



TO: IHA and JCR CSR Participants
FROM: Tim Philipp, Senior Director, Quality Improvement
SUBJECT: March 1, 2011 CSR Workshop and Seminar

1st Illinois Hospital Association – Joint Commission Resources Continuous Service Readiness (CSR) Workshop and Seminar 2011

Tuesday, March 1, 2011
Illinois Hospital Association, Naperville
Illinois Hospital Association, Springfield (Videoconference)

PROGRAM DESCRIPTION

The IHA-JCR CSR Workshop will focus on The Joint Commission's road to high reliable organizations, problematic medication management standards, understanding medical staff standards and focused professional practice (FPPE) and ongoing professional practice evaluation requirements (OPPE). Presenters will provide examples of how to meet the standards, difficult standards and discuss any "current issues".

WHO SHOULD ATTEND

Participation is open to CSR member hospitals. Participating CSR hospitals may send up to three staff from their hospital. There is no charge for attendance.

FACULTY

Mark Chassin, MD, FACP, MPP, MPH, is president of The Joint Commission. In this role, he oversees the activities of standards-setting and accrediting body in health care. Dr. Chassin is also president of The Joint Commission Center for Transforming Healthcare. The Center works with the nation's leading hospitals and health systems to address health care's most critical safety and quality problems. Dr. Chassin has been recognized for his contributions to the fields of quality measurement and improvement with several honors. He is a member of the Institute of Medicine of the National Academy of Sciences and was selected in the first group of honorees as a lifetime member of the National Associates of the National Academies, a new program which recognizes career contributions. In addition, Dr. Chassin was a member of the IOM committee that authored "To Err is Human" and "Crossing the Quality Chasm." He is a recipient of the Founders' Award of the American College of Medical Quality and the Ellwood Individual Award of the Foundation for Accountability. **Mark Chassin, MD has no conflict of interest to disclose.**

Steve B. Lowenthal, MD, MPH, FACS, serves as a consultant to Joint Commission Resources where he provides consultation for hospital leadership on medical staff and leadership standards. Steve Lowenthal is a board-certified urologist with more than 25 years experience in health care with expertise in organizational quality and safety processes, and medical staff affairs including bylaws design, credentialing, privileging and peer review (professional practice evaluation). He has been a senior executive for the past 10 years in various health care organizations throughout the country. Currently, Dr. Lowenthal is the senior vice president of medical affairs and chief medical officer (CMO) at Rush-Copley Medical Center in Aurora, an academic community hospital, which is part of the Rush System for Health. Dr. Lowenthal is a fellow of the American College of Surgeons, a diplomat of the American Board of Urology, and a member of the

American Urological Association, American Medical Association and of the American College of Medical Quality. **Steve B. Lowenthal, MD has no conflict of interest to disclose.**

Janelle Mansur, RPh, PharmD, FASHP, serves as practice leader, medication safety, with Joint Commission Resources where she provides consultations to hospitals on pharmacy practice and medication safety. Dr. Mansur's most recent position at the University of Chicago Hospital is as Executive Director for Pharmacy Informatics, where she has been involved in the planning, building and implementation of EpicRx, the future CPOE system. Dr. Mansur has held faculty positions with the University of Illinois College of Pharmacy and the Chicago College of Pharmacy at Midwestern University and has published and presented extensively in the areas of medication safety and pharmacy operations improvement. **Janelle Mansur has no conflict of interest to disclose.**

PROGRAM AGENDA

8:00-9:00 am	Registration, Continental Breakfast and Participant Networking
9:00-9:05 am	Program Introduction Tim Philipp, IHA and Jodell Speckhart, JCR
9:05-10:30 am	The Joint Commission's Road to a High Reliability Organization
10:30-10:45 am	Break
10:45-12:00 noon	Medication Management Issues and Answers
12:00-12:45 pm	Lunch
12:45-2:00 pm	Medical Staff Standards Update and Changes
2:00-2:15 pm	Break
2:15-3:00 pm	Understanding Medical Staff Standard MS 01.01.01 and FPPE/OPPE
3:00-3:30 pm	Participant Sharing, Questions, Evaluation
3:30 pm	Adjournment

OBJECTIVES

- Describe high reliability and why it should be a vital goal for hospitals and health systems
- Identify new Joint Commission initiatives to help hospitals improve safety and quality
- Describe how The Joint Commission Center of Transforming Healthcare can help hospitals improve hand hygiene compliance
- Identify and discuss 3 most problematic medication management standards in terms of non compliance in 2010 and the reasons why each was scored non compliant
- Identify and discuss the top three most problematic medication related National Patient Safety Goal requirements for 2010 including how the requirements for compliance can be met and common reasons for non compliance
- Describe three strategies for complying with pharmacist review of medication orders for approved indications
- Describe the history behind the development of the medical staff standards
- Compare and contrast changes from the previous standards with the new standards
- Explain the required elements which must be in the medical staff bylaws
- Describe and discuss concepts of focused professional practice (FPPE) and ongoing professional practice evaluation requirements (OPPE)

- Identify methods to implement the concepts of focused professional practice (FPPE) and ongoing professional practice evaluation requirements (OPPE) through committee structures
- Explain indicator development for ongoing professional practice evaluation requirements (OPPE)

REGISTRATION

To register, please complete the attached registration form and fax to the Illinois Hospital Association by Tuesday, February 22, 2011 and indicate at which IHA office, Naperville or Springfield, you plan to attend.

