



Update on Health Plan Accreditation: Documentation and Strategies from the Surveyor's Perspective

Friday, October 30, 2009

7:45 a.m. – 8:30 a.m. **Registration & Continental Breakfast**

8:30 a.m. – 8:45 a.m. **Welcome/Seminar Goals & Logistics**
Vashon Coehins, MA

8:45 a.m. – 9:15 a.m. **2010 Accreditation Updates and Changes**
Dayna McKnight, MS, MBA

Objective

- Explain the 2010 Health Plan standards and measure reporting changes

9:15 a.m. – 10:15 a.m. **Using the Interactive Survey System (ISS) as a Roadmap**
Elizabeth Kraft, MD, MHS
Dayna McKnight
William Tulloch, MA

Objectives

- Analyze challenging standards
- Use tools in the ISS such as explanations and document library, choose accurate data sources, and learn tips in order to demonstrate how you've met the standards in a clear and concise manner

10:15 a.m. – 10:30 a.m. **Break**

10:30 a.m. – 12:15 p.m. **Using the Interactive Survey System (ISS) as a Roadmap cont'd**

12:15 p.m. – 1:15 p.m. **Lunch**

1:15 p.m. – 2:15 p.m. **Little Slips, Big Hits: Ten Key Things That Cause Problems in the File Review**
Dayna McKnight

Objective

- Analyze file review pitfalls to overcome potential challenges

2:15 p.m. – 2:30 p.m. **Break**

Friday, October 30, 2009 cont'd

2:30 p.m. – 3:15 p.m.

File Review Exercise

Elizabeth Kraft

Objective

- This exercise is designed to reinforce what was learned during the file review didactic presentation

3:15 p.m. – 3:45 p.m.

Delegation Challenges

William Tulloch

Objective

- Identify and resolve current challenges in delegation

3:45 p.m. – 4:30 p.m.

Upcoming NCOA Initiatives that Affect Health Plans

William Tulloch

Objective

- Discuss Standards for Multicultural Health Care, Disease Management Accreditation and Certification, and Medicaid Accreditation

4:30p.m.

Wrap-up and Evaluation
