

# TJC & CMS Update: Creating Sustainable Change Through Accreditation & Regulatory Requirements

## Program Overview

Regulatory and accrediting organization requirements are the foundation for quality care and patient safety – the requirements upon which healthcare organizations build excellent practice. As accrediting organizations, including The Joint Commission, have aligned requirements and processes to meet the expectations of the Centers for Medicare and Medicaid Services (CMS), issues of standards interpretation, survey nuances and strategies for compliance have evolved.

This year, TJC modified standards, implemented requirements related to the 2012 LSC® and launched survey process modifications, including the SAFER Matrix™.

This session will focus on those updates and review the new CMS Condition of Participation on Emergency Management. In addition, current top scoring TJC and CMS findings will be reviewed, using real-life survey experiences, along with identifying strategies for sustainable compliance.

All of this will be set in the context of enhancing patient safety and experience through risk assessment and process improvement strategies.

## Program Objectives

1. Identify at least one application of the risk assessment process
2. Identify at least one frequently scored standard and one strategy to achieve sustained compliance
3. Identify two new opportunities for process improvement within the Emergency Management arena

## About the Speaker

Sharon Dills, MSN, RN, HACP, currently serves as Senior Consultant with Courtemanche and Associates. As a consultant and educator on Joint Commission (TJC) and regulatory compliance matters, Ms. Dills assists clients with mock surveys, quality and patient safety initiatives, onsite

Continued on next page



## DATE/TIME

Tuesday, October 24, 2017

8:00 AM –4:00 PM

Registration and Continental  
Breakfast begin at 7:30 AM

REGISTER  
NOW

## LOCATION

Maryland Hospital Association

6820 Deerpath Road  
Elkridge, MD 21075

## PROGRAM FEE

Early Bird Member Discount \$249  
(Register & Pay by September 24, 2017)

MHEI Member: \$349  
(After September 24, 2017)

Non-MHEI Member: \$499

## REGISTER

To register, please visit [MHEI.org](http://MHEI.org).

Questions? Contact Kelly Yost,  
Manager of Programs & Membership

410.796.6239

[kyost@mhei.org](mailto:kyost@mhei.org)



maryland healthcare  
education institute  
6820 Deerpath Rd.,  
Elkridge MD 21075  
410.796.6239 (p)  
[www.mhei.org](http://www.mhei.org)

## TJC & CMS Update: Success Built on a Foundation of Regulatory Compliance & Survey Savvy (continued)

survey support and post survey assistance through consultations, education, and training. As an educator in healthcare, Ms. Dills has implemented solutions to improve patient care and regulatory outcomes. For example, she developed a system-wide tracer team and educated the participants, created numerous regulatory forms/audits to ensure and monitor compliance, and served as Chair for patient-related research projects. She is an experienced regulatory evaluator, Magnet advisor and has received certification as a Six Sigma Green Belt. In addition to Joint Commission (TJC) requirements, she is well-versed in the requirements and survey processes of accrediting organizations and regulatory agencies such as Centers for Medicare & Medicaid Services (CMS), DNV Healthcare and others.

### Who Should Attend

All hospital staff involved in Joint Commission Surveys and Preparation, including Hospital Leadership, Physicians, Infection Prevention Coordinators/Management, Quality Management Professionals, Nursing Staff, and Pharmacists.



maryland healthcare  
education institute  
6820 Deerpath Rd.,  
Elkridge MD 21075  
410.796.6239 (p)  
[www.mhei.org](http://www.mhei.org)