Contract Management: Ensuring Compliance with the Joint Commission and CMS Standards

COURSE: NGD1735 (WEBINAR)
February 9, 2015 12:00 – 1:30 pm Central Time

Webinar Overview:
Contracts have become a recent hot topic with increased scrutiny by both the Joint Commission and CMS. The Joint Commission has both a standard on contract managements and a contract services tracer. CMS recently issued a memo summarizing deficiencies received by hospitals and there were many related to contract management which will be discussed.

This webinar will cover all of the contract requirements for hospitals accredited by the Joint Commission. This standard has been amended every year for the past three years. The CMS telemedicine standard also updated a section in the Joint Commission contract standards.

Target Audience
Director of Accreditation and Regulation, Hospital Attorneys, Risk Managers, Chief Nursing Officer, Individuals responsible for contracted services, C people (CEO, CFO, CNO, CMO), Quality Improvement Director, Department Directors, Board members, Credentialing committee members, Medical staff services professionals, Patient Safety Officer, Compliance Officer, Nurse Directors, Joint Commission Coordinator, Regulatory Department Directors, Nurse Educators, In house legal counsel, Contract managers, Patient Safety Officer, and anyone responsible for monitoring or assessing contracted services

Webinar Objectives:
- Recall that the Joint Commission has a contract standard in the leadership chapter
- Discuss that CMS has a section in the Hospital Conditions of Participation that sets forth requirements for contracted services
- Describe that the same level of care is required whether the hospital provides the services directly or through contracted services
- Recall that CMS requires that the Board is to make sure that contract services are reviewed as part of the QAPI process

Webinar Outline:
The Joint Commission standards LD.04.03.09
- Contract standard and the EPs
- Same level of care
- Updates
- Hospital leader responsibility for contracted services
- Safety and quality requirements
- Limited applicability to patient care services
- Consults and referrals not subject to requirements
- Staff competence
- Credentialing/privileging and CMS interpretive guidelines
• Transmittal issued
• CMS changes on telemedicine
• Performance improvement requirements
• Ideas on how to review contracts
• Credentialing and privileging
• Nature and scope of services
• Leadership approval of contracts
• Monitoring the performance of contracts
• Contracts with other accredited organizations
• Communicating expectations in writing
• Contracts that do not meet expectations
• Continuity of patient care maintained if contract terminated
• Contract lab services
• 3 FAQs
• Telemedicine contracts
• TJC contract services tracer

CMS Contract Regulations and Interpretive Requirements
• Introduction into CoPs
• CMS deficiency memos and areas in contract management cited
• How to locate current copy
• Contract part of CMS hospital worksheet
• List of contracted services required
• CMS contract section in worksheets
• Board responsible for contracted services
• Board action to identify quality problems
• Performance improvement requirements

Faculty:
Sue Dill Calloway, RN, Esq. CPRHM, AD, BA, BSN, MSN, JD, Attorney at Law
President of Patient Safety, Healthcare Consulting and Education Company

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.
Registration:

There is a site fee of $175.00 for NDHA Members and $300.00 for Non-members for this course. The registration fee provides you with one phone number, Web connection and a downloadable handout.

Numerous people at one physical site are encouraged to participate in the Web Conference through one registration (utilizing the same telephone/Web connection). A member hospital is referred to as an individual freestanding facility, not a hospital system. If any additional locations or facilities are added into your connection, additional registration fees will be charged. If participants at your site require more than one telephone/Web connection, additional registration fees will be charged.

Prior to the program you will receive an e-mail containing instructions on how to connect to the conference. This e-mail will also contain codes to access the conference call. Advance registration by February 2, 2015 is required to ensure delivery of instructional materials. A late fee of $25.00 will be charged for any registrations after this date. This fee is necessary, as we are being charged a late fee for any last minute registrations that require an overflow line on the bridge. If you do not receive an e-mail from Pam Cook prior to the program with your handouts and dial-in information, please contact her at 701 224-9732.

Please contact Pam Cook at 701 224-9732 or pcook@ndha.org for further information. You may register by fax (701) 224-9529, online at http://www.ndha.org under Education or by mail PO Box 7340, Bismarck ND 58507.

Registration fees are non-refundable unless notice of an individual’s cancellation is received at NDHA five working days prior to the event, in which case a cancellation fee of $50.00 will be deducted from your registration fee. If notice of cancellation is received after this date, there is no refund. You will be billed whether or not you attend the program.

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Facility ____________________________________________________________

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