Joint Commission Leadership Standards
COURSE: NCD1150 (WEBINAR)

June 27, 2014
9:00 – 11:00 am Central Time

Webinar Overview: This webinar will discuss the Joint Commission leadership standards. Contract management is a center of focus during the survey process. Many of the changes were to align with the CMS hospital CoP changes. There were also changes to the telemedicine law and standards. Each standard will be discussed with emphasis on the most problematic standards. There will be a discussion of a crosswalk to the CMS Hospital Conditions of Participation.

Webinar Objectives:
- Discuss that the Leadership Standards have 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 that there are new changes to the patient flow standards in both 2013 and 2014
- Explain the undesirable effects of 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

Webinar Topics:
Leadership Chapter
- Introduction
- 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

Target Audience: Joint Commission Coordinator, Regulatory Affairs Officer, Ethics Committee, Social Workers, Consumer Advocates or Compliant Manager, Interpreting Services Director, Quality Improvement Coordinator, Board Members, CEO, CNO, CMO, COO, Nurses, Nurse Managers/Supervisors, Department Directors, Nurse Educators, PI Director, PI Staff, Compliance Officer Consumer Advocates, Risk Managers, Hospital Legal Counsel, Outpatient Director Patient Safety Officer, Marketing Director, Those involved in contract Management, ED Staff and those involved in patient flow

Faculty: 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
Registration:

There is a site fee of $175.00 for NDHA Member Hospitals and $300.00 for Non-members for this course. **Member Hospital is referred to as an individual freestanding facility, not a hospital system.** 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). 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 **June 20, 2014** 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 Linda Simmons prior to the program with your handouts and dial-in information, please contact her at 701 224-9732.

Please contact Linda Simmons at 701 224-9732 or lsimmons@ndha.org for further information. You may register by fax (701) 224-9529, online at [http://www.ndha.org](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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