



WEBINAR

Protocols, Standing Orders, Order Sets and Preprinted Orders

(Webinar T7055)

Date: **Tuesday, October 6, 2020**

Time: **9:00 – 11:00 a.m. CT**

Speakers:

Sue Dill Calloway

Cost: \$195 to NHA members (per hospital, no charge for additional lines, recordings available up to 60 days after the webinar)

Target Audience

Anyone involved in ensuring compliance with the CMS Hospital Conditions of Participation related to standing orders, protocols, order sets including the CEO, Chief Operating Officer, Chief Nursing Officer, Chief Risk Officer, Chief Medical Officer, Risk Management, legal counsel, Radiology director, Compliance Officer, Regulatory Officer, Joint Commission liaison, Pharmacy Director, Nurse Educator, Pharmacist, Rehab and Respiratory Director and staff, Patient Safety Officer, MEC committee members, Infection Preventionist, OR Manager, Anesthesia Director, Anesthesiologist, Nurse Managers, Nurse Supervisors, IS Department staff, Policy and Procedure Committee Members, and anyone who serves on a committee that reviews standing orders, order sets, and protocols.

Course Curriculum

This webinar will cover the interpretive guidelines and regulations required by the Centers for Medicare and Medicaid Services (CMS) related to Order Sets, Protocols, Preprinted Orders, and Standing Orders. This has been a very confusing area for hospitals, and this program will demystify the requirements with which any hospital that accepts Medicare or Medicaid patients must be in compliance for all patients.

The development of protocols and standing orders is best described as a journey. CMS created a tag number to house the major section regarding standing order requirements in the medical record chapter under Tag 457, but there are a total of

four separate sections in the hospital Conditions of Participation (CoPs) manual that regulate this issue. This has been confusing because two of the sections did not link to the other requirements in the CMS manual. CMS also moved most of the standing order requirements from tag 405 into the new section on tag 457. This program will provide the history of each of the four sections and clarify what each section requires hospitals to do.

For example, standing orders must address well defined clinical scenarios. Standing orders related to medications must be approved by the medical staff as well as nursing and pharmacy leadership. There are also many required radiology protocols and policies that will be discussed.

Learning Objectives

At the conclusion of this session, participant should be able to:

- Recall that hospitals must comply with the CMS CoP requirements if they accept Medicare or Medicaid reimbursement
- Discuss that CMS has requirements for standing orders and protocols in four separate sections
- Describe that all protocols must be approved by the Medical Staff even if the protocols are department specific
- Recall that the physician must sign off the standing order along with a date and time

Speaker Bio

Sue Dill Calloway is president of Patient Safety and Healthcare Consulting and Education company, where she focuses on medical legal education, especially Joint Commission and the CMS hospital CoPs regulatory compliance. She also lectures on legal, risk management and patient safety issues. Previously, Sue was a director for risk management and patient safety for the Doctors Company. She was the VP of legal services at a community hospital and served as the privacy officer and the compliance officer. She was also a medical malpractice defense attorney for 10 years and has three nursing degrees in addition to a law degree.

She is a well-known lecturer and the first in the country to be a certified professional in CMS. She has written 102 books and thousands of articles.

The speaker has no real or perceived conflicts of interest that relate to this presentation