

MASTERING DEFENSIVE DOCUMENTATION FOR LONG-TERM CARE

Please select a date and location: SPRINGFIELD - April 10 TULSA - April 11 OKLAHOMA CITY - April 12
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**CROSS COUNTRY
 EDUCATION**

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Single Registrant	\$179	\$199
2 to 4**	\$169 ea.	\$189 ea.
5 or more**	\$159 ea.	\$179 ea.

*Registrations received 10 days prior to seminar date.
 **Price per person when registering at the same time.

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Mastering Defensive Documentation for Long-Term Care #3237

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Mastering Defensive Documentation for Long-Term Care

Protect yourself—protect your facility!

- ◆ It's not just nurses' notes anymore, it's evidence
- ◆ Cross your "t"s and dot your "i"s with systematic charting and self audits
- ◆ Develop strategies for improved fall, accident and injury documentation
- ◆ Pass Medicare audits with flying colors through precise documentation
- ◆ What to expect if you are involved in a medical lawsuit

Cynthia is an informative, knowledgeable and creative nurse consultant. She is able to problem solve effectively and will stick with the task to accomplish the best results possible.

Mary Ann Schultz, RN
 Scottville, Michigan

Springfield, MO - April 10

Tulsa, OK - April 11

Oklahoma City, OK - April 12

Wichita, KS - April 24

Kansas City, MO - April 25

St. Louis, MO - April 26



www.CrossCountryEducation.com

Continuing Education available for NHAs, Social Workers, Nurses, Dietitians, Dietary Managers, Speech-Language Pathologists, Case Managers, Recreational Therapists, Occupational Therapists, Physical Therapists and Activity Professionals.

Mastering Defensive Documentation for Long-Term Care

Protect yourself—protect your facility!

Prevent lawsuits while ensuring Medicare reimbursement and regulatory compliance

Today more than ever it is imperative that your documentation meets or exceeds the industry standards not only for your facility but for your own protection as well. Documentation is often the last thing on busy employees' "to do" lists but ultimately affects facility reimbursement, regulatory compliance and professional liability. Improper documentation can lead to poor patient care, missed reimbursement opportunities, increased deficiencies and, in the worst case scenario, a lawsuit. Health care professionals MUST be abreast of what surveyors, attorneys and insurance companies look for when reviewing patient records.

Participants will learn to look at documentation through the eyes of Cynthia Holden, a Legal Nurse Consultant experienced in legal reviews of medical records in hospitals, nursing homes and clinics. She also has sixteen years of nursing experience in long-term care settings. Cynthia will share her knowledge of how documentation is used in the legal arena with examples of common documentation pitfalls. Tips for passing Medicare audits, charting incident reports and writing physicians' orders accurately will all be discussed. Learn how to chart smarter, not harder!

What You Will Learn

- ◆ Identify the components of the legal health record
- ◆ Discover the importance of self-audits and how to efficiently perform them
- ◆ Create a systems approach that will improve documentation
- ◆ Demonstrate how to handle omissions, clarifications, late entries and addendums
- ◆ Discuss the new standard for incident reports, investigations and team reviews
- ◆ Protect yourself with personal documentation in the workplace
- ◆ Become prepared for when your documentation is under scrutiny

Who Should Attend

- ◆ Directors and Assistant Directors of Nursing
- ◆ MDS Coordinators
- ◆ Nursing Home Administrators
- ◆ Rehab Nurses
- ◆ Risk Managers
- ◆ Nurse Managers
- ◆ Case Managers
- ◆ Social Workers
- ◆ Physical Therapists
- ◆ Occupational Therapists
- ◆ Speech-Language Pathologists
- ◆ Recreational Therapists
- ◆ Activity Staff
- ◆ Dietary Managers
- ◆ Registered Dietitians
- ◆ Assisted Living Administrators

Audio Products

Audio products include a comprehensive CD recording (audiotape available on request) and companion course manual. If you are registered to attend this seminar, you may order a set of tapes/CDs at a reduced fee. Pricing can be found on the registration form, along with shipping and handling. All pricing given in US currency; please call for international rates. You can order online at our website, by faxing or mailing the registration form on this brochure, or by calling 800-397-0180 or 615-331-4422. All material is under copyright; any duplication is unauthorized without written consent from Cross Country Education. Products in stock will typically ship within 5-7 business days. Call for availability.

What You Should Bring

Dress comfortably with a light jacket or sweater.



