









Kim Wilson, MS, BSN, RN Senior Consultant Clinical Compliance and High Reliability



Focus and Execute



Bud Pate

Vice President, Content & Learning,

Clinical Compliance and High Reliability

Keep it simple

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Renewing the focus of nursing to giving care

Achieving better compliance and promoting nursing care by simplifying nursing documentation.

What sort of organization do you represent?

Hospital or Critical Access Hospital

Psychiatric Hospital or Unit

Health System

Other Provider of Healthcare Services

Consulting Group

Other





- High Reliability Care Solutions
- Medical Staff Services Optimization
- Education Solutions
- Chartis Workforce Solutions

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#### Readiness, Response, Reliability

- Rapid Response Emerge to Regulatory Emergencies EMTAL
- to Regulatory Emergen
  Resolving CMS and
  TJC Adverse Actions
- CMS and Accreditation Survey Readiness
- Environment of Care,
   Life Safety, and
   Emergency Preparedness
   Hospital-CMS Systems
- Emergency Preparedness
  Hospital-CMS Systems
  Improvement Agreements
  ...the National Leader
- Emergency Department/ EMTALA
- Behavioral Health
- Infection Prevention
- Patient Safety
- Streamlined Health Records
- Process Implementation
- Quality Monitoring ts and Improvement

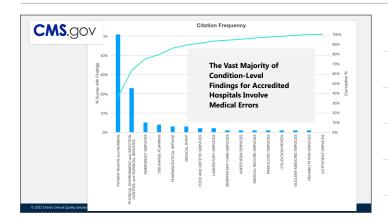
Integration with other best-in-class consulting services offered by Chartis

SIMPLIFY & COMPLY

6

# Objectives Understand how to avoid complicating policies and documentation in the name of regulatory or accreditation compliance Program slides are shared as a PDF in the Chat Inject common sense into the policy process to reduce duplication, clarify scope, connect policy with practice, and restore credibility function. with clinicians and others at the point of care and services Streamline and simplify nursing documentation What is your role? Quality / Patient Safety Regulatory Compliance Nursing Leadership Nursing Education Clinical Informatics Other 01 Less is More ... Really! 02 **The Current Situation** Agenda 03 **Practical Tips** Questions should be posted in the webinar interface throughout the presentation.





# CMS Pressure on State Survey Agencies DEPARTMENT OF HEALTH & HUMAN SERVICES Content for Medicane & Medicaid Services 790 Security Boulevard, Mull Stop C2-21-16 Baltimore, Maryland 21244-1850 Center for Clinical Standards and Quality Ref: QSO-22-12-ALL DATE: February 9, 2022 TO: State Survey Agency Directors FROM: Directors FROM: Directors Group (SOG) SUBJECT: State Obligations to Survey to the Entirety of Medicare and Medicaid Health and Safety Requirements under the 1864 Agreement



## FOUR ELEMENTS OF A TYPICAL PLAN OF CORRECTION

- Discipline the caregiver
- Add a page to the policy
- Add elements to the EMR
- Monitor documentation retrospectively

### NAME FOUR THINGS THAT DON'T ENHANCE PATIENT SAFETY

- Discipline the caregiver
- Add a page to the policy
- Add elements to the EMR
- Monitor documentation retrospectively



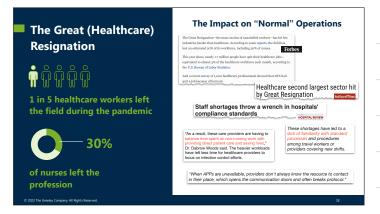
- As a regulator: the medical record did not tell the story of the patient
- Exacerbated by burying the patient's story under thousands of clicks
- Fixing ED triage
- At the request of regulators and accreditors
- Termination actions
- Systems Improvement Agreements
- Directed plans of correction

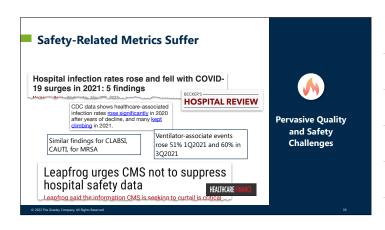
Why you should believe us

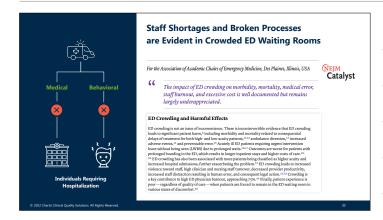
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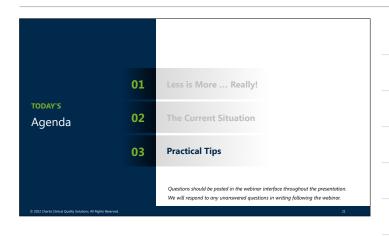
16













#### Kim Wilson, MS, BSN, RN

Senior Consultant, Clinical Compliance & High Reliability Practice

- 20 years experience in clinical nursing, leadership, regulatory compliance and informatics
- Health Management System (HMS) Healthcare Quality Coalition Advisory Board
- Critical care
- Informatics
- Currently a national expert on clinical compliance, policy, and nursing documentation

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#### Doing More With Less

HOW SIMPLIFYING DOCUMENTATION HELPS STREAMLINE NURSING PROCESSES AND RETAIN SCARCE CLINICAL RESOURCES

Improve patient care, reduce caregiver frustration, and increase communication efficacy throughout the healthcare team—it's all possible by eliminating unnecessary nursing documentation.



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# **Discussion Questions**

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