

## EMERGENCY SERVICES

Self-Assessment Questions	YES	NO	N/A	Date/Initials	Comments
<p><b>Note:</b> Any hospital participating in Medicare regardless of whether the hospital has an emergency department must have the capability to provide basic emergency care interventions. A hospital may not rely on 9-1-1 services to provide appraisal or initial treatment.</p>					
<p>If your hospital does not provide emergency services, does it have policies and procedures for addressing individuals' emergency care needs 24 hours per day seven days per week including: (1) appraisal of persons with emergencies; (2) initial treatment, and (3) referral or transfer when appropriate to another facility with capabilities to handle the patient's condition. (Skip remaining questions.) 19 CSR 30-20.092(1) A-0093 COP §482.12(f)(2)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Does the hospital have a written emergency transfer policy and written transfer agreements with one or more hospitals? 19 CSR 30-20.092(2) A-0093 COP §482.12(f)(2)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Are your emergency services integrated into the hospital-wide QA/PI program? A-1104 COP 482.55(a)(3)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Do you maintain in-house physician coverage 24 hours a day?</p> <p>If not, is a physician on call and available at all times? 19 CSR 30-20.092(4)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>If your hospital provides emergency surgical services, is a general surgeon call list maintained at all times? 19 CSR 30-20.092(5)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Do surgeons on call for emergency surgical services arrive at the hospital within 30 minutes? 19 CSR 30-20.092(5)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>If your hospital does not provide emergency surgical services, do patients need emergency surgery immediately transferred? 19 CSR 30-20.092(5)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Are the emergency services:</p> <p>a. easily accessible?</p> <p>b. adequately equipped and staffed to assess and treat or transfer ill or injured persons?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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c. reviewed and evaluated on a regular basis for quality and appropriateness of emergency services? d. periodically assessed for likely demands for policies, procedures, staffing, training and other resources? 19 CSR 30-20.092(1) 19 CSR 30-20.092(11) A-1112 COP §482.55(b)(2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is there coordination and communication between the emergency department and other hospital services/departments? A-1103 COP 482.55(a)(2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is the length of time it takes to transport the emergency patient from the ED to another hospital department for interventions or diagnostic services within time frames that protect the health and safety of patients and within acceptable standards of practice? A-1103 COP 482.55(a)(2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is the length of time it takes to deliver equipment or supplies or for the staff from other departments to travel to the ED in order to provide needed interventions, tests, care or services, within time frames that protect the health and safety of patients and within acceptable standards of practice? A-1103 COP 482.55(a)(2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
If you operate an urgent care clinic as part of the ED, is the urgent care clinic in compliance with the hospital emergency services CoP?  Note: If urgent care clinic is part of the ED then EMTALA applies. A-1103 COP 482.55(a)(2) A-0094 COP 482.12(f)(3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
If you operate an urgent care clinic as part of the outpatient department, is the urgent care clinic in compliance with the Outpatient Services CoP? A-1103 COP 482.55(a)(2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are hospital emergency services under the medical direction of a qualified staff physician? A-1102 COP §482.55(a)(1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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Does the hospital have a single emergency services director responsible for the hospital's emergency services? A-1102 COP §482.55(a)(1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is emergency services sufficiently staffed with qualified medical and nursing personnel to meet the needs anticipated by your facility? A-1112 COP §482.55(b)(2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Did the medical staff establish criteria delineating the qualifications required for each category of emergency services staff? A-1111 COP §482.55(b)(1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are the staff knowledgeable of: a. parenteral administration of electrolytes, fluids, blood and blood components? b. care and management of injuries to extremities and central nervous system? c. prevention of contamination and cross infection? A-1112 COP §482.55(b)(2)	<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 there established policies and procedures that address: a. integration with other services to provide continuity of care including lab, radiology and surgical services? b. the hospital's emergency transfer policy and transfer agreements? c. notification procedures concerning the significant exposure of pre-hospital emergency personnel to communicable diseases as required in 19 CSR 30-40.047? 19 CSR 30-20.092(2) 19 CSR 30-20.092(9) A-1103 COP §482.55(a)	<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 the above policies and procedures: a. established, evaluated and updated on an ongoing basis? b. established by and continually monitored and evaluated by the medical staff? A-1104 COP 482.55(a)(3)	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		
Are the emergency services of the hospital supervised by and organized under the medical direction of a qualified staff physician (or a qualified consultant physician if explicitly approved in advanced by					

