



# August 2023 Webinars

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## **Legal and Risk Management Issues in the Emergency Department (G3042)**

**August 1 – 9-11 a.m.**

**Target Audience:** CMO, CNO, compliance, ED, Joint Commission, medical records, quality, risk, legal

**Speaker:** Susan Seeley, RN, MSN, NEA-BC, Nash Healthcare Consulting

This webinar will focus on the legal and risk management challenges that providers face while caring for patients in the high-risk environment of the emergency department (ED). It will show participants how to comply with select CMS hospital CoPs and Joint Commission (TJC) standards often found to be problematic for ED staff. The session also focuses on TJC's standard for patient-centered communication, including the interpreter, low health literacy, and collecting race and ethnicity data in the ED. The speaker will review common medication errors that occur in the ED and how to avoid them. Finally, the role of discharge instructions in preventing unnecessary readmissions or returns to the ED will be discussed.

### *Learning Objectives*

- Discuss legal and risk management issues in the ED and recommendations, including how to reduce the most common medication errors.
- Recall the importance of documenting the use of interpreters for patients with limited English proficiency.
- Recite that the visitation law requires the ED to give patients written information on their rights, including information on the hospital's advance directive policy.

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## **Accreditation and Regulatory Leadership – Managing and Organizing your Efforts (NC0802)**

**August 2 – 1-2:30 p.m.**

**Target Audience:** C-suite, anyone in a leadership role

**Speaker:** Pat Cook, BS, RPH, HACCP, Senior Consultant, Head of Consulting Services, Courtemanche & Associates

Leadership teams in healthcare organizations are increasingly being cited during surveys for not providing effective oversight of their patient safety programs. It is imperative that these teams are organized in their efforts to ensure the organization is aligned with regulatory requirements. This webinar will provide recommendations for leaders on managing and organizing their efforts for regulatory readiness.

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***Grievances and Complaints: Ensuring Hospitals Compliance (G3043)******August 8 – 9-11 a.m.*****Target Audience: CMO, CNO, compliance, ED, Joint Commission, medical records, quality improvement, risk, legal****Speaker: Laura A. Dixon, BS, JD, RN, CPHRM, Risk Management and Safety expert**

This program will cover the CMS requirements on grievance regulations.

The speaker will review a federal law that is enforced by the Office of Civil Rights requirements under Section 1557 of the Affordable Care Act. Hospitals must have a grievance procedure and compliance coordinator to investigate any grievances alleging noncompliance with this law, including discrimination. This webinar will also discuss the Joint Commission standards on complaints and the DNV Healthcare standards on grievances, indicating that their standards cross walk to the CMS grievance interpretive guidelines. Hospital staff should be aware of and follow the hospital grievance and complaint policy, which should be approved by the board. This is a must-attend session for all hospitals.

***Learning Objectives***

- Discuss that any hospital that receives reimbursement for Medicare patients must follow the CMS Conditions of Participation on grievances.
- Recall that the CMS regulations on grievances include the requirement to have a grievance committee.
- Recite that the Joint Commission has complaint standards in the patient rights chapter and DNV has a grievance standard in the patient rights chapter.
- Recall that patients must be provided with a written notice that includes what steps were 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.

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***CMS Regulatory Waivers (NC0809)******August 9 – 1-2:30 p.m.*****Target Audience: C-Suite, Physicians, Compliance, Joint Commission, quality improvement, risk, legal****Speaker: TBA**

The advent of the COVID public health emergency unleashed a host of CMS regulatory waivers to help provide relief to healthcare organizations struggling with the critical onslaught of sick patients and staffing shortages. However, many questions remain regarding these waivers and what happens after they are no longer in place. This webinar will provide an overview of the waiver process and recommendations organizations should employ as waivers are stood down.

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***Discharge Planning: Compliance with CMS Hospital & CAH CoPs (G3044)******August 15 – 9-11 a.m.*****Target Audience: CMO, CNO, compliance, ED, Joint Commission, medical records, quality risk, legal****Speaker: Laura A. Dixon, BS, JD, RN, CPHRM, Risk Management and Safety expert**

This program will cover the changes to the discharge planning standards published in February 2020. The Centers for Medicare & Medicaid Services (CMS) has yet to publish revised interpretive guidelines and

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survey procedures to match the new regulations. The regulations apply to all hospitals, including Critical Access Hospitals (CAHs).

The new regulations cover sections on a patient's timely access to medical records, the discharge planning process, discharge instructions, and discharge planning requirements. This webinar will review transfers to other facilities, assessment of 30-day readmissions, caregiver rights and recommendations, reduction of factors that lead to preventable readmissions, and more.

This session will also discuss the Impact Act's effect on hospital discharge planning, as well as the worksheet previously used to assess compliance with the CMS hospital Conditions of Participation (CoPs) for discharge planning. Although no longer used, the worksheet is available as an excellent self-assessment tool. Finally, the webinar will cover 1335 waivers regarding discharge planning that CMS issued during the COVID-19 pandemic. Every hospital that accepts Medicare and Medicaid must comply with the CMS discharge planning guidelines, and these standards must be followed for all patients.

#### *Learning Objectives*

- Recite that CMS has revised the discharge planning requirements that apply to all hospitals and critical access hospitals.
- Recall that patients and physicians can request a discharge planning evaluation.
- Discuss that information about the hospitalization must be provided to the physician or provider before the first post-hospital visit.
- Describe that the patient has a right to timely medical records that should include a copy of their discharge plan.

