Fundamentals”

Kevin Feisel
Surveyor
Behavioral Healthcare
The Joint Commission

“Getting to Zero: High Reliability Online Tools for Behavioral Health Hospitals”

As principles of high reliability healthcare take root across health care settings, behavioral health hospitals are working to integrate those ideas into how they care for patients, staff and visitors. The Joint Commission’s Center for Transforming Healthcare has created several free online tools to help accredited organizations on their high reliability journey as they work towards zero harm, however they choose to define it. Foundational principles underlying these tools, as well as discuss best practices for utilizing the Oro® 2.0 high reliability assessment tool and the Targeted Solutions Tools (TST®) in behavioral health hospitals, will be reviewed.

David Grazman, PhD
Center Business Development Director , Center For Transforming Healthcare
The Joint Commission

10:10 – 10:30 am

Break

TRACK A

Behavioral Healthcare
For Those Surveyed Under the BHC Accreditation
Manual
CAMBHC

TRACK B

Behavioral Healthcare
For Those Surveyed Under the Hospital Accreditation Manual
CAMH

10:30 – 11:30 am

“Environment of Care and Risk Assessments in Behavioral Healthcare Settings”

Herman McKenzie
Acting Director
Department of Engineering
The Joint Commission

“Keeping Your Finger on the Pulse: Safety Culture Assessment”

The importance of knowing the culture of your organization can not be underestimated. The concepts of safety culture and how leaders can assess if they have achieved a culture of safety toward becoming a High Reliability organization will be discussed. Strategies to develop and maintain a safety culture and standards guidance will be included, that will help you Lead the Way to Zero!”

Peter Vance
Field Director
The Joint Commission

11:30 am – 12:45 pm

Lunch and Networking and Exhibits

12:45 – 1:45 pm

“Client Safety Analysis in Behavioral Healthcare Settings”

The Office of Quality and Patient Safety receives over 20,000 reports annually and analyzes this information through the patient safety event process and /or the sentinel event process. A mock patient safety event and mock sentinel event will be presented for discussion.

Suellen Daum, RN, MS, CPPS, CPHQ
Patient Safety Specialist
Office of Quality and Patient Safety
The Joint Commission

“Ensuring Patient Safety and Quality through High Reliability Principles, a Robust Culture, and Everyday Compliance”

In her role as a Quality and Compliance Officer, the speaker will share the journey of a behavioral health company towards high reliability and a robust culture of safety. The presenter will cover lessons learned and practical insights from successes and challenges in implementing high reliability principles throughout a multi-facility company. Through this journey, she will describe how their experiences have inspired and informed current and upcoming initiatives.

Anne Kelley, EdD, BSN
Chief Quality and Compliance Officer
Acadia Healthcare
Franklin, TN.

1:45 pm – 2:00

Break

TRACK A

Behavioral Healthcare
For Those Surveyed Under the BHC Accreditation
Manual
CAMBHC

TRACK B

Behavioral Healthcare
For Those Surveyed Under the Hospital Accreditation Manual
CAMH

2:00 – 3:00 pm

“Leadership Fundamentals”

TBA

TJC Surveyor
Behavioral Healthcare
The Joint Commission

“Environment of Care and Risk Assessments in Psychiatric Healthcare Settings”

Herman McKenzie
Acting Director
Department of Engineering
The Joint Commission

3:00 pm

Adjourn

DAY TWO: Thursday, October 24, 2019

TRACK C

Behavioral Healthcare Accreditation Essentials

7:00 – 8:00 am Continental Breakfast – Exhibit Hall

FACULTY

Yvonne Rockwood, MBA, MHA, CPHQ
Associate Director
Behavioral Health Care Accreditation
The Joint Commission

Collette Bukowski, M.A., LPCC-S
Associate Director
Behavioral Healthcare Accreditation
The Joint Commission

8:00 - 8:45 am **What Is Accreditation & Why Should We Do This?**

- Welcome, Introductions, and Agenda Review
- What Is Accreditation
- What Will Accreditation Do for Your Organization?

- **What Makes the Joint Commission Stand Out?**
 - Mission & Vision
 - Reputation & Recognition
 - The Joint Commission Difference
 - Why Choose the Joint Commission?

What are the Accreditation Requirements?

- Always a 3-Year Accreditation Award
- Option for an Early Survey – Preliminary Accreditation
- Behavioral Health Home

8:45 – 10:00 am **Accessing the Standards (E-dition) & The Application (E-App)**

Accessing the Standards Manual (E-dition)

Interactive Session

- Real-time Electronic Review of the Standards Manual (E-dition)
- Standards and Elements of Performance
- Conducting a Gap Analysis (Mining for Gold)
- Selecting an Accreditation Champion and Team

Accessing the Application – (E-App)

Interactive Session

- Access to Your Application for Accreditation
 - Real-time Electronic Review of the application (E-app)
 - Submitting your Application for Accreditation
 - Your Dedicated Extranet Site – Resources and Tools for Preparation

10:00 – 10:15 am Break

10:15 - 12:00 pm Preparing for Survey

What Happens after your Application is Submitted?

- The Account Executive
- CONNECT Extranet Site
- How do I know what date to select for my initial survey?
 - What if I want to change my initial survey date?

Accreditation Fees – Interactive Session

- Example Site
- What if I add or stop services

12:00 - 1:00 pm Lunch and Networking and Exhibits

1:00 - 2:00 pm The Onsite Survey Process

The On-Site Process

- Opening Session - Daily Briefing
- Tracer Methodology
- Review of the Environment
- Data Session
- Competence of Staff Session
- Leadership Session
- Closing Session & Closing Survey Report

About your Surveyors

- Who are they?
- How many surveyors conduct the survey?
- How long will the survey take?

Strategies for Completing a Successful Survey

- Steps that lead to a successful survey
- Follow-up and the ESC Process
- Examples

2:00 - 2:30 pm Support Services

Standards Interpretation Group (SIG)

- Services available from SIG – Review FAQ's

Support throughout the Process

- Use your resources

2:30 - 3:00 pm Final Q&A

3:00 pm Adjourn

HOW TO REGISTER

ONLINE AT

<https://www.jcrinc.com/2019-behavioral-health-care-conference-october-23-24-2019/>

BY TELEPHONE

877.223.6866

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:

ACHE: 12 - CE

ANCC: 12 - CE

PRICING

Behavioral Health Care Conference

Location: Chicago (Rosemont), IL

\$749 until 8/24/19

\$819

LOCATIONS

Crowne Plaza Chicago O'Hare

5440 N. River Rd.

Rosemont, IL 60018

[Reserve a room now!](#)

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.

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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