Continuous Service Readiness Program

Informational Brochure

West Coast CSR Education Workshop Fall 2020 Webinar Series

October 2nd, 9th, 16th, 22nd

Includes:

- Conference Agenda and Objectives
- Speaker Biographies
- Conference Registration Instructions
- Learning Management System (LMS) Enrollment Instructions

Joint Commission Resources

Dear Colleagues,

As a result of the COVID-19 pandemic, JCR would like to invite you to a live, interactive, national webinar series that consists of four (4) 2-hour sessions on October 2nd, 9th, 16th, and 22nd. This webinar series is worth a total of eight (8) hours of continuing education credit, at no financial charge.

Please understand the following:

- In order to stay within the limits of our Zoom license, we are allocating three (3) Zoom links (registrants) per participating facility (as stated in your contract).

- Although as many people as you would like in your organization can **view** the live webinar, only the three (3) registrants will be able to receive the eight (8) hours of continuing education credit.

- Each of the three (3) registrants must attend 100% of the program (all 4 sessions), complete the attestation, and complete the evaluation in order to receive the continuing education credit (as with all CSR conferences).

- **The registration link should not be shared (i.e. within <u>or</u> outside of your organization).**

- This is a **CSR members-only event and will not be recorded.**

Joint Commission Resources

October Agenda
West Coast
Fall CSR National Workshop
Live Virtual Webinar

Please Notice Different Time Zones

Time	Topic
9:30 -10:00 am PDT 10:30 - 11:00 am MDT 11:30 - 12:00pm CDT	**Welcome**
October 2, 2020 10:00 - 12:00 pm PDT 11:00 – 1:00 pm MDT 12:00 – 2:00 pm CDT	**Robust Process Improvement® (RPI®)** Paul Reis, CCMP Senior Change Management Leader RPI® Certified Master Change Agent The Joint Commission
October 9, 2020 10:00 - 12:00 pm PDT 11:00 – 1:00 pm MDT 12:00 – 2:00 pm CDT	**Environment of Care / Life Safety / Emergency Management Update** Stephen Turner, CHSP CSR EC/LS Consultant RPI® Certified Yellow Belt Joint Commission Resources
October 16, 2020 10:00 – 12:00 pm PDT 11:00 – 1:00 pm MDT 12:00 – 2:00 pm CDT	**Medical Staff Update** Laurel A. McCourt, MD, CJCP Physician Consultant Joint Commission Resources
October 22, 2020 10:00 – 12:00 pm PDT 11:00 – 1:00 pm MDT 12:00 – 2:00 pm CDT	**CMS Update** Michelle McDonald, RN, MPH, CJCP Executive Director, Government Regulations & Advisory Services RPI® Certified Yellow Belt Joint Commission Resources
12:00 - 12:30 pm PDT 1:00 - 1:30 pm MDT 2:00 - 2:30 pm CDT	**Wrap Up**

2020 Fall CSR Workshop Objectives

At the conclusion of this program, participants will be able to:

1. State the key characteristics of an effective Robust Process Improvement® (RPI®) program.

2. Implement learned information to update management plans of the Emergency Operations Plan and EOC/LS standards.

3. Verbalize one challenging standard for the medical staff chapter.

4. Describe recent CMS activity, nationally and regionally.

Additional, session-specific objectives are as follows:

Applying Robust Process Improvement® (RPI®) to the Survey Cycle Process

- State the key characteristics of an effective Robust Process Improvement® (RPI®) program.
- Describe common organizations barriers to compliance during the pre-survey, survey, and post survey phases of work.
- Identify effective use of RPI® tools to break down barriers to compliance during all survey cycle activities.

Environment of Care / Life Safety / Emergency Management Update

- Describe opportunities for improvement while complying with standards, updates, and emergency management.
- Integrate modified procedures so that updates and emergency preparedness requirements are achieved.
- Identify assessment of environmental risks and develop procedures for corrective actions.
- Implement learned information to update management plans and the Emergency Operations Plan and EOC/LS standards.

Medical Staff Update

- Describe the distinction between the new standards regarding an assessment versus a history and physical.
- Describe the current state of disaster privileges.
- Verbalize one challenging standard for the medical staff chapter.

CMS Update

- Describe recent CMS activity, nationally and regionally.
- Identify challenging Medicare Conditions of Participation.
- Describe the revisions to Appendix Q for Immediate Jeopardy and Appendix V for EMTALA.
- Identify new regulatory provisions to the final rule.

Applying Robust Process Improvement® (RPI®) to the Survey Cycle Process

Paul Reis, CCMP
Master Change Agent
Senior Change Management Leader
The Joint Commission

As TJC's Senior Change Management Leader, Paul will help organizations stay "survey ready" by applying Robust Process Improvement® (RPI®) tools into the day-to-day operations of the organization. In addition to the RPI® concepts, he will present real life applications.

Environment of Care / Life Safety / Emergency Management Update

Stephen D. Turner, CHSP
JCR Environment of Care CSR Consultant
Joint Commission Resources, Inc.

