

## OUTPATIENT SERVICES

Self-Assessment Questions	YES	NO	N/A	Date/Initials	Comments
<p>A-1076 COP §482.54 applies to any outpatient service provided under a hospital’s CCN, including provider-based clinics.</p> <p>19 CSR 30-20.118 only applies to outpatient services included in your hospital licensure.</p>					
<p>Are the hospital based outpatient services under the medical direction of qualified physician member(s) of the medical staff and appointed by the governing body? 19 CSR 30-20.118(1)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Is this physician(s) responsible for implementing rules of the medical staff governing the quality and scope of hospital based outpatient care services provided? 19 CSR 30-20.118(1)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Are written policies and procedures describing the scope of outpatient care services reviewed and revised on a regular basis and available to staff? 19 CSR 30-20.118(4)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Is there a process for the review and evaluation of the quality and appropriateness of outpatient care services? 19 CSR 30-20.118(7)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Are the patients’ medical records filed and maintained under the supervision of the medical records department? 19 CSR 30-20.118(6)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Is the outpatient care nursing supervisor(s) qualified in terms of education, experience and competencies? A-1079 COP §482.54(b)</p> <p>For outpatient areas covered under hospital license; are outpatient nursing personnel supervised by an RN? 19 CSR 30-20.118(3)</p> <p>Note: An R.N. is not required for outpatient areas not under your hospital license (only covered under the Medicare CCN): However, all outpatient nursing personnel, regardless of location, must be under the organizational structure of the nursing service administrator A-0386 COP§482.23(a)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Are each of your outpatient care service locations integrated with the appropriate hospital inpatient services to meet patient needs? 19 CSR 30-20.118(2)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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A-1077 COP §482.54(a)					
Can you demonstrate that there are adequate types and number of qualified professional and nonprofessional personnel available (including physicians and nurses) to meet the frequency, duration and complexity of services offered at each location? 19 CSR 30-20.118(5) A-1079 COP §482.54(b)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are the education, experience, current licensure and competencies of outpatient care personnel in writing? A-1079 COP §482.54(b)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Can you identify the individual(s) responsible for providing direction to various outpatient services? A-1079 COP §482.54(b)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does the organization's policies and procedures reflect the responsibilities of the outpatient service director(s)? A-1079 COP §482.54(b)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Can you provide, in writing, the qualifications and competencies necessary to direct each outpatient service for which there is a separate director? A-1079 COP §482.54(b)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do your outpatient care services adhere to nationally recognized professional outpatient care standards and recommendations (e.g. the American Medical Association, American College of Radiology, American College of Surgeons, etc.)? A-1081 COP §482.54	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
If you offer outpatient care surgical services, are the services offered consistent in quality with inpatient care? A-1081 COP §482.54	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does a random sample of medical records of outpatients who were admitted demonstrate that pertinent information from the outpatient record is in the inpatient record? A-1077 COP §482.54(a)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do you have an approved medical staff policy authorizing which practitioners may refer patients to the hospital with orders for outpatient services? A-1080 COP §482.54 (c)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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If the medical staff policy accepts orders from practitioners without medical staff privileges, does the policy outline how the hospital verifies that the referring/ordering practitioner is responsible for the care of the patient, licensed in the state he/she sees the patient, and acting within his/her scope of practice? A-1080 COP §482.54(c)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does the policy clearly state if it applies to all hospital outpatient services or if certain services are excluded? (e.g. chemotherapy) A-1080 COP §482.54(c)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Can you demonstrate that outpatient services are integrated into your hospital-wide QAPI program? A-1080 COP §482.54	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
If the hospital offers urgent care services that do not meet the EMTALA definition of an emergency department, is it evaluated under COP A-1080 §482.54?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

### Helpful Hints

- COP's for outpatient care are under 1076, 1077 and 1079. A-1080 is only interpretive guidance for complying with outpatient services tags 1076, 1077 and 1079.

### Key Resources and Links

- [19 CSR 30-20.118](#)
- [COP §482.54](#)