



WEBINAR

Emergency and Outpatient Services CoPs

CMS Conditions of Participation

Date: **Tuesday, April 14, 2020**

Time: **9:00 – 11:00 a.m. CT**

Speakers:

Sue Dill Calloway, President

Patient Safety and Health Care Education and Consulting

Cost

\$195 per connection for NHA members. \$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants.

Target Audience

Emergency department physicians, nurses, mid-level providers (such as PA and NP) and staff, chief medical officer, chief nursing officer, compliance officer, patient safety officer, in-house legal counsel, risk managers, director of regulatory compliance, nurse supervisors, and anyone who is responsible to ensure compliance with the hospital conditions of participation.

Course Curriculum

This webinar covers the CMS hospital Conditions of Participation that affect the emergency and outpatient services departments. Any hospital that accepts Medicare must follow the CMS CoPs for all patients.

The webinar will review staffing requirements, provision of services both on and off-campus, EMTALA, required policies and procedures, training requirements, medical

director requirement, and compliance with standards of care. It will also discuss the requirements for restraint and seclusion, grievances, and protocols.

This program will also cover the final changes to the outpatient section, published in the Hospital Improvement Rule that went into effect November 29, 2019. The hospital will be required to have a policy and designate which outpatient departments will require a RN, and additional changes that will be discussed.

Topics Covered

- Manual overview
- Survey memos
- EMTALA and 2019 changes
- Required policies
- Hospitals without emergency departments
- Staff training
- Transport policies
- On-campus and off-campus responsibilities
- Medical Staff and emergency procedures
- Meeting needs of patients
- Following standards of care (ACEP and ENA)
- QAPI
- Lab, x-ray, medical records, surgery responsibilities
- Equipment and supplies
- Staffing
- Grievances
- Protocol and written policy requirements
- Final changes effective date of November 29, 2019, including restraint and seclusion
- Following the acceptable standard of practice
- Orders

Learning Objectives

By the end of this presentation, learners should be able to:

- Recall that CMS has a section in the hospital CoP manual on emergency services
- Discuss that CMS requires the emergency department to have specified policies and procedures
- Describe that there are restraint and seclusion standards that staff must follow
- Explain what is required if the patient files a grievance
- Recall that CMS has a section in the hospital CoP manual on outpatient services
- Discuss that the outpatient department must follow standards of practices
- Describe that an order is needed for any outpatient test or procedure
- Recall that hospitals must have a policy and list of all the outpatient departments and which ones must be staffed with a RN

Speaker Bio

Sue Dill Calloway, President
Patient Safety and Health Care Education and Consulting

Sue Dill Calloway has been a nurse attorney and consultant for more than 30 years. Currently, she is president of Patient Safety and Healthcare Education and Consulting and was previously the chief learning officer for the Emergency Medicine Patient Safety Foundation. She has conducted many educational programs for nurses, physicians, and other health care providers. Sue has authored over 100 books and numerous articles. She is a frequent speaker and is well known across the country in the area of health care law, risk management, and patient safety. Sue has no real or perceived conflicts of interest that relate to this presentation.

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