Webinar: Joint Commission Patient Rights

June 15, 2015  1 – 2:30 p.m. ET

This webinar will discuss the 2015 Joint Commission Patient Rights standards, also called the Rights and Responsibilities of the Individual or the RI chapter. Patient rights are a common problematic area.

There will be a discussion of a crosswalk to the CMS Hospital Conditions of Participation (CoPs) which all hospitals must follow if they receive payment for Medicare and Medicaid patients including the revised regulations on the visitation standards, informed consent, advanced directives, and plan of care. The Joint Commission has made many changes to their standards to make them compliant with the CMS hospital CoPs. CMS issued a deficiency report which showed the area cited most for being out of compliance in the CoP manual was in the area of patient rights. In fact, the number of patient rights violations more than tripled from the March 2013 report of 950 to 3,908 in the November 14, 2014 report. This is an unbelievable number and this should be on the hospital’s radar screen for 2015!

Webinar Objectives

- Discuss that patient rights must be provided in writing to the inpatients
- Describe that the Joint Commission also requires hospitals to have patient responsibilities
- Recall the requirements from CMS and TJC on grievances and complaints and that it is a problematic standard
- Discuss the CMS and TJC requirements for informed consent
- Recall the importance of using and documenting the use of an interpreter if the patient does not speak English

Target Audience

Joint Commission Coordinator, Ethics Committee, Social Workers, Consumer Advocates or Complaint Manager, Interpreting Services Director, Quality Improvement Coordinator, CNO, COO, Nurses, Nurse Educators, Nurse Managers/Supervisors, Compliance Officer, Consumer Advocates, Risk Managers, Outpatient Director, Patient Safety Officer, Marketing Director, OR Staff and In-House Legal Counsel

Webinar Outline

Patient Rights
- Developing patient rights
- CMS and patient rights deficiency reports
- Written policies on patient rights
- Communicating patient rights
- Right to effective communication
- Patient’s cultural and personal values, beliefs, and preferences
- Right to privacy
- Patient centered communication
• Pain management
• Information tailored to patient’s age, language, ability to understand
• Interpreters and translators
• Patients with speech, hearing, and cognitive impairment
• Participating in care decisions
• Surrogate decision makers
• Consent for recordings or films
• Informed consent
• Documenting consent
• Right to know your care provider
• Complaints
• Complaint process required
• Access to protective and advocacy services
• End of life issues
• Rights during research
• Advance directives
• Foregoing or withdrawing life sustaining treatment
• Outpatient advance directive requirements
• Neglect, abuse and exploitation
• Environment to support positive self-image and dignity
• Telephone and mail service standard
• Personal rights
• Services provided by hospitals to respect patient rights
• CMS changes to visitation
• Patient rights tracer
• TJC FAQ on patient rights

Patient Responsibilities
• Written policy required
• Notifying patients
• Asking questions
• Accepting consequences
• Following rules and regulations
• Showing respect and consideration
• Acknowledgement if understands treatment course
• Meeting financial commitments

About the Speaker
Sue Dill Calloway, R.N., M.S.N, J.D. is a nurse attorney and President of Patient Safety and Healthcare Consulting and Education. She was the VP of Legal Services at a community hospital in addition to being the Privacy Officer and the Compliance Officer. She worked for 8 years as the Director of Risk Management and Health Policy for the Ohio Hospital Association. She was also the immediate past director of hospital patient safety and risk management for The Doctors Insurance Company in Columbus area for five years. She does frequent lectures on legal and risk management issues.

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Ms. Calloway has given many presentations locally and nationally to nurses, physicians and attorneys on medical and legal issues. She has authored numerous articles and over 1000 articles and 100 books, including the 2009 Joint Commission Leadership Standard (HCPro), Nursing and the Law (PESI, 1986 and 1987), Ohio Nursing Law (West Publishing), Nursing Ethics and the Law (PESI, 1986), Legal Issues in Supervising Nurses (PESI, 1988), Medicine Made Easy (PESI, 1992) and The Law for Nurses Who Supervise/Manage Others (PESI, 1993), Legal Issues in Obstetrics (PESI, 1997) and JC Leadership Standards (HCPro, 2004), and the Compliance Guide to the CMS and the Joint Commission Patient Rights Standards (HCPro, 2005), and the 2009 book on the Joint Commission Leadership Standards (HCPro). She often writes articles called the “CMS Corner” in Briefings on the Joint Commission. Ms Calloway is a 1996 recipient of PESI’s Excellence in Education Award.

**Continuing Education Credits**

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**All other participants:** Must attend the entire webinar and complete a webinar critique to receive a 1.5 Hour Attendance Certificate for each program.

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Webinar content, registration and continuing education questions should be directed to Katie Ingle of Instruct-Online ([Katie@instruct-online.com](mailto:Katie@instruct-online.com)) or (319-626-3295). Other inquiries may be directed to Laura Gilbert at [lgilbert@IHAconnect.org](mailto:lgilbert@IHAconnect.org) or 317-423-7793.

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