

TO: IHA and JCR CSR Participants

FROM: Bridget McCarte, Manager, Quality/Health Policy
Tim Philipp, Senior Director, Quality Improvement



SUBJECT: March 7, 2012 CSR Workshop and Seminar

1st Illinois Hospital Association – Joint Commission Resources Continued Service Readiness (CSR) Workshop and Seminar 2012

Wednesday March 7, 2012

Illinois Hospital Association, Naperville

Illinois Hospital Association, Springfield (Videoconference)

PROGRAM DESCRIPTION

At this IHA-JCR CSR workshop, participants will learn about changes made to The Joint Commission accreditation process for 2012 and their National Patient Safety Goals. Faculty will provide information about medication management, identifying common shortcomings of institutions surveyed in 2010. Participants will additionally receive information on improving transitions of care, identifying adverse patient outcomes, poor medication outcomes, and national initiatives to redesign the discharge process.

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

Ann Scott Blouin, RN, PhD, FACHE, is the Executive Vice President for the Division of Accreditation and Certification Operations at The Joint Commission. Dr. Blouin provides executive leadership of accreditation and certification for more than 18,000 healthcare organizations and programs, including surveys, eligibility and application processes, customer account management, and federal deeming compliance requirements. Ann oversees accreditation and certification policy development, surveyor education and development, survey technology and the ongoing development and refinement of accreditation process components. Dr. Blouin has more than 30 years of health care administration, consulting and clinical nursing experience. She has published and taught extensively. Ann earned her Ph.D. in nursing sciences and MBA from the University of Illinois at Chicago, her MSN with honors from Loyola University of Chicago, and BSN from Lewis University. **Ann Scott Blouin has no conflict of interest to disclose.**

Jeannell M. Mansur, R.Ph, Pharm.D, FASHP, serves as Practice Leader, Medication Safety, at Joint Commission Resources. In this role, Dr. Mansur provides leadership on medication system design and enhancement, technology implementation, medication safety design and sustainability within the medication processes. Jeannell has published and presented on medication safety and pharmacy operations improvement. Dr. Mansur has extensive experience in all aspects of hospital pharmacy practice, having served as Director of Pharmaceutical Services at a Chicago academic medical center for 12 years before she became Executive Director for Pharmacy Informatics. Dr. Mansur received her B.S. Pharmacy degree from the University of Michigan and her Doctor of Pharmacy degree from Wayne State University. **Jeannell Mansur has no conflict of interest to disclose.**

OBJECTIVES

- Identify changes in The Joint Commission accreditation process for 2012.
- Describe 2012 standard and NPSG changes.
- List the three most problematic medication management standards by organizations surveyed in 2010 and the most common reason why each was scored non-compliant.
- Identify three steps hospitals should take to ensure compliance with NPSG 03.06.01–Reconciling Medication Information.

- List three opportunities for medication orders to be reviewed by a pharmacist prior to dispensing or administration.
- Outline three types of medication that must comply with 28-day dating for multi-dose vials and the one exception to these requirements.
- Identify four adverse patient outcomes that result from poor transitions of care.
- Describe three risk factors for poor medication outcomes with transitions of care.
- Identify three national initiatives that provide a methodology for redesigning the discharge process.
- Identify opportunities to improve outcomes relating to transitions of care.

PROGRAM AGENDA

Time	Topic	Speaker
8:55 – 9:00am	Program Introduction & Orientation to the Building	<ul style="list-style-type: none"> • Tim Philipp IHA • Jodell Speckhart JCR/CSR
9:00 – 10:30am	2012 Update	<ul style="list-style-type: none"> • Ann Scott Blouin
10:30 – 10:45am	Break	
10:45 – 11:00am	2012 Update	<ul style="list-style-type: none"> • Ann Scott Blouin
11:00-11:30am	IHA/CSR Advisory Committee Update	<ul style="list-style-type: none"> • LuAnn Vis, Loyola University • Jodell Speckhart
11:30-12:00pm	Sharing	<ul style="list-style-type: none"> • Cindy Dougherty, Northwest Community Hospital
12:00-1:00pm	Lunch	
1:00 – 2:15pm	2012 Medication Management Update	<ul style="list-style-type: none"> • Jeannell Mansur R.Ph., Pharm.D., FASHP
2:15 – 2:30pm	Break	
2:30 – 3:15pm	Transitions in Care	<ul style="list-style-type: none"> • Jeannell Mansur R.Ph., Pharm.D., FASHP
3:00 – 3:30pm	CSR Updates	<ul style="list-style-type: none"> • Jodell Speckhart JCR/CSR

REGISTRATION

To register, please complete the attached registration form and fax to the Illinois Hospital Association by Wednesday, February 29, 2012 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.

CE Credit for Nurses and Nursing Professionals:

This educational activity offers 5.0 contact hours (6.0 contact hours for Iowa nurses). Inquisit® is an approved provider of continuing nursing education by the Pennsylvania State Nurses Services an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Inquisit® is approved by the Iowa Board of Nursing as a provider of continuing education credits. Provider number 333. Inquisit® is approved by the Florida Department of Health Board of Nursing as a provider of continuing education credits. Provider number 50-6692. Inquisit is approved by the California Board of Registered Nursing. Provider number CEP 13129.

Requirements for credit: Attend/participate in the educational activity, review all course materials, and complete and return the CE/Evaluation form to the conference coordinator at the workshop conclusion. Participants will be mailed a statement of credit within 4 weeks.



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

March 7, 2012

PLEASE INDICATE WHICH SITE YOU WILL ATTEND.

Illinois Hospital Association
1151 East Warrenville Road
Naperville, IL
[Click here to register online](#)
Program Code: 1-010.12

Videoconference
Illinois Hospital Association
700 South Second Street
Springfield, IL
[Click here to register online](#)
Program Code: 1-011.12

To Register via Fax: 630-717-4773

**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 February 29, 2012.

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: _____

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 1/2 blocks south of the IHA office. Please park facing the north fence. [Click here](#) for directions.

To Naperville: [Click here](#) for directions to the IHA Naperville office.

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 7, 2012* or contact Bridget McCarte at bmccarte@ihastaff.org.

FOR REGISTRATION INFORMATION

Contact Lorri in the Education Department @ 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.