



JCI Quality & Patient Safety Leadership Summit

Advancing Excellence Through Synergy, Dialogue, and Shared Insights

29 January 2026 | 8:00 AM – 4:30 PM

Novotel Hyderabad Convention Centre, Hitec City, Hyderabad, India

8:00– 9:00	Participant Check-in <ul style="list-style-type: none">• Meet and greet - refreshments
9:00 – 9:05	Welcome & Agenda Review <ul style="list-style-type: none">• John Yoon, MPH, MBA Senior Managing Director
9:05 – 9:50	Keynote: Joint Commission Transformation: Enhancing Global Engagement <p>This session covers Joint Commission's</p> <ul style="list-style-type: none">• Jim Merlino, MD Executive Vice President and Chief Operating Officer
9:50 – 10:50	Elevating Quality and Patient Safety <p>This session will provide practical strategies to strengthen high-risk safety areas, align with JCI standards, and drive quality improvements, while offering an in-depth look at how to leverage the new Continuous Engagement Model to sustain progress and enhance overall quality.</p> <ul style="list-style-type: none">• Kathryn Petrovic, MSN, RN Vice President, Global Accreditation & Certification Product Development
10:50 – 11:00	Break
11:00 – 12:00	Panel Discussion <p>Healthcare leaders share practical insights on implementing the JCI Continuous Engagement Model and strategies for readiness ahead of accreditation surveys.</p> <p>Moderated by:</p> <ul style="list-style-type: none">• Kathryn Petrovic, MSN, RN Vice President, Global Accreditation & Certification Product Development
12:00 – 13:00	Lunch
13:00 – 13:45	JCI Quality Construct Programs <p>This session will explore JCI's Quality Construct programs, including enhancements to the SAFER Matrix and survey reports with short-name descriptors, benchmarking capabilities, and SAFEST performance strengths identification and distribution.</p> <ul style="list-style-type: none">• Kristie Ryan, MS, PMP Executive Director, International Accreditation• Scott Williams, PsyD Vice President, Innovations
13:45 – 14:45	Sentinel Events Overview and Reporting Process <p>This session will focus on JCI Safety and Sentinel Event results, trends, key lessons, on-going support for organizations and the future of Sentinel Events.</p> <ul style="list-style-type: none">• Doreen Donohue, DNP, RN, NEA-BC, CPHQ Director Office of Quality and Patient Safety
14:45 – 15:00	Break
15:00 – 15:30	2026 Programs, Key Events, Announcements <ul style="list-style-type: none">• Jim Merlino, MD Executive Vice President and Chief Operating Officer• Kathryn Petrovic, MSN, RN Vice President, Global Accreditation & Certification Product Development
15:30 – 16:00	Questions and Answers
16:00 – 16:30	Leadership Summit Wrap Up <p>Questions and Answers / Closing Remarks</p> <ul style="list-style-type: none">• John Yoon, MPH, MBA Senior Managing Director