



WEBINAR

Emergency and Outpatient Services: Complying with CMS Hospital Conditions of Participation (Webinar T7027)

Date: **Tuesday, June 30, 2020**

Time: **9:00 – 11:00 a.m. CT**

Speakers:

Sue Dill Calloway

Cost: \$195 to NHA members (per hospital, no charge for additional lines)

Target Audience

Emergency department physicians, nurses, mid-level providers (such as PA and NP) and staff, chief medical officer, chief nursing officer, compliance officer, patient safety officer, in-house legal counsel, risk managers, director of regulatory compliance, nurse supervisors, and anyone who is responsible to ensure compliance with the hospital conditions of participation.

Course Curriculum

This webinar covers the CMS hospital Conditions of Participation that affect the emergency and outpatient services departments. Any hospital that accepts Medicare must follow the CMS CoPs for all patients.

The webinar will review staffing requirements, provision of services both on and off-campus, EMTALA, required policies and procedures, training requirements, medical director requirement, and compliance with standards of care. It will also discuss the requirements for restraint and seclusion, grievances, and protocols.

This program will also cover the final changes to the outpatient section, published in the Hospital Improvement Rule that went into effect November 29, 2019. The hospital will be required to have a policy and designate which outpatient departments will require a RN, and additional changes that will be discussed.

Learning Objectives

By the end of this presentation, learners should be able to:

- 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, CIHQ, 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

Speaker Bio

Sue Dill Calloway is president of Patient Safety and Healthcare Consulting and Education company, where she focuses on medical legal education, especially Joint Commission and the CMS hospital CoPs regulatory compliance. She also lectures on legal, risk management and patient safety issues. Previously, Sue was a director for risk management and patient safety for the Doctors Company. She was the VP of legal services at a community hospital and served as the privacy officer and the compliance officer. She was also a medical malpractice defense attorney for 10 years and has three nursing degrees in addition to a law degree. She is a well-known lecturer and the first in the country to be a certified professional in CMS. She has written 102 books and thousands of articles.

The speaker has no real or perceived conflicts of interest that relate to this presentation