



The Joint Commission 2010 Leadership Standards: Ensuring Compliance

Webinar 2616

Thursday, September 23, 2010
9:00 a.m. – 10:30 a.m. (CST)

Overview

This seminar will discuss the changes to the 2010 Joint Commission leadership standards. The areas that are found in the leadership chapter include: conflicts of interest, contract management, disruptive behavior, patient safety standards, same level of care, patient flow, budget, conflict management, patient safety, culture of safety and more! Each standard will be discussed with emphasis on the most problematic standards. There will also be a discussion of a crosswalk to the CMS Hospital Conditions of Participation.

Target Audience

CEO, COO, CNO, CMO, nursing leadership, hospital leadership, department heads, The Joint Commission coordinators, safety officer and staff, performance improvement staff, risk managers, patient advocates, ethics committee, social workers, those interested in management, professional staff nurses, and nursing home administrators

Program Topics

- 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
- Communication between Board, MS leaders, and senior managers
- Conflict management skills training
- Organizational culture and system performance
- Key systems that influence performance
- Leaders create culture of safety and quality
- Code of conduct required
- Disruptive behavior standard and requirements
- Making literature available to staff
- Using data to guide decisions and look for opportunities for improvement
- Hospital to provide accurate information on safety and quality
- Leaders implement change to improve hospital performance
- Staffing and staff need skills to provide quality care
- Operational issues
- Compliance with all laws
- 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
- Same level of care
- Space and equipment available
- Contract services and monitoring
- Leaders set priorities for PI
- Implementing a patient safety program
- CMS proposed changes to telemedicine and tele-interpretation

Objectives

At the completion of this program, the participant will be able to:

1. Discuss the 2010 Leadership Standards including how the hospital is required to have a conflict of interest policy
2. Describe that the hospital needs a policy and procedure and code of conduct required on disruptive behavior
3. Recall that the Joint Commission has eliminated six elements of performance
4. Discuss the new proposed changes by CMS and The Joint Commission on credentialing by proxy and when it is allowed

Faculty

Sue Dill Calloway, RN, MSN, JD is a nurse attorney and consultant. She was the director of hospital patient safety for The Doctors' Company. She has done many educational programs for nurses, physicians, and other health care 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.

Continuing Education

Certificates of Attendance will be issued to all registrants attending this audio conference. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for taped sessions.

Registration

\$180 for AHA members

The registration fee includes **one connection and site fee**. One or more individuals from the same facility may participate for the same fee. Participants are encouraged to log in 15 minutes prior to the start of the program.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received an e-mail with instructions via the e-mail provided on the registration form or if you are unable to download or open presentation materials, at least three business days prior to the event, please contact Anna Sroczyński at 501-224-7878, or via e-mail to asroczyński@arkhospitals.org. **Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.**

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event.

Substitution, Transfer and Cancellation Policy

Refunds, minus a \$25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Anna Sroczyński at 501-224-0519.

REGISTRATION FORM

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Registration Fee \$180 for AHA members

Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person _____

Organization _____

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Method of Payment

Check in the amount of \$_____ payable to the Arkansas Hospital Association is enclosed.

Credit Card # _____ Visa MasterCard

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Mail form and payment to

Anna Sroczyński, Registrar, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205;

501-224-7878; or fax form with credit card information to 501-224-0519.