

# CRITICAL ACCESS HOSPITALS

<b>NURSING AND PATIENT SERVICES</b>					
<b>Self-Assessment Questions</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>Date/Initials</b>	<b>Comments</b>
<p>Does nursing service:</p> <ul style="list-style-type: none"> <li>a. have a written organizational chart indicating lines of authority, accountability, communication and delegation of responsibility?</li> <li>b. maintain records of staffing plans and actual staffing schedules?</li> <li>c. have nursing practice standards, policy and procedure manuals that are unit specific, current and readily available to staff?</li> <li>d. have procedures to ensure that all licensed nursing personnel have a valid and current license?</li> <li>e. have policies that provide for nursing collaboration with medical staff and other healthcare disciplines regarding patient care?</li> <li>f. have a committee(s) to oversee and assist in the provision of quality nursing care with purpose and functions defined and records maintained?</li> <li>g. have policies to ensure that nursing personnel participate in hospital-wide committees concerning patient care activities?</li> <li>h. conduct nursing personnel meetings at regular intervals as needed to communicate management information?</li> <li>i. maintain records of such meetings including attendance, scope of discussion and actions taken?</li> </ul> <p>19 CSR 30-20.096(2,3,4,5,6,7, 16, 20)</p>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>		
<p>Does the Director of Nursing Services:</p> <ul style="list-style-type: none"> <li>a. have a job description that clearly outlines specific duties, responsibilities and lines of authority?</li> <li>b. participate in the formulation of hospital policies and the development of long-range plans relating to patient care?</li> <li>c. or designee, represent nursing at all appropriate meetings of the medical staff and governing board of the hospital?</li> </ul> <p>19 CSR 30-20.096(9,12,13)</p>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>		
<p>Is the Director of Nursing Services:</p> <ul style="list-style-type: none"> <li>a. a full-time R.N. qualified by education and experience in nursing management and practice?</li> <li>b. responsible to the CEO or COO?</li> <li>c. responsible for the operation of nursing service, including determining the types and</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>		

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numbers of nursing personnel and staff? d. accountable for the quality of nursing care in patient care areas? e. accountable for the selection, promotion and termination of all nursing personnel under the authority of nursing services? f. involved in the development of the CAH's healthcare services policies? 19 CSR 30-20.096(10,11,14)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is a qualified R.N. designated and authorized to act in the absence of the nursing services administrator? 19 CSR 30-20.096(15)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are job descriptions: a. available for each classification of nursing personnel? b. reviewed per hospital policy and revised as necessary to reflect current job requirements? 19 CSR 30-20.096(17)(18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do the job descriptions for each classification specify qualifications, licensure, certification, authority, responsibilities, functions and performance standards? 19 CSR 30-20.096(17)(18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are all nursing personnel: a. annually evaluated as to job performance? b. oriented to the hospital on the use of overtime and nursing regulation 19 CSR 30-20.096, nursing policies and procedures, emergency procedures and their position classification for a sufficient length of time and content to prepare them for their specified duties and responsibilities? c. assessed for competency and documentation prior to assuming independent performance in actual patient situations? 19 CSR 30-20.096(18)(19)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does your hospital develop, implement, and submit to DHSS a written or electronic copy of the hospital-wide staffing plan for nursing services by January 15 of each year? 19 CSR 30-20.096 (21)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does the hospital have a policy that requires input from direct care nursing staff on the staffing plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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19 CSR 30-20.096(21)					
Does the hospital-wide staffing plan : a. include the number, skill mix, and qualifications of direct care nursing staff needed for each unit of the hospital? b. consider the expected nursing care required by the unit population? c. consider other relevant factors such as acuity, staff experience and skill, admissions, transfers, unit layout etc.? d. count nurses only if they spend a minimum of 75% of their time providing direct patient care? 19 CSR 30-20.096(22)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Can you demonstrate how your hospital monitors outcomes of staffing plans through nursing sensitive indicators such as: a. patient outcomes (e.g. falls, adverse drug events, injuries to patients, skin breakdown, infection rates, length of stay, or patient readmissions)? b. operational outcomes (e.g. work-related injury or illness, vacancy and turnover rates, nursing care hours per patient day, on call use, or overtime rates)? c. validated patient complaints related to staffing levels? 19 CSR 30-20.096(23)(A)(B)(C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does the hospital in consultation with its direct care staff, monitor and evaluate the hospital-wide staffing plan and nursing sensitive outcomes on a continual basis and revise the plan annually and as necessary? 19CSR 30-20.096(24)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does the hospital use a staffing methodology to ensure adequate nurse staffing and meet the needs of the patients on each unit? 19 CSR 30-20.096(25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does each unit document actual staffing and patient census every shift? 19 CSR 30-20.096(26)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does each nursing unit post in a visible location on the unit or make available to the patient or patient's authorized agent the unit's staffing plan and actual daily staffing levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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19 CSR 30-20.096(28)					
Are there sufficient R.N.s on duty on each unit at all times to supervise all nursing personnel? 19 CSR 30-20.096(26)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are there sufficient licensed and ancillary nursing personnel on duty on each nursing unit to meet the needs of each patient in accordance with accepted standards of nursing practice? 19 CSR 30-20.096(27)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is the staffing and patient care delivered adequate to meet the needs of the patients as evidenced by: a. nursing assessment and care plans? b. patient records? c. employee injury reports? d. incident reports?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Are nursing assignments made: a. by an R.N.? b. considering the complexity of the needs of all patients and the location of the patients? c. considering the competency, education and the specialized qualifications of the nursing staff?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Does an R.N. supervise and evaluate the nursing care of each patient including patients at a SNF level of care in a swing-bed CAH? Is a nursing assessment completed by an R.N. within 24 hours of admission? 19 CSR 30-20.096(30)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are nursing care plans: a. developed and revised as needed for each patient? b. initiated as soon as possible after admission? c. written to include patient goals including appropriate physiological and psychosocial factors and discharge planning? d. implemented as written in a timely manner? e. consistent with the attending physician's plan for medical care?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Is there documentation in the patient's medical record: a. reflecting the use of the nursing process and care planning in the delivery of care throughout the hospitalization? b. demonstrating that patient education and	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		

