Survey Success: A Focus on Pharmacy

Thursday, August 25, 2016 **LIVE**

2:00 PM to 3:00 PM Eastern
1:00 PM to 2:00 PM Central
12:00 PM to 1:00 PM Mountain
11:00 AM to 12:00 PM Pacific

Available via live webcast.

Please visit www.JCRQSN.com for more information.

Program Description

Surveyors from The Joint Commission have always taken the opportunity to visit the pharmacy as part of individual patient tracers. However, surveyors are increasingly investigating new areas of focus during the survey that will increase their time in the pharmacy. Do you know how to assess full compliance with all Joint Commission standards in the pharmacy?

Traditionally, this is an area that frequently is overlooked in survey preparation and, many times, there is little knowledge of the activities that take place in this area and the issues that might impact survey readiness. This program takes you on a tour of the pharmacy to illustrate the questions that may be asked to determine standards compliance and highlight some key areas where there may be gaps in compliance. Importantly, this program focuses not only on the medication management standards, but also non-medication standards, including, but not limited to, environment of care, human resources, leadership, infection control, life safety, and rights and responsibilities. There are standards in almost every chapter of The Joint Commission’s *Comprehensive Accreditation Manual for Hospitals* that would be applicable to the pharmacy.

Through expert interviews and mock survey examples, this 60-minute program provides an understanding of potential survey issues in this little-understood department.

Objectives

After completing this activity, the participant should be able to:

- Describe key areas of focus for the pharmacy during the survey process.
- List several new priority areas for surveyor review that would be applicable to a visit in the pharmacy.
- List strategies that can be employed to ensure that the pharmacy visit is a successful one.

Target Audience

This activity is relevant to all personnel responsible for pharmaceutical services, as well as managers, supervisors, and staff in the areas of regulatory compliance, quality improvement, patient safety, risk management, and training. Also included are organization leaders.

Presenter

Jeannell M. Mansur, RPh, PharmD, FASHP, FSMSO, CJCP
Principal Consultant, Medication Management and Safety
Joint Commission Resources and Joint Commission International

For more information on how to view this program, please contact:

For complete program descriptions and links to online courses, please visit: [www.JCRQSN.com](http://www.JCRQSN.com)

The JCRQSN program is a monthly series of video conference training sessions produced by Joint Commission Resources (JCR) in partnership with The Wellness Network. The Wellness Network is the distributor of the series and has no influence on the content.

To learn more, please contact Customer Service at info@jcrqsn.com or call 1-888-219-4678.
Survey Success: A Focus on Pharmacy

Accreditation Information:
The Joint Commission is accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

Live activity ACPE #0573-0000-16-028-L05-P; Enduring ACPE #0573-0000-16-028-H05-P

The Joint Commission is provider approved by the California Board of Registered Nursing, provider number CEP 6381, for 1 contact hour.

The Joint Commission is authorized to award 1.0 contact hour of pre-approved ACHE Qualified Education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

This activity has been approved by the National Association for Healthcare Quality (NAHQ) for 1.0 Certified Professional Healthcare Quality (CPHQ) credit.

The Joint Commission Enterprise has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET).

This education offering qualifies for 1.0 Certified Joint Commission Professional (CJCP) credit hours towards CJCP recertification. In order to obtain CJCP credit hours, an individual must first be certified before they start acquiring CJCP credit hours. CJCP credit hours will not be retroactive.

Full attendance at every session is a prerequisite for receiving full continuing education credits. If a participant needs to leave early, his or her continuing education credits will be reduced.

Successful completion of this CE activity includes the following:
- View the presentation and read the accompanying Resource Guide.
- Complete the online Evaluation Form and Post Test.
- A CE certificate/statement of credit can be printed online following successful completion of the Post Test and the Evaluation Form.

For complete program descriptions and links to online courses, please visit: www.JCRQSN.com

The JCRQSN program is a monthly series of video conference training sessions produced by Joint Commission Resources (JCR) in partnership with The Wellness Network. The Wellness Network is the distributor of the series and has no influence on the content.

To learn more, please contact Customer Service at info@jcrqsn.com or call 1-888-219-4678.