This webinar will cover the Joint Commission standard on patient centered communication and the related CMS hospital Condition of Participation (CoP) visitation interpretive guidelines. The Joint Commission patient centered communication standards address changes in five standards in four different sections. Two studies show that many hospitals are out of compliance with these five standards. The Joint Commission issued a white paper that said the unfortunate truth is that most hospitals are not compliant. The Joint Commission white paper indicates that Joint Commission is serious about compliance so you do not want to be caught off guard and out of compliance!

This webinar will discuss the standard for both interpreters and low health literacy. There are currently 55 million people in the US, or one in five residents, who speak a language other than English at home. Patients with limited English proficiency (LEP) have a higher than average readmissions rate both to the hospital and the emergency department plus they suffer a higher number of adverse events. There are also 90 million patients with low health literacy.

**Webinar Objectives**

- Describe that the Joint Commission has a standard on patient centered communication which includes the requirement to make sure that all interpreters are qualified
- Discuss what must be documented in the medical record including the patient’s preferred language for discussing healthcare
- Recall how to locate a copy of the document on Advancing Effective Communication, Cultural Competence, and Patient and Family Centered Care: A Roadmap for Hospital
- Discuss that CMS requires a visitation policy and one that cannot discriminate against same sex partners

**Target Audience**

CNO, CMO, all physicians with direct patient care, Ethics Committee, Consumer Advocate, Nurses, JC Coordinator, Nurse Managers, Compliance Officer, Patient Safety Officer, Interpreting Services Personnel, Chief of Medical Staff, Physicians, Ethicist and Ethics Committee, Quality Improvement Staff, COO, CMO, Health Information Management Staff, Human Resource Staff and Director, Patient Safety Officer, Risk Manager, Director of Regulatory Compliance, Hospital Legal Counsel, Nursing Supervisors and Registration staff

**Webinar Outline**

- Introduction
- TJC White Paper: Hospitals Remain Unprepared
• TJC R3 Report on Patient Centered Communication
• Communication errors and malpractice cases
• Qualifications for language interpreters
• Qualifications for translators
• Language access plan (LAP)
• Language proficiency assessments
• Five standards in four chapters
• Identifying and addressing patient oral and written communication needs
• Limited English Proficiency and OCR requirements
• National CLAS standard and the TJC 2015 standards
• Low health literacy
• Qualified interpreters and HR standard
  o change for recommendation in interpreters
• 2 types of certification for interpreters
• Effective communication and the PC standard
• What’s in a Word: How to hire an interpreter
• Providing language services for LEP or deaf or hard of hearing,
• Collecting race, ethnicity and language data
• Non-discrimination in patient care
• Documenting patient communication needs
• Communication needs of the parent or surrogate decision maker
• Patient access to chosen support individual
• Collecting race and ethnicity
• Information to patients with vision, speech, hearing or cognitive impairment
• Record of care and ensuring patient’s preferred language
• TJC Speak Up Series
• Patient advocates or support persons
• Visitation CoP and law
• Prohibiting discrimination and RI standard
• Interpreting and translations
• Advancing communication, competence and family centered care and the LGBT Community
• Communication roadmap
• What did the doctor say?
• OIG Guidance Language Access Services

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 past VP of Legal Services at a community hospital in addition to being the Privacy Officer and the Compliance Officer. She worked for over 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 and writes numerous publications.

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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.

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