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discharge needs have been addressed? c. demonstrating that patient care is provided by nurses as ordered and per care plan? 19 CSR 30-20.096(31)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are the types and quantities of supplies and equipment available adequate to meet the needs of each patient? 19 CSR 30-20.096(32)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are patient care reference materials readily accessible? 19 CSR 30-20.096(32)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are all drugs and biologicals prepared and administered in accordance with the orders of the practitioner(s) responsible for the patient's care and accepted standards of practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are all drugs and biologicals administered by or under the supervision of: a. nursing personnel? b. other personnel in accordance with Federal and State laws and regulations and in accordance with the approved medical staff policies and procedures?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		
Prior to administration of medications or biologicals, are patients identified by name?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is the administration of medications or biologicals included in the hospital wide QA/PI activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
With the exception of influenza and pneumococcal polysaccharide vaccines, are all orders for drugs and biologicals in writing and signed by the practitioner(s) responsible for the care of the patient?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are all orders legible, timed, dated and authenticated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do hospital policies and procedures: a. describe limitations or prohibitions on use of verbal orders? b. provide a mechanism to ensure validity/authenticity of the prescriber? c. list the elements required for inclusion in a complete verbal order? d. list and define the individuals who may send and receive verbal orders? e. provide guidelines for clear and effective	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

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communications of verbal orders?					
Do the required elements for a complete verbal order include: a. name of patient? b. age and weight of patient, when appropriate? c. date and time of order? d. drug name? e. dosage form (e.g., tablets, capsules)? f. exact strength or concentration? g. dose, frequency and route? h. quantity and/or duration? i. purpose or indications? j. specific instructions for use? k. name of prescriber?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Is the verbal order always repeated back to the prescriber?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does hospital policy address the co-signing of an order by a covering physician when the prescribing physician is unable to authenticate the order in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is the verbal order signed or initialed by the prescribing practitioner (must be the earlier of the following) : a. the next time the prescribing practitioner provides care to the patient, assesses the patient, or documents information in the medical record? b. within time frames consistent with hospital policy?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		
Are all blood transfusions and intravenous medications administered in accordance with state law and approved medical staff policies and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
If blood transfusions and intravenous medication are administered by personnel other than physicians, do the personnel have special training for this duty?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does your hospital have policies regarding the use of overtime for nursing staff? 19 CSR 30-20.096(8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does your hospital document reasonable efforts to secure adequate staffing before requiring the	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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on-duty licensed nursing personnel to work overtime? 19 CSR 30-20.096(8)					
Do those reasonable efforts include: a. reassigning on-duty staff? b. seeking volunteers to work extra time from all available qualified nursing staff who are presently working? c. contacting qualified off-duty employees who have made themselves available to work extra time, per diem staff, float pool and flex-time nurses? d. seeking personnel from a contracted temporary agency or agencies when such staffing is permitted by law or an applicable collective bargaining agreement and when your hospital regularly uses the contracted temporary agency? 19 CSR 30-20.096(8.A)1-4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<u>Except in unforeseen emergencies</u> , are nursing personnel only required to work overtime: a. after reasonable efforts have been exhausted? b. when an unexpected nurse staffing shortage arises that involves a substantial risk to patient safety? 19 CSR 30-20.096(8)(A)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do your hospital staffing policies define 'unforeseen emergency' as a period of unusual, unpredictable or unforeseeable circumstances such as, but not limited to, an act of terrorism, a disease outbreak, adverse weather conditions or natural disasters which impact patient care and which prevent replacement staff from reporting for duty? 19 CSR 30-20.096(B)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do your hospital staffing policies define lengths of time required for a break after the use overtime?  Note: If required to work more than 12 consecutive hours, the nurse shall be provided the option of having at least 10 consecutive hours of uninterrupted off-duty time immediately following the overtime shift. 19 CSR 30-20.096(8)(C)(D)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does nursing service maintain a list of qualified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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nurses, nurse registries, and per diem nurses that may be called in case of sickness, vacations, vacancies, disasters and absences of direct care staff? 19 CSR 30-20.096(8)(E)					
Does the hospital and director of nursing assume responsibility for the clinical activities of all nursing personnel, including non-employee nursing staff (contract, agency, volunteer)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is there a registered nurse, clinical nurse specialist, or licensed practical nurse on duty whenever the CAH has one or more inpatients? C-0255 <a href="#">COP §485.631(a)(5)</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are all ancillary personnel supervised by professional CAH staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is the staff coverage sufficient to provide services essential to the CAH?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is a physician, nurse practitioner, clinical nurse specialist or physician assistant present during announced hours of CAH outpatient clinic operation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do physicians, physician assistants, nurse practitioners, or clinical nurse specialists: a. provide services in accordance with CAH's policies? b. arrange for or refers patients to needed services that cannot be furnished at the CAH, and assures that adequate patient health records are maintained and transferred as required when patients are referred?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		

## Helpful Hints

### Key Resources and Links

- [19 CSR 30-20.096](#)
- [COP §485.631\(a\)\(5\)](#)
- [COP §485.631\(c\)](#)
- [COP §485.635\(d\)](#)