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<p>the DHSS) who:</p> <p>a. is board-certified or board-admissible in emergency medicine, or a physician experienced in the care of critically ill and injured patients?</p> <p>b. maintains current knowledge of and/or verification in current ACLS (PALS for pediatric hospitals) and ATLS standards?</p> <p>c. is responsible for implementing rules of the medical staff relating to patient safety, privileges and the quality and scope of emergency services?</p> <p>19 CSR 30-20.092(3) 19 CSR 30-20.092(3)(A)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Does a qualified registered nurse supervise and evaluate (either directly or immediately available) the nursing and patient care provided in the emergency area by nursing and ancillary personnel?</p> <p>19 CSR 30-20.092(3)(B)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Are all persons administering medications in the ED licensed and/or authorized to do so and do they administer medications only within their scope of practice and authorization per state laws?</p> <p>19 CSR 30-20.092(3)(C)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>On discharge from the emergency department:</p> <p>a. is the patient reassessed by a physician or a registered professional nurse?</p> <p>b. to other than to an inpatient setting, are written instructions for care and an oral explanation of those instructions given to the patient or responsible person and documented in the patient record?</p> <p>19 CSR 30-20.092(6) 19 CSR 30-20.092(7)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Does the emergency service medical record contain:</p> <p>a. information on patient identification, time and method of arrival, history, physical findings, treatment and disposition?</p> <p>b. authentication by the physician?</p> <p>c. an ambulance report when applicable?</p> <p>19 CSR 30-20.092(10)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Is the emergency medical record filed under the supervision of the medical records</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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department? 19 CSR 30-20.092(10)					
Does the quality improvement program for the emergency service include at the least: a. the collection and analysis of data to assist in identification of health service problems? b. a mechanism for implementation and monitoring appropriate actions? c. periodic evaluation of: – length of time each patient is in the emergency room? – appropriateness of transfers? – physician response time? – provision for written instructions? – timeliness of diagnostic studies? – appropriateness of treatment rendered? – mortality? 19 CSR 30-20.092(8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Diversion</b>					
Does the hospital assure compliance with screening, treatment and transfer requirements as required by the EMTALA? (See EMTALA section.) 19 CSR 30-20.092(12)(C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does your hospital have a written diversion plan that is reviewed and approved by the DHSS? 19 CSR 30-20.092(12) <b>OR</b> Is there a written, approved policy which states that the hospital will not go on diversion or resource diversion, except as defined in the hospital's disaster plan in the event of a disaster? <b>(If yes, skip the remaining questions.)</b> 19 CSR 30-20.092(12)(F)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Does your hospital participate in a DHSS approved community-wide plan, which ensures that all necessary requirements, including policies addressing diversion, criteria used, community notification, etc., are fulfilled? 19 CSR 30-20.092(12)(G)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		



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hospitals? 19 CSR 30-20.092(12)(A)(4)					
Are minutes of the required QA review of each incident of diversion plan implementation available for review by the DHSS on request? 19 CSR 30-20.092(12)(B)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Upon actual implementation of the plan, does the hospital, or its designee, report to the department via the EMResource®: a. the time the plan will be implemented? b. within eight hours of the termination of the diversion, with a termination report containing: – time the diversion plan was implemented? – reason for the diversion? – name of the individual who made the determination to implement the diversion plan? – time the diversion status was terminated? – name of the individual who made the determination to terminate the diversion? 19 CSR 30-20.092(12)(D)	<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"/>		
Does the triage methodology existing within the emergency department continue to apply during periods when the hospital diversion plan is implemented? 19 CSR 30-20.092(12)(E)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do staff ensure incidences of child abuse including color photographs and radiological examinations are reported to the DSS Children’s Division as required by section 210.120, RSMo?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

### Helpful Hints

#### Key Resources and Links

- [210.120, RSMo](#)
- [19 CSR 30-40.047](#)
- [19 CSR 30-20.092](#)
- [COP §482.55](#)
- [42 CFR 482.12\(f\)](#)
- [EMResource®](#)