



# CMS CoPs: Patient Rights

## DATE & TIME:

Tuesday, April 25, 2023  
9:00 a.m. – 11:00 a.m. CT

## WHO SHOULD PARTICIPATE:

CMOs, CNOs, compliance officers, emergency department personnel, joint commission coordinators, medical records staff, quality improvement personnel, risk managers, legal counsel, and anyone else interested in the topic

## CONTINUING EDUCATION:

Nursing: Up to 2.0 contact hours will be awarded for this offering by the Louisiana Hospital Association for complete attendance and evaluation of the program. The Louisiana Hospital Association is approved by the Louisiana State Board of Nursing – CE Provider #39.

**Other Participants** will receive, upon completion of this program and evaluation, a certificate documenting the completed continuing education/clock hours.

## REGISTRATION DEADLINE:

Registrations are due into the LHA office one week prior to the webinar to ensure timely delivery of instructions and handout.

## VIRTUAL OFFERING:

Access information will be provided to each registered participant in advance of the event. To prevent emails from going into your junk or spam folders, have your IT staff whitelist the email address [marthur@lhaonline.org](mailto:marthur@lhaonline.org) and any emails coming from LHAonline.org.

## LHA EDUCATION CALENDAR

[View Upcoming Event Listing](#)

## OVERVIEW:

Any hospital that accepts Medicare reimbursement must comply with the Centers for Medicare & Medicaid (CMS) Conditions of Participation (CoPs).

The patient rights section of the CMS CoPs manual has the highest number of deficiencies for hospitals. This webinar will discuss the CoPs Appendix A section on patient rights. Although the Critical Access Hospital (CAH) Appendix W does not have a similar section, CAHs must provide a safe environment for patients.

Topics to be covered in this webinar include grievances, right to receive notice of patient rights, exercise of rights, informed consent, privacy, confidentiality of medical records, safety, advance directives, interpreters, abuse and neglect, plan of care, visitation rules, support person rights, and staffing levels.

## OBJECTIVES:

- Identify that the CMS regulations regarding grievances include the requirement to have a grievance committee;
- Recall that CMS has requirements for advance directives;
- Discuss the CMS requirement for providing patients and/or their representatives information on patient rights; and
- Recite the various requirements for when a patient is placed into restraints and/or seclusion.

## MEET YOUR FACULTY:

**Susan Seeley, RN, MSN, NEA-BC, Nash Healthcare Consulting**

Susan Seeley has more than 40 years of experience in the healthcare industry, both as a nurse leader and as a clinical consultant with a focus on patient care services and regulatory compliance. She is experienced in conducting mock surveys and improving client hospitals' accreditation survey preparedness through on-site education. She has helped organizations achieve continuous survey readiness and assists organizations with writing and implementing successful Plans of Corrections for survey deficiencies. In addition, she has assessed quality programs, clinical operations, the structure and function of medical staff committees, and the implementation of peer review quality plans.



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REGISTER ONLINE: <https://lhaonline.org/Event.aspx?EventKey=M2349022>

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## PRICE:

- Hospital Member: \$125 (Per Person Rate)
- Associate/Attorneys or Corporate Members: \$175 (Per Person Rate)  
*LHA dues must be up to date to qualify for the above-mentioned rate.*
- Non-Member Hospital: \$250 (Per Person Rate)

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## REGISTRATION:

Registrations are accepted online only. VISA, Master Card, Discover, and American Express are accepted. Email confirmations will be sent to registrant upon completion of registration. Program material and access information are not meant to be shared with anyone other than registered participants. This is intellectual property of the speaker and as such, is intended only for those who registered and participated in the webinar/seminar. Sharing of this information with others within your organization will result in an additional registration fee.

## CANCELLATION POLICY:

Individuals who cancel **more than seven business days prior to a scheduled event** will be charged a cancellation fee of \$40 per person. Written notice of the cancellation must be emailed to [marthur@lhaonline.org](mailto:marthur@lhaonline.org). No refunds will be issued for cancellations received **within seven business days of the event or for no-shows**.

## SUBSTITUTION POLICY:

Registrants who are unable to participate in an LHA educational event are permitted, and encouraged, to have an eligible substitute; however, written notice of the substitution must be emailed to [marthur@lhaonline.org](mailto:marthur@lhaonline.org) **at least seven business days in advance of the event**. The substitution option is not available if written notification is received by the LHA less than seven business days prior to the scheduled program.

## ACCOMODATIONS:

Please contact the LHA if you have a disability that may require special accommodations for this educational opportunity. The LHA is committed to ensuring full accessibility for all registrants.

LHA # M2349022