
Common Hospital Deficiencies

June 4 -10:00 a.m.-12:00 p.m.

Target Audience: CEO, CMO CNO, compliance, legal, physicians, safety

Speaker: Nancy Ruzicka, federal rules, regulations, and interpretative guidelines consultant

Hospitals and critical access hospitals face shared challenges including compliance with federal regulations and accreditation standards. This session will focus on problematic deficiencies and the expectations of compliance standards.

Learning Objectives

- Describe frequently cited deficiencies.
- Discuss potential solutions for preventing these deficiencies.
- Explain how compliance is assessed for each area of common deficiency.

CMS Hospital QAPI Standards 2024

June 18 - 9:00-11:00 a.m.

Target Audience: CMO CNO, compliance, ED, Joint Commission Coordinator, medical records, quality improvement, risk, legal

Speaker: Laura A. Dixon, BS, JD, RN, CPHRM, Risk Management and Safety expert

Quality Assessment and Performance Improvement (QAPI) Conditions of Participation deficiencies are the third most frequently cited of the 24 Conditions for Medicare-certified hospitals. The Centers for Medicare & Medicaid Services (CMS) believes that a hospital with a well-designed and well-maintained QAPI program can significantly enhance its ability to provide high-quality and safe care to its patients while reducing the incidence of medical errors and adverse events throughout the hospital.

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In 2020, CMS published updated QAPI standards, but the interpretive guidelines for the regulation were delayed. Some of the changes included a section in the QAPI standards that addresses patient safety and risk management. In March 2023, CMS issued new interpretive guidelines with information and directions for surveyors on assessing a hospital's QAPI program.

This program will discuss the revised CMS hospital QAPI standards and the new applicable interpretive guidelines. Included will be a discussion on CMS expectations for hospital leadership and the governing body for oversight and execution of the QAPI.

Learning Objectives

- Discuss that the governing body and hospital leadership are responsible for the QAPI program, its implementation, and its completion.
 - Recite key requirements for a QAPI program that will be reviewed and assessed during a survey.
 - Describe areas to be assessed during a survey and what surveyors will be reviewing.
 - Recall that CMS surveyors will review policies in place and observe implementation of such policies and procedures.
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Physical Environment, Environment of Care, and Life Safety Code Survey Issues

June 20 - 10:00 a.m.-12:00 p.m.

Target Audience: CEO, CMO CNO, compliance, department directors, infection control, network liaisons, nurses, physicians, quality improvement, risk, legal, safety, trustees

Speaker: Nancy Ruzicka, federal rules, regulations, and interpretative guidelines consultant

The number of deficiencies in the physical environment condition of participation and the environment-of-care standards has continued to increase. This webinar will review commonly cited physical environment and life-safety code deficiencies in hospitals. CMS updates on expectations for ligature-resistant environments, categorical waivers, air pressure, and humidity in surgical suites will also be discussed.

Learning Objectives

- Describe and identify common life-safety code deficiencies.
 - Describe how and when relative humidity may be lowered in anesthetizing locations.
 - Explain how to avoid common deficiencies.
 - Explain how to use a categorical waiver.
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Dietary, Food, and Nutrition Services: CMS CoPs, DNV Healthcare, and TJC Requirements

June 25 - 9:00-11:00 a.m.

Target Audience: CMO CNO, compliance, ED, Joint Commission Coordinator, medical records, quality improvement, risk, legal

Speaker: Laura A. Dixon, BS, JD, RN, CPHRM, Risk Management and Safety expert

This program will discuss the Centers for Medicare & Medicaid Services (CMS) hospital and Critical Access Hospital (CAH) Conditions of Participation (CoPs) requirements for dietary and food and nutrition services. This area has received increased scrutiny, especially in infection control.

Following a survey, CMS prepares a list of deficiencies or citations given to a hospital. This webinar

will cover the common deficiencies regarding dietary, and will cover the Joint Commission and DNV standards related to dietary.

Learning Objectives

- Describe that CMS has a section on food and nutrition services in the hospital condition of participation standards.
 - Recall CMS safety standards for food nutrition services.
 - Discuss the Joint Commission and DNV standards for food and dietetic services.
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Patient Rights: Abuse, Restraints, Seclusion and Other Patient Rights Issues

June 26 - 12:00-2:00 p.m.

Target Audience: CEO, CMO, CNO, nursing managers, nursing staff, physicians, regulatory readiness liaisons, safety, behavioral health and psychiatric staff, ED

Speaker: Nancy Ruzicka, consultant on federal rules, regulations, and interpretative guidelines

Hospitals, critical access hospitals, and rural emergency hospitals must comply with the Centers for Medicare & Medicaid Services (CMS) Conditions of Participation. According to CMS and accrediting organizations such as DNV and Joint Commission, Patient Rights and Responsibilities Condition is consistently in the top Condition Level Deficiencies cited. Within that condition, most non-compliances come from the regulations governing abuse, restraints, and seclusion. Other patient rights that facilities need to be aware of are grievances, advance directives and a patient's right to be involved in care.

Learning Objectives

- Explain CMS definitions of abuse, restraints, and seclusion.
 - Describe the documentation requirements for restraints and seclusion.
 - Describe what a grievance is and the facility's responsibility to investigate.
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- June 4 - Common Hospital Deficiencies** (IA0604)
- June 18 - CMS Hospital QAPI Standards 2024** (G4021)
- June 20 - Physical Environment, Environment of Care, and Life Safety Code Survey Issues** (IA0620)
- June 25 - Dietary, Food, and Nutrition Services: CMS CoPs, DNV Health care, and TJC Requirements** (G4022)
- June 26 - Patient Rights: Abuse, Restraints, and Seclusion and other Patient Rights Issues** (TX0626)

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