



Maine Hospital
Association

Maine Hospital Association
presents

**“Grievances and Complaints:
What Hospitals Should Know About the CMS,
Joint Commissions and DNV Standards”
Webinar (#T4086)**

**Tuesday, December 5, 2017
10:00 a.m. - 12:00 p.m.**

Program Overview:

This program will cover in detail the CMS requirements to help prevent the hospital from being found out of compliance with the grievance regulations.

This program will also discuss the Joint Commission standards on complaints and DNV Healthcare on grievances and how these 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. This program will cover what is now required to be documented in the medical record as well.

Note: Critical Access Hospitals (CAHs) have a separate set of hospital CoPs and there is no corresponding restraint standard and the only mention of restraints is in the swing bed section. However, CAHs are expected to have some system of grievance and complaint resolution. Therefore, many CAHs adopt most of the requirements.

Learning Objectives:

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

1. Describe how a hospital must follow the CMS Conditions of Participation on grievances if they receive reimbursement for Medicare patients;
2. Identify the CMS regulations under grievances including the requirement to have a grievance committee;
3. Explain the Joint Commission complaint standards in the patient's right (RI) chapter;
4. Explain the DNV grievance standard in the patient rights chapter; and
5. Explain how the patient must be provided with a written notice that includes steps taken to investigate the grievance, the results, and the date of completion.

Target Audience:

Anyone involved in the implementation of the CMS grievance or the Joint Commission (TJC) complaint standards, including: C-Suite officers, all nurses with direct patient care, TJC coordinator, quality improvement coordinator, risk managers, patient safety and compliance officers, ED Manager and legal counsel.

Faculty:

Sue Dill Calloway, President, Patient Safety and Health Care Education and Consulting

Sue Dill Calloway has been a nurse attorney and consultant for more than 30 years. Currently, she is president of Patient Safety and Healthcare Education and Consulting and was previously the chief learning officer for the Emergency Medicine Patient Safety Foundation. She has conducted many educational programs for nurses, physicians, and other healthcare providers. Sue has authored over 100 books and numerous articles. She is a frequent speaker and is well known across the country in the area of healthcare law, risk management, and patient safety.

Sue has no real or perceived conflicts of interest that relate to this presentation.

Registration Fee:

\$195 per site for MHA members

\$295 per site for non-members

The registration deadline is November 28th. Advance registration is required to ensure the delivery of instructional materials.

Cancellation Policy:

Cancellations made prior to the registration deadline (November 28) will be issued a refund, less a \$25 administrative fee. Cancellations made after November 28 will be charged 50% of the registration fee. No refunds will be issued for those who do not cancel in advance of the program.

Connecting to the Webinar:

All registration fees are per phone connection. If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed. Complete the attached registration form and return it to the Maine Hospital Association. Upon registering for the webinar, notify all participants and arrange a meeting room and speaker phone, if desired. At least three business days prior to the webinar, you will receive confirmation of your registration via email including instructions on logging in, as well as attached handouts. Approximately 5 to 10 minutes before the program, dial in to be connected to the session.

If you have not received a confirmation notice 48 hours prior to the program, please call Leslie Gagne at (207) 622-4794 to confirm your registration has been received.

Registration Form

Webinar: Grievances and Complaints: What Hospitals Should Know December 5, 2017 / 10:00 a.m. - 12:00 p.m.

Important Note: Instructions for accessing the program will be emailed to the contact person listed below prior to the program date. If you would like the instructions emailed to an additional contact person, please list their email address as well.

Name and Title of Contact Person: _____

Telephone: _____ Fax: _____ Email: _____

Organization: _____

Address: _____ City: _____ State: _____ ZipCode: _____

The registration fee is: **\$195** per site for **MHA members** / **\$295** per site for **Non-members**

The fee covers **ONE** telephone connection and includes a set of handouts (which can then be copied). If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed.

Payment Method: Check enclosed (payable to MHA) Check being mailed Credit Card**

If paying by credit card, please register online at www.themha.org. **VISA and **MasterCard** accepted.

Please complete this fillable PDF form and email or fax to lcoururier@themha.org or 207/622-3073. Mail original along with payment to: Leslie Couturier, Maine Hospital Association, 33 Fuller Road, Augusta, Maine 04330. If you have questions, please call Leslie Couturier or Carol Sinclair at 207/622-4794 or by email at lcoururier@themha.org or csinclair@themha.org.

Registration deadline is Tuesday, November 28, 2017.