



# Meeting Compliance with the 2009 Joint Commission Record of Care Chapter Webinar

Webinar

Wednesday, August 5, 2009  
12:00 noon – 1:30 p.m. (CST)

## Overview

The purpose of this program is to familiarize the listener with the new 2009 Joint Commission chapter on Record of Care. This program will also cover the eight changes that will be effective July 1, 2009. These changes were made by The Joint Commission (TJC) to come into closer compliance with the Center for Medicare and Medicaid Services (CMS) hospital conditions of participation (CoPs). The CoPs must be followed by every hospital that received Medicare or Medicaid reimbursement which is almost every hospital in America. This chapter evolved primarily from sections which were found in the Information Management (IM) and Provision of Care, Treatment and Services (PC). It will also cover the TJC FAQs on Record of Care. Every hospital should ensure they are in compliance with these documentation requirements and these elements should be incorporated into forms and assessment tools. This chapter was part of the standards improvement initiative (SII) which also resulted in a new numbering system in 2009.

## Target Audience

Anyone involved in the documentation of patient care especially physicians, nurses and other healthcare providers. Risk managers, hospital attorneys, compliance officers, Joint Commission coordinators and quality and performance improvement staff, CNOs, policy and procedure committee members, case managers, nurse educators, nurse managers, audit committee, and others who participate in ensuring compliance with documentation requirements and the documentation process should attend. This program is a must attend for the Health Information Management director and staff.

## Objectives

- Recall that The Joint Commission (TJC) has a new chapter in 2009 on documentation requirements called the Record of Care chapter
- Describe what TJC requires to be documented regarding verbal orders and history and physicals
- Discuss how TJC required elements should be incorporated into hospital forms and documents
- Describe that the TJC has changes on documentation that go into effect July 1, 2009 to help bring the TJC standards into closer compliance with the CMS hospital Conditions of Participation

## Program Topics

- Complete and accurate medical record RC.01.01.01,
  - Patient identification, diagnosis, standardized formats, dated, TIMED, every patient needs medical record,
- Authentication of entries in the medical record RC.01.02.01,
  - Ongoing review, delinquency rate, authentication process,
- Documentation in a timely manner RC.01.03.01 and .01.05.01
  - Retention time, hospital policy, original records release, history and physical
- Information to reflect care and treatment RC.02.01.01
  - Demographic information, clinical information required, advanced directives, medication orders, informed consent, allergies, vital signs, nursing notes, AMA, time of arrival to ED, reason for admission, discharge plan, complication, HAI, etc.,
- Documentation of operative or high risk procedure RC.02.01.03
  - Moderate sedation, H&P, op report, postoperative assessment, discharge, preop diagnosis, postop diagnosis, date of surgery, type of anesthesia, total time in surgery, etc.
- Restraint and seclusion documentation RC.02.01.05
  - Behavioral health and non behavioral health
  - Order, assessment, rationale, debriefing, criteria to remove, deaths in restraints, monitoring, etc.,
- Summary list for ambulatory care RC.02.01.07
  - Patient summary list requirements, updates, and accessibility,
- Verbal Orders RC.02.03.07
  - P&P in writing, documentation, authentications, time frames, who can sign off verbal orders, top problematic standard, etc.,
- Discharge information RC.02.04.01
  - Requirements for discharge summary, procedures, condition at discharge, reason for admission, condition at discharge, etc

## Faculty

**Sue Dill Calloway, RN, MSN, JD** is a nurse attorney and is director of hospital risk management for OHIC Insurance Company. She has done many educational programs for nurses, physicians and other healthcare providers. She has authored over 100 books including a book by HCPPro on the Compliance Guide to the Joint Commission and CMS Patient Rights Standards and 2009 Joint Commission Leadership standards.

## Continuing Education

Certificates of Attendance will be issued to all registrants attending this audio conference. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for taped sessions.

## Registration

### \$170 for AHA members

The registration fee includes **one connection and site fee**. One or more individuals from the same facility may participate for the same fee. Participants are encouraged to log in 15 minutes prior to the start of the program, as the program will begin on time.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received confirmation via the e-mail provided on the registration form at least three business days prior to the event, please contact Romeeka Taylor at 501-224-7878, or via e-mail to [rtaylor@arkhospitals.org](mailto:rtaylor@arkhospitals.org). **Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.**

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event. If your e-mail address changes, you do not receive an e-mail with instructions from AHA or if you are unable to download or open presentation materials, please contact AHA two days prior to the event to allow time to address the issue.

## Substitution, Transfer and Cancellation Policy

Refunds, minus a \$25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Romeeka Taylor at 501-224-0519.

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## REGISTRATION FORM

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### **Registration Fee**      **\$170 for AHA members**

Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

### **Method of Payment**

Check in the amount of \$\_\_\_\_\_ payable to the Arkansas Hospital Association is enclosed.

Credit Card # \_\_\_\_\_ Visa      MasterCard

Cardholder's Billing Address (including zip code) \_\_\_\_\_

Expiration Date \_\_\_\_\_ Name on card \_\_\_\_\_

Signature \_\_\_\_\_

### **Mail form and payment to**

Romeeka Taylor, Registrar, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; 501-224-7878; or fax form with credit card information to 501-224-0519.