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Grievances & Complaints: What Hospitals Should Know About CMS, TJC & DNV Standards

Webinar #T4086

DATE AND TIME

December 5, 2017

9:00 - 11:00 a.m. CT

OVERVIEW

This program will cover in detail the CMS requirements to help prevent the hospital from being found out of compliance with the grievance regulations.

This program will also discuss the Joint Commission standards on complaints and DNV Healthcare on grievances and how these cross walk to the CMS grievance interpretive guidelines. This is a must attend for any hospital. Staff should be aware and follow the hospital grievance and complaint policy. This program will cover what is now required to be documented in the medical record as well.

Note: Critical Access Hospitals (CAHs) have a separate set of hospital CoPs and there is no corresponding restraint standard and the only mention of restraints is in the swing bed section. However, CAHs are expected to have some system of grievance and complaint resolution. Therefore, many CAHs adopt most of the requirements.

OBJECTIVES

1. Describe how a hospital must follow the CMS Conditions of Participation on grievances if they receive reimbursement for Medicare patients.
2. Identify the CMS regulations under grievances including the requirement to have a grievance committee.
3. Explain the Joint Commission complaint standards in the patient's right (RI) chapter.
4. Explain the DNV grievance standard in the patient rights chapter.
5. Explain how the patient must be provided with a written notice that includes steps taken to investigate the grievance, the results, and the date of completion.

TARGET AUDIENCE

Anyone involved in the implementation of the CMS grievance or the Joint Commission (TJC) complaint standards, including: C-Suite officers, all nurses with direct patient care, TJC coordinator, quality improvement coordinator, risk managers, patient safety and compliance officers, ED Manager and legal counsel.

FACULTY

Sue Dill Calloway, President

Patient Safety and Health Care Education and Consulting
Sue Dill Calloway has been a nurse attorney and consultant for more than 30 years. Currently, she is president of Patient Safety and Healthcare Education and Consulting and was previously the chief learning officer for the Emergency Medicine Patient Safety Foundation. She has conducted many educational programs for nurses, physicians, and other health care providers. Sue has authored over 100 books and numerous articles. She is a frequent speaker and is well known across the country in the areas of health care law, risk management, and patient safety. Sue has no real or perceived conflicts of interest that relate to this presentation.

PRICE

\$195 per connection for members.

\$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants. For example, 10 employees can participate for only \$19.50 ea!

**For more
information
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