



## Patient's Rights: An Overview

### DATE & TIME

Tuesday, November 29, 2022  
10:00 a.m.-12:00 p.m. CT

### WHO SHOULD PARTICIPATE:

CFOs CMOs, CNOs, COOs, behavioral health and psychiatric staff, emergency department staff, physicians, safety officers, compliance officers, nursing leadership, quality improvement personnel, risk managers, 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

[www.lhaonline.org/events](http://www.lhaonline.org/events)

### OVERVIEW:

General acute hospitals and soon, critical access hospitals must comply with the Centers for Medicare & Medicaid Services (CMS) regulations protecting patient rights. According to CMS and accrediting organizations, such as DNV and the Joint Commission, one of the most-cited condition-level deficiencies is patient rights and responsibilities. Within that condition, most noncompliance comes from the regulations governing the provision of care in a safe environment, abuse, restraints, and seclusion.

### OBJECTIVES:

- Describe CMS' requirements for providing care in a safe environment for patients, specifically those who are suicidal or in need of behavioral health services;
- Describe which regulations regarding patient rights are the greatest risk for citation and how to prevent those citations;
- Discuss CMS definitions of restraints and seclusion; and
- Discuss the difference between a complaint and grievance.

### MEET YOUR FACULTY:

**Nancy Ruzicka, RPh, CHC**, is the owner of Ruzicka Healthcare Consulting LLC with a focus on regulatory compliance, Centers for Medicare & Medicaid Services conditions of participation, EMTALA, Medicare enrollment, and general compliance. She presents on state and federal rules, regulations, and interpretative guidelines, as well as conducts in-person mock surveys for individual healthcare facilities, including hospitals, critical access hospitals, long-term care facilities, and other Medicare-certified entities. She holds graduate degrees in health law and business administration and a bachelor's degree in pharmacy, all from Drake University in Des Moines, Iowa. She is certified in healthcare compliance and maintains her Iowa pharmacy license.



Louisiana Hospital Association Management Corporation

# EDUCATION PROGRAMS

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**REGISTER ONLINE:** <https://lhaonline.org/Event.aspx?EventKey=M2249064>

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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)

### REGISTRATION:

Registrations are accepted online only, and VISA, Master Card, Discover, and American Express are accepted. Email confirmations will be sent to all registrants who list an accurate email address. 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 # M2249064**