

# Surviving the Joint Commission and CMS Survey Process

## OVERVIEW

Today's hospitals must juggle the evolving standards of both The Joint Commission and CMS to achieve regulatory compliance and provide quality patient care. This seminar explains how to prepare for both survey processes, focusing on the issues that hold the greatest risk for hospitals in 2010, and providing practical tips for achieving better survey outcomes.

## OBJECTIVES

Upon completion of the seminar, participants will be able to:

1. Discuss the key updates to the survey process and challenges for TJC surveys in 2010.
2. Identify three ways CMS surveys appear to be getting tougher for hospitals.
3. Identify how contracted services will be evaluated during CMS and TJC survey.
4. Differentiate between the standards and survey processes of The Joint Commission and CMS.
5. Identify three areas of compliance that could lead to an RFI in their organization.

## WHO SHOULD ATTEND

Quality Managers, Regulatory and Accreditation Compliance Managers, Chief Nursing Officers, Nurse managers, educators, and shift supervisors

## FACULTY



**Ruth Elzer, RN, MS**  
Practice Leader,  
Accreditation and  
Compliance Services,  
Compass Clinical Consulting

Ruth Elzer is an expert at keeping hospitals compliant. Trained as a nurse and hospital surveyor, she understands both the clinical and administrative aspects of healthcare quality. Ruth uses her deep knowledge of multiple regulatory bodies to help hospitals achieve cross-the-board compliance. She grasps the complexities of even the trickiest standards and uses her clinical training to provide creative, practical solutions to common problems. A nationally recognized speaker, Ruth is a member of the American Organization of Nurse Executives (AONE) and the American College of Healthcare Executives (ACHE).

## DATE

June 18th, 2010

## LOCATION

### The Rockefeller University

Weiss Research Building  
Lecture Hall, Room 305  
1230 York Avenue  
(Cross street 66<sup>th</sup> Street)  
New York, NY

**Directions, parking  
and subway information  
available at**

[www.compass-clinical.com/ny-seminar-2010](http://www.compass-clinical.com/ny-seminar-2010)

## AGENDA

**8:30-9:00** Welcome, Orientation to Materials, and Introduction

**9:00-10:00** Surveys for 2010: TJC Updates and Challenges

**10:00-10:15** Break

**10:15-11:15** CMS and State Surveys: Its Getting Tougher

**11:15-12:00** Managing Contracted Services

**12:00-1:00** Lunch

**1:00-2:30** Immediate Jeopardy: Passing Joint Commission and Flunking CMS

**2:30-2:45** Break

**2:45-4:00** Top Compliance Nightmares

- National Patient Safety Goals
- Clinical Compliance with the Environment of Care

**4:00-4:30** Questions and Answers

**To follow** Bonus Session:  
Weighing Accreditation Options, TJC, CMS, HFAP, DNV



## REGISTRATION

The registration fee is \$175 for individual registrants and \$150 for two or more registrants from the same organization. This fee covers all handout materials, beverage breaks, and lunch.



Register NOW at

[www.compass-clinical.com/ny-seminar-2010](http://www.compass-clinical.com/ny-seminar-2010)

Directions and more information online. Seats are limited.  
Call Calissa Kummer at (513) 241.0142 with questions.

## CONTINUING EDUCATION

This activity has been submitted to the Ohio Nurses Association (OBN-001-91) for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Please call Ruth Elzer at (513) 241.0142 for more information about contact hours.

## CANCELLATIONS

Registration fees will be refunded to registrants notifying Compass Clinical Consulting of cancellation seven (7) business days prior to the date of the program. No refunds will be made after this date. A \$25 processing fee will be charged against each refund. Substitutions are accepted. No-shows will be charged the full registration fee.

**"As a new manager, this helps out tremendously."**

**"This was a great educational opportunity that I can take back to daily practice."**

**"Excellent program!"**

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*Practical Advice for 2010*

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*New York, New York  
June 18, 2010*