



**Steven Chinn DPM, MS, MBA, FACHE**  
 Partner

Steven Chinn, DPM, is a Partner in Clinical Transformation at Chartis. Steve has over 30 years of healthcare management consulting experience advising hospitals, community health centers, ambulatory surgery centers. His work is concentrated on accreditation and regulatory compliance, patient safety, quality improvement, and high reliability practice. His expertise includes Joint Commission survey preparation and management, as well as improvement implementation and sustainability.

Greeley has confirmed that none of the faculty/presenters or contributors has any relevant financial relationships to disclose related to the content of this educational activity.

### COURSE DESCRIPTION

This program is designed for those individuals who are new to healthcare accreditation/ regulatory compliance. The focus will be on the Joint Commission processes, with introductory information on Centers for Medicare and Medicaid Services (CMS). This program is not a review of accreditation standards or Conditions of Participation.

### PROGRAM GOAL

Provide foundational knowledge, clarify the significance of compliance within healthcare organizations, and introduce key entities and survey management strategies.

### PROGRAM OBJECTIVES

*Upon completion of this program, participants should be able to:*

- Design an outline of an ongoing readiness program for their organization.
- Distinguish two types of surveys conducted by Joint Commission
- Distinguish two types of surveys conducted by CMS
- Operate the staffing requirements to run a successful onsite survey.
- Describe the components of the Five-Tier Tracer program.

## AGENDA

Regulatory - Accreditation Boot Camp | 2 Day Virtual Agenda

*Live Virtual Sessions | June 4-5, 2026*

### TIME ZONE – START TIME CHART

<b>11:00 AM</b> Eastern Standard Time	<b>9:00 AM</b> Mountain Standard Time	<b>7:00 AM</b> Alaska Standard Time
<b>10:00 AM</b> Central Standard Time	<b>8:00 AM</b> Pacific Standard Time	<b>5:00 AM</b> Hawaii Aleutian

*All times listed below are Eastern*

### DAY 1 - THURSDAY, JUNE 4, 2026

**11:00 - 11:15 AM** Introductions

#### Joint Commission Accreditation Process Overview

- |   |  |
|---|--|
| <b>11:15 - 12:00 PM</b> <ul style="list-style-type: none"> <li>• Types of Surveys</li> <li>• 2Communication with the Joint Commission</li> <li>• e-Application</li> </ul> | <ul style="list-style-type: none"> <li>• Quality Check</li> <li>• Quality Data Reporting</li> <li>• Accreditation Manual Resources (E-dition)</li> </ul> |
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**12:00 - 1:00 PM**

#### **Pre-Survey Management**

- Survey Protocols and Methodologies
- Initial Survey Documents
- Staffing for Survey
- Labor Pool Orientation and Training
- Survey Command Center Operations
- Surveyor's Workroom

**1:00 - 1:30 PM**

#### **Pre-Survey Management**

- Survey Notification
- Agenda Setting
- Five Tier Tracer Program
- Table/Group Exercise

**1:30 - 2:15 PM**

#### **Survey Management**

- Surveyor Management
- Safety Briefing
- Opening Conference and Orientation to the Organization
- IOU management
- Conference/Meeting Rooms for Different Sessions

### **DAY 2 - FRIDAY, JUNE 5, 2026**

**11:00 - 11:30 AM**

#### **Survey Management**

- Curveballs and Unexpected (Facilitated discussion)
- Managing Condition-Level, ITHS and IJs
- Exit Conference

**11:30 - 12:15 PM**

#### **Post-Survey Management**

- Evidence of Standards Compliance (ESC)
- Follow Up Survey Management
- Miscellaneous Other Things, such as Complaints and Adverse Events
- Strategies for Ongoing Readiness

**12:15 - 1:30 PM**

#### **CMS Regulatory Compliance**

- Conditions of Participation
- Survey Process
- CMS-2567

**1:30 - 2:15 PM**

#### **Accreditation Sustainability**

- Adverse Event and Complaint Management
- Ever Ready/Ongoing Compliance
- Committee Structure and Accountability
- A Model Tracer Program