Webinar

Grievances and Complaints: Ensuring Hospitals Compliance with the CMS CoPs, Joint Commission, DNV Standards and OCR

October 9, 2019
10:00 AM - 12:00 PM ET
Fee: $185
Log-in information: Provided after registration
Registration online: www.kyha.com/events

General Overview: If a CMS surveyor showed up at your hospital tomorrow would you know what to do? Are you sure you are in compliance with the entire grievance requirements by CMS, OCR, and the complaint standards by the Joint Commission or your accreditation organization? Do you have a grievance committee? Do you provide a written response as required by CMS? The CMS grievance requirements have recently been a frequent source of investigation. In fact, it was the third most common problematic standard for hospital. The grievance standards are located in the patient rights section.

Most every hospital in the US that accepts Medicare or Medicaid reimbursement must be in compliance with the CMS Conditions of Participation (CoPs). This program will cover in detail the CMS requirements for hospitals to help prevent the hospital from being found out of compliance with the grievance regulations.

This program will talk about a 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.

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. 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.

Objectives:

• Discuss that any hospital that receives reimbursement for Medicare patients must follow the CMS Conditions of Participation on grievances. (This is true whether the hospital is accredited by Joint Commission, HCFA, CHQ, DNV Healthcare or not).
• Identify that the CMS regulations under grievances includes the requirement to have a grievance committee,
• Discuss that the Joint Commission has complaint standards in the patient’s right (RI) chapter and DNV grievance standard in the patient rights chapter
• Recall that in most cases the patient must be provided with a written notice that includes steps taken to investigate the grievance, the results, and the date of completion.
• Describe that the Office of Civil Rights requires hospitals to have a process to handle grievances related to discrimination under Section 1557

NOTE: That Critical Access Hospitals (CAH) 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, CAH are expected to have some system of grievance and complaint resolution. Therefore, many CAH adopt most of the requirements. This program will be helpful in determining suggested practices for policy implementation. CAH hospitals that are in systems should know the differences in the two sets of CoPs and may find the program of interest for that reason.

Faculty:

Sue Dill Calloway, RN, AD, BA, BSN, MSN, JD, CPHRM, CCMSCP
Attorney at Law is currently the Medical-Legal Consultant and President of Patient Safety and Healthcare Consulting and Education. She is also the past chief learning officer and a current board member for the Emergency Medicine Patient Safety Foundation.

She has been employed in the nursing profession for more than 30 years. Ms. Calloway has legal experience in medical malpractice defense for physicians, nurses and other health professionals.

Ms. Calloway received her AD in nursing from Central Ohio Technical College. Her BA, BSN, MSN (summa cum laude) and JD (with honors) degrees are from Capital University in Columbus. She is a member of many professional organizations. She has authored over 102 books and has published many articles. She is a frequent lecturer on healthcare issues.

Intended Audience:

Consumer advocates or patient advocate, chief operating officer (COO), nurses with direct patient care, nursing managers, Joint Commission coordinator, department directors, executive officer (CEO), chief nursing officer (CNO), chief medical officer (CMO), chief financial officer (CFO), board members, quality improvement coordinator, risk managers, legal counsel, nurse educator, patient safety officer, emergency department manager, nurse managers/supervisors, compliance officer, staff nurses, clinic managers, medical department nurse manager, surgery department nurse manager, OR nurse director, ICU nurse director, CCU nurse director, outpatient director, HIPAA privacy and security officer, director of business office, lab director, policy and procedure committee, ethicist and anyone involved in the implementation of the CMS grievance, DNV, OCR, or Joint Commission complaint standards.

Continuing Education Credit:

Continuing education credits will be offered pending approval.

For more information contact Tammy Wells at 502-426-6220 or via email twells@kyha.com