

UCAOA 2018 Accreditation Webinar Series

Date	Subject	Description	Speaker
Thursday, February 1 st , 1-2 PM CST	Introduction to the UCAOA Accreditation Process	This presentation will introduce participants to the UCAOA Accreditation Process while educating urgent care champions on how to successfully apply for Accreditation and fully understand the preparation involved. The goal of this webinar is to help decrease the anxiety of preparing for an on-site survey while demonstrating how to engage staff and leadership. As a result of daily communication with administrative staff who struggles to initiate the process of accreditation, UCAOA has created this webinar to assist in the elimination of any perplexities as you prepare for the road to success.	Taylor Dunn, MBA, UCAOA, Director, Standards and Quality
Thursday, March 1 st , 1-2 PM CST	Insights into the Top 10 Challenging UCAOA Accreditation Standards	<p>This webinar will provide detailed insights into the top 10 Challenging UCAOA Standards/Expectations that organizations have difficulty demonstrating compliance. In reviewing these Standards, participants can stay ahead of the curve and better prepare their organization. In most cases, meeting these particularly challenging Standards/Expectations involves a more in-depth understanding of them.</p> <p>In the webinar, you will hear from Barb Newman, a seasoned UCAOA Surveyor with experience reviewing large/ small, hospital-affiliated, single center organizations. Barb will share the most effective way to prepare for the Survey and provide helpful information to assist in meeting these challenging Standards/Expectations the first time!</p>	Barbara Newman, UCAOA Accreditation Surveyor and Practice Management Content Advisor
Thursday, April 5, 1-2 PM CST	Best Practice and Compliance Guidance for a CLIA Waived Urgent Care Laboratory	<p>Are you aware of all the regulatory requirements that concern laboratory testing? In this session, we will discuss the CLIA requirements for waived laboratory testing as well as good laboratory practices. Increase your knowledge regarding laboratory testing to ensure compliance as well as enhance patient care and quality outcomes.</p>	Milly Keeler, BSMT (ASCP), CLC (AMT), CCCPLIA Specialist, Doctor's Management
Thursday, June 7 th , 1-2 PM CDT	Infection Control	Evidence-based knowledge and carefully implemented infection control and prevention programs reduce illness, increase patient satisfaction and reduce employee absenteeism. This presentation covers infection control principles and practices to ensure your urgent care is compliant with UCAOA accreditation standards. We will cover critical topics you need to author and implement your infection control and prevention program.	Lori Swanson, RN, MHA, CHC; Quality & Compliance Officer at Physicians Immediate Care

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<p>Thursday, July 26, 1-2 PM CDT</p>	<p>Human Resources</p>	<p>This session will provide an overview of the UCAOA accreditation Human Resource standards/expectations. HR is sometimes a daunting task given the multitude of responsibilities that are already on the leadership team. HR is often seen as a 'nuisance' and not as a beneficial tool to advance staff development. We will demonstrate the need for, and provide direction to organizations for creating a baseline for HR, establishing an HR function, documentation of training, the importance of job descriptions, tracking of certifications in all areas of practice compliance (licensure, training, testing, screenings, etc.), the importance of staff/provider orientation, competencies and recording of annual performance evaluations as well as other 'must have's'. We will offer the necessary guidance to initiate such systems and how to set your practice up for success in this vital function of UC management.</p>	<p>Molly Fulton MBA, Practice Manager for Arlington Urgent Care, INC.</p>
<p>Thursday, September 13th, 1-2 PM CDT</p>	<p>Credentialing & Privileging of the Medical Staff</p>	<p>This presentation covers expectations related to administrative processes that promote medical staff quality. Many UCC operators consider credentialing as a necessary task to get paid via payer contracts; however, accreditation requires demonstration that there are processes in place to vet medical staff members upon hire, and no less than every three years thereafter. A direct correlation exists between the competence of the medical staff and quality and patient safety. This webinar provides the tools, industry best practices, resources and clarity on how to protect your patients <i>and</i> your practice through effective credentialing and privileging of the medical staff.</p>	<p>Laurel Stoimenoff, CEO UCAOA</p>
<p>Thursday, November 1st, 1-2 PM CDT</p>	<p>Quality Improvement</p>	<p>This presentation will cover expectations to create an overarching organizational quality plan without reinventing the wheel, taking credit for what you are already doing while you incorporate best practices into your QI plan. Tools and resources will be identified to adopt best practices and involve the entire center staff and differentiate your group from competition.</p>	<p>Katie Comis, Chief Executive Officer Health Express</p>