



WEBINAR

Grievances and Complaints: Ensuring Hospitals Compliance with the CMS CoPs, Joint Commission, DNV Standards and OCR (W1015)

Date: **Tuesday, March 2, 2021**

Time: **9:00 – 11:00 a.m. CT**

Speaker:

Laura A. Dixon, President of Healthcare Risk Education and Consulting

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

Target Audience

Chief nursing officer, nurse managers, nurse supervisors, nurse educators, compliance officer, chief of medical staff, Medical staff coordinator, risk manager, patient safety officer, senior leadership, COO, documentation specialist, hospital legal counsel, QAPI director, Joint Commission coordinator, regulatory officers, legal counsel, chief operating officer, chief medical officer, physicians, education department staff, board members, patient experience or patient relations staff, and others responsible for patient complaints and grievances.

Course Curriculum

Most every hospital in the US that accepts Medicare or Medicaid reimbursement must comply 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 enforced by the Office of Civil Rights requirements under Section 1557 of the Affordable Care Act. This law

previously required many specific things and was revised on June 19, 2020. The hospital must still have a grievance procedure and compliance coordinator to investigate any grievances alleging noncompliance with this law including discrimination.

This program will also discuss the Joint Commission standards on complaints and DNV Healthcare on grievances and how their standards 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.

Learning Objectives

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

- Discuss how and why hospitals must follow the CMS Conditions of Participation on grievances.
- Recall CMS regulations on grievances.
- Discuss that the Joint Commission has complaint standards in the patient's rights chapter and DNV grievance standard in the patient rights chapter.

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 patient safety and risk management 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 patient safety and risk management 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. *The speaker has no real or perceived conflicts of interest that relate to this presentation.*