

Emergency and Outpatient Services; Complying with the CMS Hospital CoPs

Program Overview

This course will actually encompass two individual programs on emergency and outpatient services.

During the first hour, Sue will cover the CoPs that affect the emergency department. She will discuss 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. She will also review the requirements for restraint and seclusion, grievances, and protocols.

During the second hour, our speaker will cover some proposed changes to the outpatient section, which are published in the Hospital Improvement Act. These changes would include how a final diagnosis should be documented in all outpatient records within 7 days, and how the hospital will be required to have a policy and designate in which outpatient departments will require a RN. There are additional changes that will be explained.

Program Objectives

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

- Discuss the CMS sections in the hospital CoP manual on emergency & outpatient services
- Explain the CMS emergency department requirement to have specified policies and procedures
- Describe the restraint & seclusion standards that staff must follow
- Discuss the standards of practice the outpatient department must follow
- Explain what is required if the patient files a grievance

About the Speaker

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 areas of health care law, risk management, and patient safety.

Target Audience

For the first part of our program, we recommend emergency department physicians, nurses, mid-level providers (such as PA and NP) and staff, CMO, CNO, compliance officers, 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.

For the second half of our program, we recommend outpatient department directors, physicians, nurses, mid-level providers (such as PA and NP) and staff, CMO, CNO, compliance officers, patient safety officers, 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.

All attendees are encouraged to stay for the full session.



WEBINAR

DATE/TIME

Thursday
March 28, 2019
10:00 AM - 12:00 PM

REGISTER NOW

PROGRAM FEE

Webinar connection for MHEI Members: \$199

Webinar connection & CD recording of the webinar for MHEI Members: \$250

Webinar connection for Non-MHEI Members: \$300

Webinar connection & CD recording of the webinar for Non-MHEI Members: \$375

Registration fee covers one connection per registration. Multiple participants can view the webinar. Payment must be received before connection instructions will be sent

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
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