



CMS CoPs: Patient Rights (W3024)

Date: **Tuesday, April 25, 2023**

Time: **9:00 a.m. – 11:00 a.m. CT**

Speaker:

Susan Seeley, RN, MSN, NEA-BC Nash Healthcare Consulting

Cost: \$195 to NHA members (per hospital, no charge for additional lines, recordings available up to 60 days after the webinar)

Course Curriculum

Any hospital that accepts Medicare reimbursement must comply with the Centers for Medicare & Medicaid (CMS) Conditions of Participation (CoPs). The patient rights section of the CMS CoPs manual has the highest number of deficiencies for hospitals. This program will discuss the CoPs Appendix A section on patient rights. Although the Critical Access Hospital (CAH) Appendix W does not have a similar section, CAHs must provide a safe environment for patients. Topics to be covered in this webinar include grievances, right to receive notice of patient rights, exercise of rights, informed consent, privacy, confidentiality of medical records, safety, advance directives, interpreters, abuse and neglect, plan of care, visitation rules, support person rights, and staffing levels.

Intended Audience:

Chief Medical Officer, Chief Nursing Officer, Compliance Officer, Emergency Department Personnel, Joint Commission Coordinator, Medical Records, Quality Improvement personnel, Risk Manager, Legal Counsel.

Learning Objectives:

At the conclusion of this session, participants should be able to:

- Identify that the CMS regulations regarding grievances includes the requirement to have a grievance committee.
- Recall that CMS has requirements for advance directives.
- Discuss the CMS requirement for providing patients and/or their representatives information on patient rights.
- Recite the various requirements for when a patient is placed into restraints and/or seclusion.

Speaker Bio:

Susan Seeley has over 40 years of experience in the health care industry, both as a nurse leader and as a clinical consultant with a focus on patient care services and regulatory compliance. She is experienced in conducting mock surveys and improving client hospitals' accreditation survey preparedness through on-site education. Susan has helped organizations achieve continuous survey readiness and assists organizations with writing and implementing successful Plans of Corrections for survey deficiencies. She has also assessed quality programs, clinical operations, the structure and function of medical staff committees, and the implementation of peer review quality plans.

Prior to becoming a consultant, Susan spent 19 years as the chief nursing officer for a rural Florida hospital while working part time for the parent company as a clinical consultant for their more than 200 hospitals. She earned her Master of Science in Nursing Administration and her Bachelor of Science in Nursing from Barry University in Miami Shores, Florida. She is a registered nurse and holds an Advanced Nurse Administrator certification through the American Nurses Association.

Registration

<https://online.nebraskahospitals.org/events/event-registration/?id=37b22f80-9dcd-ed11-9ac4-0003fff84415>