



Date: September 10, 2025

Time: 12:00 PM

Webinar - 12-1:30 p.m.

IHA offers a “Health System” registration to accommodate systems enrolling multiple hospitals and offsite offices. To register as a Health System, choose the “Health System” option when registering.

Registration Option	Registration Fee
IHA Member HOSPITAL Registration	\$195
IHA Member HEALTH SYSTEM Registration	\$395
Non-Member HOSPITAL Registration	\$395
Non-Member HEALTH SYSTEM Registration	\$795

Hospital Registration

Applies to a single hospital location. All internal units and departments at that location may participate under one registration.

Example: Hospital A selects Hospital Registration and provides access to its own departments only. Affiliates or other facilities may not use this registration.

Health System Registration

Applies to an entire health system, including corporate offices and all affiliated hospitals. All units and departments within the registered system may participate.

Example: Health System B selects Health System Registration and provides access to every affiliated hospital and its corporate teams.

Understanding the most frequently cited survey deficiencies helps compliance teams anticipate risks and respond more effectively. This webinar will review top citations from Illinois hospitals in recent years and provide strategies to improve performance in key focus areas.

Among the most common deficiencies, many fall under core Conditions of Participation, including infection prevention, patient rights and nursing services. You'll hear about these high-frequency citations and what surveyors are seeking when assessing compliance in each area. By attending, you'll gain practical insights to strengthen your organization's compliance efforts, prioritize resources and enhance survey readiness organization-wide.

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

- Identify the most frequently cited deficiencies in Illinois acute care hospitals.
- Describe surveyor expectations and how they apply to key compliance areas.
- Outline practical strategies to address and prevent common deficiencies.
- Explain how hospital teams can stay current with evolving regulations and guidelines.

The series will benefit hospital and health system leaders and staff in:

- Hospital administration (CEO, COO, CMO, CNO)
- Compliance, accreditation and regulation
- Quality improvement
- Risk management
- Infection prevention, including infection prevention committee members
- Clinical leadership, including physicians, nurses and pharmacists

Nancy M. Ruzicka BS, RPh, MBA, MJ, CHC

A recognized expert on state and federal rules, regulations and interpretative guidelines, Ruzicka provides consultation to individual client hospitals, nursing facilities, rural health clinics, physician offices and other Medicare-certified healthcare providers through onsite mock surveys, remote consultation, and interpretation of Medicare Conditions of Participation. She also provides education on federal regulations to multiple state hospital associations. Ruzicka has served as content expert and editor for regulatory client hospital education for Lammico, a medical malpractice insurance company.

Ruzicka was previously Director of Integrity and Compliance and a Privacy Official at MercyOne Des Moines Medical Center and Director of Regulatory Compliance at UnityPoint Health in Des Moines. She also has more than 20 years of experience with the Iowa Department of Inspections and Appeals. While working for the State of Iowa, she surveyed hospitals, critical access hospitals, psychiatric hospitals, intermediate care facilities for developmentally disabled, nursing homes, and other Medicare-certified entities. She also updated state hospital licensing regulations, which had not been updated since the early 1970s.



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