Grievances and Complaints: Compliance with CMS and TJC Standards

September 22, 2015

Continuing Education Information

You must make copies of this continuing education information sheet BEFORE the webinar begins and distribute to all participants.

Accreditation

AHC Media is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Credit Designation

This activity has been approved for 1.5 nursing contact hour(s) using a 60-minute contact hour.

Provider approved by the California Board of Registered Nursing, Provider # CEP14749, for 1.5 Contact Hour(s).

This activity is valid September 22, 2015 through September 22, 2016.

Faculty

Sue Dill Calloway, RN, MSN, JD is a nurse attorney, a medical legal consultant and is the past Director of Hospital Patient Safety for the Doctors Company. She has done many educational programs for nurses, physicians, and other health care providers and is well known across the country in the area of healthcare law, risk management, and patient safety. Sue has authored numerous articles and over 100 books including, Cracking the Code: Understanding the CMS Hospital CoP Standards on Anesthesia for AHC Media, LLC. She has excelled educationally, and graduated summa cum laude with her MSN and with honors for her Juris Doctorate. Sue is certified in healthcare risk management by the American Society of Healthcare Risk Managers.

Planning Committee

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Intended Audience

CEOs, CFOs, COOs, CMOs, CNOs, CE Directors, Department Directors, Quality Improvement Staff, Physicians, Nurses (all levels), Compliance Officers, CMS Liaisons, TJC Liaisons, Registration Staff, Safety Officers and Staff, Pharmacy Staff, Ethics Committee Members, Consumer Advocates, Risk Managers, Legal Counsel, Behavioral Health Staff, Psychiatry Staff, Social Workers, Discharge Planners, Case Managers, Hospice Staff, Regulatory Affairs Staff, and anyone involved with or interested in compliance regulations and standards.

Learning Objectives

At the conclusion of this webinar, participants will be able to:

1. Explain CMS regulations for grievances, including the requirement to have a grievance committee.
2. Discuss The Joint Commission complaint standards in the patient's right (RI) chapter.
3. Explain new and revised standards, regulations, and laws put forth by CMS, TJC and the federal government.
4. Evaluate compliance requirements and penalties.

Continuing Education

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http://ahc.ce-web.com/gcourse_view.php?course_id=13497