Purpose
Joint Commission’s accreditation requirements seem to get more complicated every year. What’s significant about the changes in 2009? What do you need to know in order to comply in 2010? How do you get there from here?

Objectives
At the completion of this program, the participant will be able to:
1. Discuss methods hospitals can take to ensure they are continuously prepared for a Joint Commission survey.

Target Audience
CEO, COO, CNO, CMO, The Joint Commission Coordinator, All Hospital Leadership, Risk Managers, Performance Improvement Leadership and Staff, Compliance Officer, and Safety Officer

Program Topics
• Significant changes and hot issues in the Accreditation Standards and National Patient Safety Goals for 2009 and 2010
• The Joint Commission's new hospital accreditation requirements and CMS Conditions of Participation: how they are linked, what you need to know and which ones need your attention now
• Strategies for maintaining continuous survey readiness with challenging accreditation requirements

Faculty
Michelle H. Pelling is the President of the Propell Group, a healthcare management consulting firm. She has over 20 years of experience assisting acute medical/surgical and behavioral health hospitals, critical access hospitals, and ambulatory clinics with Joint Commission/CMS compliance. Michelle is the author of the book Hospital Manager's Guide to Joint Commission Standards, and the co-author of the book, Outcomes Management: Using Data to Improve Decision Making. She has also written journal articles and contributed to the books Medical Effectiveness and Outcome Management and Provider Report Cards for the American Hospital Press. Ms. Pelling also wrote chapters in the books Partnering with Patients to Reduce Medical Errors for the Health Forum Inc., a subsidiary of the American Hospital Association, 2006 and Engaging Patients as Safety Partners: A Guide for Reducing Errors and Improving Satisfaction for the American Hospital Press, 2008.

Continuing Education
Certificates of Attendance will be issued to all registrants attending this audio conference. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for taped sessions.

Registration
$170 for AHA members
The registration fee includes one connection and site fee. One or more individuals from the same facility may participate for the same fee. Participants are encouraged to log in 15 minutes prior to the start of the program, as the program will begin on time.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received confirmation via the e-mail provided on the registration form at least three business days prior to the event, please contact Donna Boroughs at 501-224-7878, or via e-mail to dboroughs@arkhospitals.org. Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event. If your e-mail address changes, you do not receive an e-mail with instructions from AHA or if you are unable to download or open presentation materials, please contact AHA two days prior to the event to allow time to address the issue.
Substitution, Transfer and Cancellation Policy
Refunds, minus a $25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Donna Boroughs at 501-224-0519.

REGISTRATION FORM

Joint Commission Requirements: How Do you Stay Continuously Survey Ready?

Webinar #T2495 Thursday, May 14, 2009

Registration Fee $170 for AHA members
Registration fee covers one or multiple participants at one location (one connection per registration) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

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