

TABLE OF CONTENTS

Session	Topic	Speaker	Pages	
Day 1	Agenda & Table of Contents			
	Welcome & Introductions	Polly Weaver, AHCA		
	Keynote Address	Dr. Andrew Agwunobi, AHCA		
	Overview: Integrated Survey Process - Certification, Licensure, Accreditation, Enforcement & Appeals Process, Top Survey Deficiencies and Complaint Allegations	Polly Weaver, AHCA	1 - 28	
	New Federal Regulation: Hospital Discharge Appeal Notice	Cheryl Cook, FMQAI	29 - 66	
	Physical Environment	Skip Gregory, AHCA	67 - 106	
	Nursing Services	Ann Sarantos, AHCA	107 - 126	
	Pharmaceutical Services	Dr. Frank May, AHCA	127 - 142	
	Food & Dietetic Services	Mary Maloney, AHCA	143 - 160	
	Patient Rights	Theresa DeCanio, AHCA	161 - 210	
Day 2	Breakout - EMTALA & Emergency Services	EMTALA Overview & Investigative Process	Ann Sarantos, AHCA	211 - 246
		Emergency Access	Laura MacLafferty, AHCA	247 - 258
		CMS EMTALA Update	Dr. Ferdinand Richards III, FMQAI	259 - 270
		Emergency Services	Ann Sarantos, AHCA	271 - 282
		EMTALA Scenarios Small Group Activity	Ann Sarantos & Laura MacLafferty, AHCA	Exercise handout
	Breakout - Risk Management	Patient Safety Activities in Florida and the United States	Jeff Gregg, AHCA	283 - 288
		Adverse Incident Reporting, Code 15, Annual Report		289 - 292
		Internal Risk Management Programs, JCAHO Sentinel Events, and Safe Medical Devices Act	Theresa DeCanio & Charlene Fisher, AHCA	293 - 312
Risk Management Scenarios Small Group Activity	Exercise handout			
Day 3	Governing Body	Bill Snyder, AHCA	313 - 328	
	Quality Assessment & Performance Improvement Program (QAPI)	Ann Sarantos, AHCA	329 - 344	
	Infection Control		345 - 354	
	Overview of the National Hospital Quality Initiatives	Dr. Mark Michelman, FMQAI	355 - 384	
	Closing Remarks			
	List of Documentation Resources			385 - 386