

Continuous Service Readiness™ Workshop

Oct. 27 | 8 a.m. – 4:15 p.m.

Oct. 28 | 8 a.m. – 2:15 p.m.

Agenda | Thursday, Oct. 27

8 a.m.	Registration and continental breakfast
8:30 a.m.	Welcome and introductions
Donna Dalton, Consultant, Joint Commission Resources	
8:45 a.m.	Joint Commission: Standard interpretation group update
Robert Campbell, PharmD, BCSCP, Clinical Director, Standards Interpretation Group, and Director, Medication Management, JCR	
Objectives:	
<ul style="list-style-type: none"> • verbalize frequently cited and problematic Joint Commission Standards; • identify practical strategies for overcoming RFIs; • list hot topic's and focuses with The Joint Commission; and • understand new healthcare disparity standards. 	
10:15 a.m.	Break
10:30 a.m.	Joint Commission: Standard interpretation group update (cont.)
Noon	Lunch
12:45 p.m.	Environment of care, life safety and emergency management update, including workplace violence
Lisa Hardesty, MA, CHSP, CFI, Director, Global Consulting, RPI Certified Yellow Belt, Joint Commission Resources	
Objectives:	
<ul style="list-style-type: none"> • verbalize frequently cited standards for the emergency management changes/revisions effective July 2022; • discuss the environment of care/life safety updates and commonly cited standards; and • review current issues and updates on workplace violence. 	

2:30 p.m.	Break
2:45 p.m.	Environment of care, life safety and emergency management update, including workplace violence (cont.)
4 p.m.	Wrap up and adjourn

Agenda | Friday, Oct. 28

8 a.m.	Registration and continental breakfast
8:30 a.m.	Welcome and introductions
8:45 a.m.	Managing patient safety events – Using root cause analysis

Kathryn K. Leonhardt, MD, MPH, CPHQ, CPPS, Principal Consultant, International Quality and Patient Safety

Objectives:

- define the organizational requirements for conducting an effective root cause analysis;
- follow the steps for managing adverse events; and
- apply root cause analysis tools.

10:15 a.m.	Break
10:30 a.m.	Managing patient safety events – Using root cause analysis (cont.)
Noon	Lunch
1 p.m.	Sharing recent Triennial Survey experiences
2 p.m.	Wrap up and adjourn