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#### ***Emergency Preparedness and Management (NC0816)***

***August 16 – 1-2:30 p.m.***

**Target Audience: ED, emergency preparedness staff**

**Speaker: Chris Pratt, MS, BSN, HACP, Senior Consultant, Courtemanche & Associates**

Emergency preparedness is critical to a healthcare organization's ability to effectively coordinate and respond during an incident or emergency situation. This involves planning, organizing, training, equipping, exercising, evaluating, and taking corrective action. During this webinar will examine best practices and processes to keep your facility operations running efficiently.

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#### ***Latest Trends in Survey Outcomes and Opportunities: Sterile Processing (NC0823)***

***August 23 – 1-2:30 p.m.***

**Target Audience: nursing, risk, infection prevention**

**Speaker: Denise Smith, RN, MS, CLNC, HACP, Senior Consultant, Courtemanche & Associates**

Feedback from regulatory surveyors indicates that organizations are still struggling with effectively cleaning, disinfecting, and processing sterile surgical instruments. This webinar will discuss common findings from the field and mitigating strategies to ensure your organization's sterile surgical instrument processes are aligned with current infection control practices.

**Emergency Services: Complying with the CMS CoPs (G3045)**

**August 29 – 9-11 a.m.**

**Target Audience: CMO, CNO, compliance, ED, Joint Commission, medical records, quality improvement, risk, legal**

**Speaker: Laura A. Dixon, BS, JD, RN, CPHRM, Risk Management and Safety expert**

This webinar covers the Centers for Medicare & Medicaid Services (CMS) hospital Conditions of Participation (CoPs) that affect the emergency department. These interpretive guidelines are in two separate sections of the CMS hospital CoPs manual.

Any hospital that accepts Medicare must follow the CMS CoPs for all patients. This session discusses staffing requirements, provision of services on and off-campus, EMTALA, required policies and procedures, training requirements, medical director requirements, and compliance with standards of care. The webinar will also discuss the requirements for restraint and seclusion, grievances, and protocols.

This program will show hospital emergency departments how to remain in compliance with the CMS hospital CoPs requirements.

*Learning Objectives*

- Recall that CMS has a section in the hospital CoP manual on emergency services.
- Discuss that CMS requires the emergency department to have specified policies and procedures.
- Describe that there are restraint and seclusion standards that staff must follow.
- Explain what is required if the patient files a grievance.

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**Antibiotic Stewardship (NC0830)**

**August 30 – 1-2:30 p.m.**

**Target Audience: CMO, physicians, pharmacy, quality and risk**

**Speaker: Anne Kelly EdD, BSN, Associate Consultant, Courtemanche & Associates**

The Centers for Disease Control and Prevention reports that there are at least 2.8 million antibiotic-resistant infections each year, resulting in more than 35,000 deaths annually. As a result, regulatory agencies have updated their requirements for Antibiotic stewardship. This webinar will provide an overview of these new requirements and identified opportunities from the field.

### **Cancellation Policy**

*The registration fee, less a \$60 service charge, is refundable if notice is received before 4:00 p.m. five (5) business days prior to the program. No refunds will be issued for cancellations received after 4:00 p.m. five business days prior to the program. The cancellation/refund policy applies to registrations that indicate payment is being mailed prior to the program. No refunds will be issued for those who do not comply with this policy and the full registration amount will be due and owed to OHA.*

### **Substitutions and Transfers**

*Registrants unable to attend may designate an alternate. Report substitutions to Amanda Bowen at [abowen@okoha.com](mailto:abowen@okoha.com) or Mary Winters at [winters@okoha.com](mailto:winters@okoha.com) prior to the program. Transfers from one OHA educational program to another are not permitted.*

### **Connecting to the Program**

After you register for the program(s), you will receive a confirmation notice from OHA. Login instructions for online programs/webinars will be emailed 1-2 days prior to the program. If the program is recorded, each registrant will receive a copy, when it is available.

**If you have not received a confirmation email 24 hours prior to the program, please email Amanda Bowen at [abowen@okoha.com](mailto:abowen@okoha.com) to confirm your registration has been received.**



# August 2023 Webinars

## Registration

Check the box next to the webinar title to register:

- Legal and Risk Management Issues in the Emergency Department (G3042)** – Aug. 1
- Accreditation and Regulatory Leadership – Managing and Organizing your efforts (NC0802)** – Aug. 2
- Grievances and Complaints: Ensuring Hospitals Compliance (G3043)** – Aug. 8
- CMS Regulatory Waivers (NC0809)** – Aug. 9
- Discharge Planning: Compliance with CMS Hospital & CAH CoPs (G3044)** – Aug. 15
- Emergency Preparedness and Management (NC0816)** – Aug. 16
- Latest Trends in Survey Outcomes and Opportunities: Sterile Processing (NC0823)** – Aug. 23
- Emergency Services: Complying with the CMS CoPs (G3045)** – Aug. 29
- Antibiotic Stewardship (NC0830)** – Aug. 30

**Registration fee:**            \$200 per webinar for OHA members                    \$400 per webinar for non-members  
*The registration fee is per hospital location. Multiple connections will be allowed.*

### Online Registration:

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Our website is optimized for use with Google Chrome.

### Fax or Email Registration:

Complete the form below and return to OHA by fax at (405) 424-4507 or email [abowen@okoha.com](mailto:abowen@okoha.com).

*Please register one contact person who will forward access information to other participants.*

Name and Title of Contact Person \_\_\_\_\_  
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