

Grievances and Complaints: Ensuring Hospital Compliance with CMS CoPs, TJC and DNV Standards and OCR

Webinar #T5045

DATE AND TIME

April 26, 2018
9:00 - 11:00 a.m. CT

OVERVIEW

Sue Dill Calloway will discuss the federal law that is in effect now for hospitals and enforced by the Office of Civil Rights requirements under Section 1557 of the Affordable Care Act. The hospital must have a grievance procedure and compliance coordinator to investigate any grievances alleging noncompliance with this law including discrimination. There must be a process to promptly resolve any grievance prohibited by Section 1557. Information must also be posted on a sign in the hospital. Our speaker will also review 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. The policy should be approved by the board.

Staff should be educated on the policy. This program will cover what is now required to be documented in the medical record.

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.

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.

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 Dill Calloway 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. She 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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