

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

Program Overview

Sue 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.

Program Objectives

At the completion of this program, the participants will be able to:

- Describe how a hospital must follow the CMS Conditions of Participation on grievances if they receive reimbursement for Medicare patients
- Identify the CMS regulations under grievances including the requirement to have a grievance committee
- Explain the Joint Commission compliant standards in the patient's right (RI) chapter
- Explain the DNV grievance standard in the patient rights chapter
- 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

About the Speaker

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.

Who Should Attend

Anyone involved in the implementation of the CMS CoPs, the Joint Commission (TJC) or DNV 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.



WEBINAR

DATE/TIME

Thursday
April 26, 2018

10:00 AM - 12:00 PM

REGISTER
NOW

PROGRAM FEE

Webinar connection for MHEI Members: \$175

Webinar connection & CD recording of
the webinar for MHEI Members: \$250

Webinar connection for Non-MHEI Members: \$300

Webinar connection & CD recording of
the webinar for Non-MHEI Members: \$375

Registration fee covers one connection per registration.
Multiple participants can view the webinar. Payment must be received
before connection instructions will be sent

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
Manager of Programs & Membership:

410.796.6239

kyost@mhei.org



maryland healthcare
education institute
6820 Deerpath Rd.,
Elkridge MD 21075
410.796.6239 (p)
www.mhei.org