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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

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

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**DAY ONE: Wednesday, October 23, 2019**

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

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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

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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

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9:30 – 10:00 am      Break

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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

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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

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1230 – 1:45 pm

**Lunch and Networking and Exhibits**

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# 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

<b>MODERATORS</b>	<b>Merlin Wessels, LCSW</b> <i>BHC Surveyor</i> The Joint Commission	<b>Cynthia Leslie, MSN APRN, RN-BC</b> <i>HAP Surveyor</i> The Joint Commission
1:45 – 2:45 pm	<b><i>“Challenging Standards, What is new for 2020, Perspectives from the Field”</i></b>  <b>Falguni Shah, PHMS, M.Ed., LCPC, CHCEF</b> <i>Associate Director</i> Standards Interpretation Group, Division of Healthcare Improvement The Joint Commission  <b>Peter Vance</b> Field Director Surveyor Management & Development Accreditation & Certification Operations The Joint Commission	<b><i>“Challenging Standards, Hospitals and Psychiatric Hospitals, Perspectives from the Field”</i></b>  <b>Cynthia Leslie, MSN APRN, RN-BC</b> <i>HAP Surveyor</i> The Joint Commission
2:45 – 3:00 pm	<b>Break</b>	
3:00 – 4:30 pm	(continued) <b><i>“Challenging Standards, What is new for 2020 Perspectives from the Field”</i></b>  <b>Falguni Shah, PHMS, M.Ed., LCPC, CHCEF</b> <i>Associate Director</i> Standards Interpretation Group Division of Healthcare Improvement The Joint Commission  <b>Peter Vance</b> Field Director Surveyor Management & Development Accreditation & Certification Operations The Joint Commission	(continued) <b><i>“Challenging Standards, Hospitals and Psychiatric Hospitals, Perspectives from the Field”</i></b>  <b>Cynthia Leslie, MSN APRN, RN-BC</b> <i>HAP Surveyor</i> The Joint Commission
4:30 pm	<b>Adjourn</b>	

**DAY TWO: Thursday, October 24, 2019**

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

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**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

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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

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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

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**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

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**2:30 - 3:00 pm      Final Q&A**

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**3:00 pm              Adjourn**

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