



CMS CoP Patient Visitation Rights: Ensuring Compliance

Webinar T2727

Tuesday, January 31, 2012
9:00 a.m. – 10:30 a.m. (CST)

Overview

CMS recently finalized a new rule on patient visitation rights and patient representatives. This new regulation will affect all hospitals that accept Medicare, including critical access hospitals. Learn strategies to ensure compliance with the new regulation and interpretative guidelines.

Target Audience

CEO, COO, CMO, CNO, Nursing Unit Leadership, Medical Staff Leaders, Ethics Committee Members, Credentialing and Privileging Professionals, Interpretative Services, Joint Commission Coordinators, Performance Improvement Leaders, Risk Managers, Safety Officers, Legal Counsel, and Compliance Officers

Program Topics

- Visitation rights of all patients, including same sex patients
- Required policies and procedures (P&P)
- Education of all staff on new P&P
- Notice of patient rights to inpatients, ED patients, observation, and same day surgery
- President's memo on respecting the rights of patients to receive visitors and designated surrogate decision makers
- Patient representative, support person, DPOA, etc.
- States recently passing visitation rights laws
- Advance directives changes/requirements
- Family member must be notified of patient admission
- Must ask if patient wants attending doctor notified
- Notification if patient is incapacitated
- Competent patient with representative then must provide both with notice
- Plan of care and sharing with patient representative
- Joint Commission (TJC) patient rights current standards
- TJC 2011 Patient Provider Communication and visitation rights
- Health and Human Services press release June 23, 2010
- Right of patient to designate whom they wish to see in hospital
- Equal access to visitors whether or not family members
- Replacement of the word representative with support person
- Amendment of hospital patient rights statement
- Oral and written designation of their chosen loved one
- Consumer advocate rule in new process
- Role of surrogate decision makers, durable power of attorney and proxies
- Reasonable restrictions or limitations for clinical reasons
- Restricting visiting hours in the ICUs
- Medical literature on restricting ICU visiting hours
- Relationship to Title VI of the Civil Rights Act of 1964
- Limited English Proficiency (LEP) issue
- Notice postings on wall not required
- Relationship to the grievance standard

Objectives

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

1. Discuss that there is new federal regulation on visitation, which affects all hospitals receiving Medicare reimbursement, including critical access hospitals
2. Recall that all hospitals will be required to amend their patient rights statement and notify patients of their visitation rights
3. Describe that patients will have the right to choose who can visit them, including same sex partners and friends

Faculty

Sue Dill Calloway, RN, Esq. CPHRM, AD, BA, BSN, MSN, JD has been a nurse attorney and consultant for more than 30 years. Currently, she is President of Patient Safety and Healthcare Education and Consulting and also the Chief Learning Officer for the Emergency Medicine Patient Safety Foundation. Prior to Sue's current role, she was the director of hospital patient safety for The Doctors' Company and OHIC Insurance Company. She has done many educational programs for nurses, physicians and other healthcare 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.

Certificates of Attendance

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

Registration

\$190 for AHA members

Registration includes **one** Internet connection and **one** telephone connection at **one** location and an unlimited number of participants from your organization in **one** listening room.

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 **\$190 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 _____

Mailing Address _____

City, State, Zip _____

Telephone _____ Fax _____ E-mail _____

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.