Stephen has over 20 years of experience in health care facilities management and is a former Joint Commission Surveyor. He will share new and problematic environment of care, life safety and emergency management standards and issues, with strategies for mitigation.

Medical State Update

Laurel McCourt, MD, CJCP
JCR Consultant
Joint Commission Resources, Inc.

Dr. McCourt, a JCR physician consultant, brings over 32 years of progressive leadership experience as a Board-Certified Family Physician. She is a former Joint Commission surveyor. Dr. McCourt will share her wealth of experience in addressing new and challenging medical staff standards and issues.

CMS Update

Michelle McDonald, MPH, RN, CJCP
Executive Director, Government Regulations and Advisory Services
Joint Commission Resources, Inc.

Michelle McDonald has over 30 years of experience as a healthcare professional. She oversees the CMS practice area and government advisory services as well as provides guidance, education, and technical assistance in the provision of CMS content, federal laws, regulations, guidelines, federal surveillance protocols and standards governing the operations of health care facilities. Michelle's experiences conducting CMS surveys when she was with the Orange County Department of Health (NY) are engaging for every regulatory professional.

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THINGS TO DO

There are two (2) steps that need to be completed in order to be ready for the webinar series. **Please note that *Step 1: Conference Registration* needs to be completed no later than September 29th in order to ensure you receive your LMS enrollment link prior to the first day of the conference.**

Step 1: Conference Registration

Even though this conference is held in four (4) 2-hour sessions, you will only register one time. There are two (2) ways to register for the webinar conference series:

A. <u>via online link:</u>

For online registration, click on the link below and select "Register Now". You will notice the $1.00 List Price which is merely a placeholder and your account will not be charged. Once on the registration page, enter all required information for each registrant along with your facility's promotional code. **Your facility-specific PROMO code was included in the email from your CSR Consultant along with this document.** Use the box labeled "promo code" to enter the code you received for your attendees.

https://store.jcrinc.com/event-details/?oio=1&egid=179

B. <u>via customer service phone number:</u>

If registering via telephone:
- Call JCR Customer Service at 877-223-6866 and select Option 1.
- Provide your **PRODUCT** code for the Fall 2020 program which is **CSRWEST1020**. (This code identifies the CSR Fall 2020 West Coast Webinar Series.)
- Provide your facility-specific **PROMO** code to identify you as a CSR member. (Your facility-specific PROMO code was included in the email from your CSR Consultant along with this document.)

Once your conference registration is complete, you will immediately receive a confirmation email. Within 1 to 2 business days, you will receive an informational email that includes a *Zoom* test link, the conference date and time, the LMS (Learning Management System) enrollment link, and the LMS subscribe key.

Step 2: Learning Management System (LMS) Enrollment

SkyPrep, our LMS, provides participants with access to the conference workbook and *Zoom* link, as well as the attestation and evaluation which will be available for completion at the end of the conference.

a. Using the enrollment link provided in the informational email, you will be directed to the *SkyPrep* enrollment page for this conference. There, you will enter your name, email, and the subscribe key provided in the informational email.

b. Click "Register".

c. Enter your *SkyPrep* username (email) and password to log in. If you are new to SkyPrep, you will receive a system-generated email from mailer@skyprepapp.com that includes your temporary password.

d. When you are ready to view the course, select **My Learning** from the Home page. There, you will see your registered course(s). Select the course titled ***Continuous Service Readiness: National Workshop Fall 2020 (West Coast)***.

e. Click **Launch** to open the course.

f. Under **Course Description**, you will see the course workbook and *Zoom* link.

g. Click on the *Zoom* link to begin viewing the course (per the Agenda start time).

h. To re-access the course, go to https://jcr.skyprepapp.com, log in and go back to **Step c** in this list.

i. Once all four (4) sessions of the course have been completed, the course will be listed as complete when selecting **Completed Courses** in the navigation pane on the left side of the page.

Continuing Education & Accreditation Information

- This conference is approved for 8 CE hours.

- The continuing education credit for this conference will be provided via certificate from within *SkyPrep* once the conference attestation and evaluation survey have been completed.

- The attestation and evaluation survey will be available on *SkyPrep* until November 20th at 5:00pm CT. **If these items have not been completed prior to removal, you will not receive CE hours for this conference.**

- Joint Commission Resources is accredited by the following to provide continuing education for healthcare personnel.
    - Accreditation Council for Continuing Medical Education (ACCME)
    - American Nurses Credentialing Center (ANCC)
    - Accreditation Council for Pharmacy Education (ACPE)
    - American College of Healthcare Executives (ACHE)

Notes

- For conference registration issues, please contact Customer Service at 877-223-6866 and select Option 1.

- For *SkyPrep* enrollment issues, please contact Customer Service at 877-223-6866 and select Option 2.

- The content for this webinar will not be available in *SkyPrep* until September 21st.

- Please submit speaker questions to your CSR Consultant no less than three (3) business days prior to the specific session date(s).

- It is recommended that you check-in on *Zoom* 15 minutes prior to the meeting start time.

- If you have any additional questions regarding the conference, please feel free to reach out to your CSR consultant.