



WEBINAR

## Joint Commission Hot Topics 2021: Advance Directives, Contracts, Grievances, Informed Consent, 2021 Changes (W1032)

Date: **Tuesday, May 4, 2021**

Time: **9:00 – 10:30 a.m. CT**

### **Speaker:**

Laura A. Dixon, BS, JD, RN, CPHRM

President, Healthcare Risk Education and Consulting, LLC

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

### **Target Audience**

Chief Executive Officer, Chief Operating Officer, Chief Nursing Officer, Compliance Officer, Joint Commission Coordinator, Quality Improvement personnel, Risk Manager, Legal Counsel.

### **Course Curriculum**

This webinar will cover several need-to-know Joint Commission topics for 2021 including the new changes to the September 2020 and January 2021 Joint Commission standards. In addition, the session will detail the Joint Commission requirements for advance directives, contract management, grievances, informed consent, and more.

## Learning Objectives

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

- Recall that the Joint Commission has two sections in the manual that address the issue of informed consent
- Cite that the Joint Commission requires hospitals to have an informed consent policy
- Describe that the Joint Commission has contract management standards, and that the hospital should evaluate every contract to ensure the performance indicators are met
- Recognize that the Joint Commission requires hospitals to provide patients with written information upon admission on advance directives
- Recall that the Joint Commission states that patients and families have a right to have a complaint reviewed, the review must be completed in a timely manner
- Discuss the Joint Commission changes to the hospital standards in July and September of 2020

## Speaker Bio

Laura A. Dixon is the president of Healthcare Risk Education and Consulting. She previously served as the Director, Facility Patient Safety and Risk Management and Operations for COPIC from 2014 to 2020. In her role, Ms. Dixon provided consultation and training to facilities, practitioners and staff in multiple states.

Ms. Dixon has more than twenty years of clinical experience in acute care facilities, including critical care, coronary care, peri-operative services and pain management. Prior to joining COPIC, she served as the Director, Western Region, Patient Safety and Risk Management for The Doctors Company, Napa, California. In this capacity, she provided consultation to the physicians and staff for the western United States.

As a registered nurse and attorney, Laura holds a Bachelor of Science degree from Regis University, a Doctor of Jurisprudence degree from Drake University College of Law, and a Registered Nurse Diploma from Saint Luke's School Professional Nursing. She is licensed to practice law in Colorado and California.

*This speaker has no real or perceived conflicts of interest that relate to this presentation.*