Webinar: Joint Commission Leadership Standards

September 14, 2015  1 – 3:00 p.m. ET

This webinar will discuss the Joint Commission leadership standards. There are many important areas that are found in the leadership chapter including conflicts of interest, contract management, behavior that undermines a culture of safety, patient safety standards, FMEA standard, same level of care, patient flow, budget, conflict management, telemedicine, hospitals with swing beds, and more! Contract management is also a center of focus during the survey process with the final changes to the telemedicine standard by CMS. There have been many changes over the past two years. Many of the changes were to align with the CMS hospital CoP changes.

Each standard will be discussed with emphasis on the most problematic standards. There will a discussion of a crosswalk to the CMS Hospital Conditions of Participation which all hospitals must follow if they receive payment for Medicare and Medicaid patients.

Webinar Objectives

- Discuss that the Leadership Standards has a section requiring the hospital to have a conflict of interest policy
- Recall that policies and procedures and code of conduct are required on behavior that undermines a culture of safety (disruptive behavior)
- Describe the patient flow standards and that they can help to reduce boarding and overcrowding
- Explain the undesirable effects that behavior that undermines a culture of safety can have on healthcare such as decreased morale and staff turnover
- Recall that there are standards on contract management

Target Audience

JC Coordinator, Regulatory Affairs Officer, Ethics Committee, Social Workers, Consumer Advocates or Complaint Managers, Interpreting Services Director, Quality Improvement Coordinator, Board Members, CEO, CNO, CMO, COO, Nurses, Nurse Managers, Department Directors, Nurse Educators, PI Director and PI Staff, Compliance Officer, Risk Managers, Hospital Legal Counsel, Outpatient Director, Patient Safety Officer, Marketing Director, those involved with contract management, ED Staff and those involved in patient flow

Webinar Outline

- Introduction
- 2015 changes
• Leadership structure
• Leadership responsibilities
• Board responsibility for quality and safety
• CEO management of hospital
• Medical Staff (MS) accountability to board
• Board, managers, and MS leaders have knowledge needed for their roles
• Mission, vision and goals support quality and patient safety
• Working together to meet mission, vision, and goals
• Conflict of interest
• Conflict of interest policy required
• Communication between Board, MS leaders, and senior managers
• Conflict management skills training
• Organizational culture and system performance
• Five key systems that influence performance; using data, planning, communicating, changing performance, and staffing
• Leaders create culture of safety and quality throughout hospital
• Code of conduct required and make new changes,
• Disruptive behavior standard and requirements and now referred to as behavior that undermines a culture of safety
• Making literature available to staff
• Using data to guide decisions and look for opportunities for improvement
• Hospital wide planning to focus on quality and safety
• Hospital to provide accurate information on safety and quality
• Leaders implement change to improve hospital performance
• Staffing and staff need skills to provide good care to patients
• Operations issues
• Compliance with all laws
• Utilization Review plan
• Annual operating budget
• Policies and procedures guide and support patient care (hot problematic standard)
• Address conflicts of interest
• Ethical principles guide hospital’s business practice
• Needs of patients guide discharge or transfer policies
• Patient flow standard changes in 2013 and 2014
• Same level of care
• Space and equipment is available
• Contract services and monitoring
• Leaders set priorities for PI
• Implementing a patient safety program
• Revised patient flow tracer

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.

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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