The day will cover four specific areas of the CMS Conditions of Participation (CoPs) rules and regulatory requirements; Emergency Services, Outpatient Services, Nursing and Medical Records. Each of these areas have very specific CMS requirements which will be detailed throughout the day. Any hospital that accepts Medicare must follow the CMS CoP’s for all patients. A brief summary and overview of each section to be covered follows.

**OVERVIEW - Emergency Services**
This section will cover the hospital CoPs that affect the emergency department; staffing requirements, provision of services both on and off-campus, EMTALA, required policies and procedures, training requirements, medical director requirements, and compliance with standards of care. The speaker will also discuss the requirements for restraint and seclusion, grievances, and protocols.

**OVERVIEW - Outpatient Services**
This section will detail the standards of care that must be followed in the outpatient department including that the outpatient director is qualified and competent. You will also discuss some proposed changes to the outpatient section published in the Hospital Improvement Act including the documentation requirements for final diagnosis for all outpatient records within 7 days. Other discussion topics include requirements to have a policy and designate which outpatient departments will require an RN.

**OVERVIEW - Nursing**
Did you know there were fifteen recent memos of importance to nursing? Did you know there have been many changes to the nursing chapter in the past two years including 2016 changes and proposed changes in 2017? The proposed changes are in the Hospital Improvement Act. The speaker will discuss plans of care, staffing, policy changes, when an RN is required in an outpatient department, documentation, supervision, nursing leadership, verbal orders, antibiotic stewardship program and more. Did you know that CMS has issued deficiency reports that include the most problematic standards for hospitals? This is a must-attend program for any clinical nurse, nurse leader or person interested in ensuring compliance with the CMS hospital conditions of participation in nursing.

**OVERVIEW - Medical Records**
This session will cover the CMS regulations and interpretive guidelines for medical records. This is an extremely important section and includes hot issues like verbal orders, history and physicals, organization of the department, standing orders, discharge summaries, medication orders and more. The speaker will cover the proposed changes in 2017 under the Hospital Improvement Act, including changes to outpatient medical records, the rights of patients, and documentation changes.
PROGRAM OBJECTIVES:
Upon completion of this program, participants will be able to:
- Recall that CMS has a section in the hospital CoP manual on emergency services, outpatient services, and nursing 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;
- Discuss that the outpatient department must follow standards of practices;
- Describe that an order is needed for any outpatient test or procedure;
- Describe that all medications must be administered within three different time frames;
- Discuss that nursing care plans are a frequently cited area by CMS and recall a recent change;
- Recall that all verbal orders must be signed off and need to include both a date and time;
- Recall that CMS has specific informed consent requirements;
- Describe when a history and physical must be done and what is required by CMS and the Joint Commission;
- Discuss that both CMS and TJC have standards on verbal orders; and
- Recall that CMS has standards for preprinted orders, standing orders and protocols.

AGENDA: Thursday, June 29, 2017
- 8:00 a.m. - 8:30 a.m. Registration
- 8:30 a.m. - 8:45 a.m. Welcome/Introductions/Review Agenda
- 8:45 a.m. - 10:00 a.m. Compliance for Emergency Services
- 10:00 a.m. - 10:15 a.m. Break
- 10:15 a.m. - 11:30 a.m. Compliance for Outpatient Services
- 11:30 a.m. - 12:15 p.m. Lunch (Provided)
- 12:15 p.m. - 2:15 p.m. Compliance for Nursing Services
- 2:15 p.m. - 2:30 p.m. Break
- 2:30 p.m. - 4:00 p.m. Compliance for Medical Records
- 4:00 p.m. – 4:30 p.m. Questions & Answers

MEET YOUR FACULTY
Sue Dill Calloway, President, Patient Safety and Health Care Education and Consulting
Sue 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 healthcare providers. She has authored over 100 books and numerous articles. She is a frequent speaker and is well known across the country in the area of healthcare law, risk management and patient safety.
REGISTRATION
Registrations may be sent via fax to (225) 923-1004. VISA, Master Card, Discover or American Express are accepted. All information is handled through a confidential fax and blotted out before it is forwarded to the registrar. Email confirmations will be sent to all registrants who list an accurate email address.

CANCELLATION POLICY
Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of $40 (per person, per event). Cancellations received less than one week prior to the scheduled event, or individuals who fail to attend, are non-refundable. Registrants who are unable to attend an LHA educational event are permitted to, and encouraged to send a substitute without incurring a cancellation fee. Please send written notice of any substitutions prior to the scheduled event.

TRANSFER POLICY
If you are unable to attend the program for which you have registered and choose not to send a substitute, you may transfer your registration to another program. The LHA will hold your credit for a period of one year following the start date of the program for which you were originally registered. Transfers must be made in writing prior to the scheduled event, and a $40 transfer fee will be charged.

AMERICANS WITH DISABILITIES ACT
The LHA will make every effort to provide reasonable accommodations for physically-challenged attendees who require special services. When registering, please attach a written description of needs to the application.

DATE: Thursday, June 29, 2017     Time: Registration: 8:00 a.m.
Program: 8:30 a.m. - 4:30 p.m.

PRICE:
□ Member Hospital or Associate Member/Per Person-$185
□ Corporate Member/Per Person-$235
□ Non-Member Hospital/Per Person $285

Make check payable and mail to:
Louisiana Hospital Association – Management Corporation
9521 Brookline Avenue, Baton Rouge, Louisiana 70809-1431
Phone: (225) 928-0026

☐ Check being mailed (for fax registrants only)
Fax registration to: (225) 923-1004

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