



Documentation Update 2008

August 1, 2008
THA Headquarters
Nashville, TN

Speaker: Sue Dill Calloway

Program Overview

This seminar will discuss the legal, risk management, and clinical issues in documentation. It will discuss the importance of proper and accurate documentation. Good concise documentation is one of the best ways to stay out of the court room. Good documentation can help maximize reimbursement. Documentation is important from a compliance perspective and to avoid claims of fraud and abuse.

Documentation is needed to maintain a hospital's JCAHO accreditation status and to comply with the CMS hospital conditions of participation which is a requirement of all hospitals that accept Medicare and Medicaid patients. It is documentation that can be reviewed by a surveyor from the Tennessee Department of Health. Documentation Standards of Care will also be discussed.

This program will discuss how to document the new CMS Patient Rights Standards, especially changes to the restraint standards. It will cover four new changes to the hospital COP including the new history and physical and verbal order regulations. It will cover the new CS regulations for the new "You Have the Right" form that must be signed for Medicare patients. It will include how to document the new notices that must be given to all Medicare patients before discharge after July 1, 2007.

Each attendee will receive a CD with an electronic copy of the slides, in addition to hard copy and many additional useful resources.

Agenda

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| 8:00am | Registration |
| 8:30am-10:15am | Objective: Discuss two recommendations for documentation that can reduce liability, including what to document to comply with the new JCAHO organ donation standards such as the one call rule for all deaths. |

Legal Issues in Documentation

Admissibility, fading memories, 40 tips to improve documentation based on case law, record date/time, legibility, restraints, safeguards to protect patient, spelling, abbreviations, charting by exception, code charting, JCAHO resuscitation standards, patient non-compliance, AMA and EMTALA requirements, omitted or late entries, medication, emergency department (ENA) documentation standards, operating room (AORN) documentation standards, PACU documentation standards, legal issues in computerized records.

10:15am Break

10:30am-12:00pm Program Continued

Incident reports, patient education, discharge instructions, pain, reason for test, medical necessity, observation, advance beneficiary notice, NOP and I & O, JCAHO and medical records audit tool, patient call backs, observation and documentation information for quality improvement, new JCAHO organ donation standards (LD 3.1010).

12:00-12:30pm Lunch

12:30-1:30pm **Objective:** Describe the new changes to the hospital COP's effective 1-8-07 including the new requirements for restraint education.

Documenting the CMS Patient Rights Standards

Discuss new changes from CMS effective 1-8-07, Notice of patient rights, grievance process, refusal of care, interpreters, advance directives, confidentiality of medical records, restraints and CMS vs. JCAHO restraint standards.

1:30-2:15pm **Objective:** Explain the new changes to the CMS, COP on verbal orders and history and physicals effective 1-26-07 including need to rewrite policies and medical staff bylaws.

CMS Regulations and Medical Records (COPs)

Verbal orders, content of record, informed consent, legibility and authentication, history and physical, final diagnosis and form and retention of record including a new changes to History and Physicals and verbal orders effective 1-26-07.

Objective: List what should be documented to comply with the federal EMTALA requirement, such as, when the patient wants to sign out AMA.

Documentation to Comply with EMTALA

Overview of EMTALA, EMTALA enforcement guidelines, significant changes, medical screening exam, "Comes to the hospital ED", stabilization, refusal of care and signing out AMA, three new changes effective October, 2006.

2:15-3:00pm **Objective:** Discuss what should be documented to comply with HIPAA law including providing patients with a copy of the Notice of Privacy Practice.

Documentation Requirements Under HIPAA Rules on Medical Record Confidentiality

Hospital directory, clergy and clergy documenting in medical records, family inquiries, nursing admission assessment, documenting consent for treatment and payment, documenting authorizations, coroners, donation of organs, patient deaths and notice of privacy practice.

3:00-3:15pm Break

3:15-4:30pm **Objective:** Describe what information should be documented to comply with JCAHO's standards including the unanticipated outcome disclosure standard.

JCAHO Medical Record Review Summary Sheet Documentation for Closed and Open Records
History and physical, surgical consent, pre-anesthesia assessment, pre-op plan, plan for nursing care, JCAHO pain/management standards, Unusual events/post-op complication, operative report, unanticipated outcome disclosure regulations, pediatric, emergency, behavioral health.

4:30pm

Adjourn

Who Should Attend

Chief Executive Officer, Chief Operating Officer, Chief Nursing Officer, Emergency Department Manager, Nurse Managers/Supervisors, OB Nurse Manager, Compliance Officer, JCAHO Coordinator, Nurses, Legal Counsel, Quality Improvement, Consumer Advocates, Risk Managers, Staff Nurses, Nurse Educators and Clinic Managers .

Faculty

Sue Dill Calloway is a nurse attorney and is Director of Hospital Risk Management for OHIC Insurance Company. She had done many educational programs for nurses, physicians, and other health care providers. Sue has been a medico-legal consultant for over 25 years. She has done many educational programs for nurses, physicians, and other health care providers on a variety of topics. She has been employed in the nursing profession for more than 25 years.

Location/Registration Information (Limited space available)

Tennessee Hospital Association Headquarters **Registration Fee: \$195**

500 Interstate Blvd, South
Nashville, TN 37210

Phone: 615/256-8240

If you need hotel accommodations you may access a listing of hotels by going to the THA website www.tha.com and click on quick links and hotels.

Additional Information

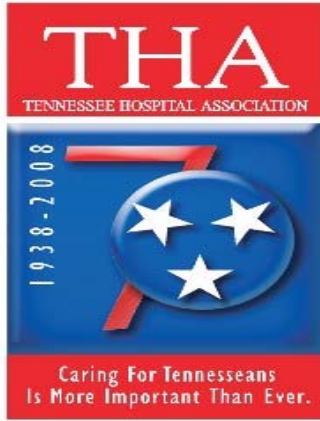
- Registrants unable to attend may send an alternate.
- The Association reserves the right to cancel or reschedule a program due to insufficient number of registrants or other unforeseen circumstances.
- **Please contact the education department at 800-258-9541 if you have any questions.**
- Certificate of attendance (7 contact hours) will be emailed to each participant completing the full day.
- **Maps to the meeting site will be emailed or faxed with confirmations.**

Registration Deadline

The registration deadline is Friday, July 25, 2008. If you have not received a confirmation letter prior to the program, please call Penny Williams at THA, 1-800-258-9541 or pwilliams@tha.com to confirm your registration.

Refund/Cancellation Policy

An alternate registrant from the same institution will be accepted under the original registration. Registration fees are non-refundable unless written notice of an individual's cancellation is received five (5) business days prior to the program date, in which case a **cancellation fee of \$50.00** will be deducted from the refund. If notice of the cancellation is received **after 5 business days required, there is NO refund.** The same procedure applies for a registration that is faxed in with the indication of payment to follow. You will be billed whether or not you attend the program.



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Please print or type! (all attendees must complete a registration form)

Name _____

Title _____

Organization _____

Address _____

City/State/Zip _____

Area Code/Phone _____ Area Code/Fax _____

Email Address _____

(Confirmation sent via email.. Please complete!)

Method of Payment

- Check enclosed and payable to THERF
 Credit Card Payment Visa Mastercard

Card Number _____ Exp. Date _____

Cardholder's Name _____ Phone _____

Mail registration form with payment to: THERF, 500 Interstate Blvd. South, Nashville, TN 37210.

Fax Registration

Fax number (615)742-3753. A registration that is faxed in with the indication of payment to follow will be billed whether or not you attend the program.

Registration Deadline: Friday, July 25, 2008

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