Capacity at the Springfield location is more limited than Naperville. Both Naperville and Springfield registration will remain on a first-come, first-serve basis determined by the time your registration is received by fax at the IHA office.

Program materials will be sent to all CSR hospitals unable to attend this workshop.

Continuing Education

This activity offers 5.0 contact hours (6.0 hours for nurses licensed in the state of Iowa).

Inquisit® is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Inquisit® is approved by the Florida Department of Health Board of Nursing as a provider of continuing education credits. Provider number 3160.

Inquisit® is approved by the Board of Registered Nursing State of California as a provider of continuing education credits.

Inquisit is Iowa Board of Nursing provider 333 and 6.0 contact hours will be awarded for this program.

Requirements for credit:

- **Attend/participate in the educational activity and review all course materials.**
- **Complete the CE contact hour declaration form.**
- **Submit this completed form to your conference coordinator.**
- **Participants will be mailed a statement of credit within 4 weeks.**



*Illinois Hospital Association
and Joint Commission Resources Present:*
**Continuous Service Readiness (CSR)
Workshop and Seminar**

March 1, 2011

PLEASE INDICATE WHICH SITE YOU WILL ATTEND.

- | | |
|--|--|
| <input type="checkbox"/> Illinois Hospital Association
1151 East Warrenville Road
Naperville, IL | <input type="checkbox"/> Videoconference
Illinois Hospital Association
700 South Second Street
Springfield, IL |
|--|--|

Program Code: 1-010.11

Program Code: 1-011.11

Program: 9:00 a.m. – 3:30 p.m.

Registration and continental breakfast: 8:00 a.m. – 9:00 a.m.

The registration deadline for this program is Tuesday, February 22, 2011.

PLEASE PRINT CLEARLY.

Hospital/Organization: _____

Contact Person: _____

E-mail: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

PHONE REGISTRATIONS ARE NOT ACCEPTED.

Please remember that each contracted IHA-JCR CSR Hospital can have up to three attendees from each hospital for the in-person seminars.

REGISTRANT #1

Name: _____

Title: _____

E-Mail: _____

REGISTRANT #2

Name: _____

Title: _____

E-Mail: _____

REGISTRANT #3

Name: _____

Title: _____

E-Mail: _____

TO REGISTER:

Complete registration form and Fax to IHA: 630.276.5509 or
Online: https://ihref.ihatoday.org/IHREF_home.aspx (e-mail address required)

GENERAL INFORMATION

TRAVEL DIRECTIONS

To Springfield: *IHA SPRINGFIELD PARKING
Parking arrangements have been made with the owner of the lot at 225 E. Cook Street. This is the white brick building on the right as soon as you go over the tracks at Cook and 3rd. This parking area can be entered off of Cook Street or from 2nd Street by turning on Blackmore which is just north of Cook Street. **Park in spaces #37, 38, 48-55. THESE ARE LOCATED DIRECTLY NORTH OF THE WHITE BRICK BUILDING BY THE RAILROAD TRACKS.** *The IHA Springfield Office is located on the Southeast corner of this same intersection.*

Parking is NOT available for conference room attendees in the street level lot of the IHA Springfield Office.

Additional parking is available at the Inn at 835 located at 835 South 2nd Street which is 1 ½ blocks south of the IHA office. Please park facing the north fence.

To Naperville: For directions to IHA's Naperville and Springfield offices, please see our website at: <http://www.ihatoday.org/education-and-events/events2/directions.aspx>.

HOTEL INFORMATION

Naperville area hotels:

- Lisle/Naperville Hilton, 630.505.0900
- Country Inn & Suites, 888.201.1746
- Best Western Naperville Inn, 630.505.0200

Springfield area hotels:

- The Crowne Plaza Hotel, 217.529.7777
- Hampton Inn, 217.529.1100

CANCELLATIONS/SUBSTITUTIONS

IHA reserves the right to cancel or reschedule a program due to an insufficient number of registrants or other unforeseen circumstances. Registrants will be notified of cancellation prior to the program date. Registrants unable to attend the program may send an alternate.

IHA IS A SMOKE-FREE CAMPUS.

FOR PROGRAM CONTENT INFORMATION

Visit us at our Website www.ihatoday.org, click on *Education, Programs* then click on *March 1* or contact Tim Philipp at tphilipp@ihastaff.org.

FOR REGISTRATION INFORMATION

Contact Lorri Vanecek in the Education Department; lvanecek@ihastaff.org or 630.276.5440.

AMERICANS WITH DISABILITIES ACT

IHA wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids or services unless providing such auxiliary aids and services would fundamentally alter the program provided or result in an undue burden. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this educational program, please call 630.276.5440 at least five working days before the program date if possible.

ATTIRE

Temperatures are often difficult to control in meeting rooms; we suggest you dress accordingly.