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Course Director

CYNTHIA HOLDEN, RN, CLNC, has 16 years of experience in nursing and has been a Certified Legal Nurse Consultant for eight years. She is a member of the National Alliance of Certified Legal Nurse Consultants and is currently the owner of Resource Legal Nurse Consulting. Ms. Holden has eight years of MDS Coordinator experience in a skilled nursing facility responsible for QI/QM data interpretation and case management of residents. She also has four years' experience as an Assistant Director of Nursing, responsible for MDS Coordinators in the nursing home setting. In addition, she spent several years working in physicians' offices, hospitals (med-surg) and clinics. Ms. Holden uses her legal nurse consultant education and years of work experience to analyze medical records and prepare opinion reports for attorneys in medical-legal cases. Ms. Holden has worked for both defense and plaintiff attorneys as a consultant and an expert witness in deposition and trial. With not only vital experience on the legal side, but also a strong background in LTC, nursing and Medicare-related assessments/documentation, Ms. Holden is truly an expert on documentation and presents an invaluable course.

Dates & Locations

SPRINGFIELD - April 10, 2012

Courtyard by Marriott
3527 W Kearney, Springfield, MO 65803 417-869-6700

TULSA - April 11, 2012

Marriott Southern Hills
1902 E 71st St, Tulsa, OK 74105 918-493-7000

OKLAHOMA CITY - April 12, 2012

Best Western Plus Saddle Back Inn and Conference Center
4300 SW 3rd St, Oklahoma City, OK 73108 405-947-7000

WICHITA - April 24, 2012

Hilton Wichita Airport and Conference Center
2098 Airport Rd, Wichita, KS 67209 316-945-5272

KANSAS CITY - April 25, 2012

Hilton KCI
8801 NW 112th St, Kansas City, MO 64153 816-891-8900

ST. LOUIS - April 26, 2012

St. Clare Health Center
1015 Bowles Ave, Fenton, MO 63026 636-496-2000

COURSE CONTENT

ABOUT THE MEDICAL RECORD

- ◆ Components of the legal health record
- ◆ Electronic medical records: issues regarding sending and receiving and as evidence
- ◆ The medical record as evidence

CHART FOR ALL AUDIENCES

- ◆ Chart audits
- ◆ Cross check documentation to avoid charges of fraud and subsequent litigation using nurses' notes, therapy progress notes, the MDS, billing statements, and the Medication and Treatment Administration Record
- ◆ Negligence case studies

THE TORT OF INTENTIONAL SPOILIATION

- ◆ Tampering with the medical record
- ◆ Signs and examples of tampering
- ◆ Who detects signs of tampering and how
- ◆ Consequences of tampering

OMISSIONS IN THE MEDICAL RECORD

- ◆ Common omissions
- ◆ What systems to have in place for reducing omissions
- ◆ Late entry
- ◆ Entering a clarification
- ◆ Entering an addendum
- ◆ Common examples

PHYSICIANS' ORDERS

- ◆ What is intentional information?
- ◆ Writing physicians' orders accurately
- ◆ Medication and Treatment Administration Record
- ◆ Order transcription

CHART AUDITS

- ◆ Who audits and why
- ◆ MDS, Medicare and supportive documentation
- ◆ Avoiding conflict with MDS documentation related to cognitive ability, behaviors, ADLs, pain and skin conditions (including case study examples)
- ◆ Fraud and abuse
- ◆ Communication is key to avoiding conflicts
- ◆ Automatically improve your documentation by asking yourself these three questions
- ◆ Small group exercise

INCIDENT REPORTS AND INVESTIGATIONS

- ◆ Types of reports: incident, accident, unusual occurrence, medication error and medical error
- ◆ The new standard for incident investigation
- ◆ Develop a team concept for incident reporting and investigation
- ◆ Case studies and examples
- ◆ Fall and safety team review standards

DOCUMENTATION OF EDUCATION AND INTERACTIONS TO PATIENTS AND FAMILY

- ◆ What needs to be documented in the medical record
- ◆ What doesn't need to be documented in the medical record
- ◆ Documenting telephone communications
- ◆ Using documented education to your advantage

DOCUMENTING DEFENSIVELY: CHART SMARTER NOT HARDER

- ◆ Approved Abbreviations
- ◆ Common charting pitfalls and challenges: Assessments such as fall risk, fracture risk, skin risk, skin condition, wound healing progress, pain, nutritional risk, cognitive function, depression and psychotropic medication use documentation as well as refusal of medication, treatments and more
- ◆ Case studies and examples
- ◆ Learning a systematic approach to charting - different charting formats
- ◆ Charting tips

PROTECT YOUR LICENSE WITH DOCUMENTATION

- ◆ What to do when you are asked to rewrite your documentation
- ◆ What to make a personal note of at work and why (examples given)
- ◆ Creating confidential files off the (medical) record

WHAT TO EXPECT IF YOU ARE INVOLVED IN A MEDICAL LAWSUIT

- ◆ Resources available to understand the full scope of the situation
- ◆ When and how to work with medical records consultants, attorneys, etc.
- ◆ Depositions and trials, it all comes back to your documentation
- ◆ Case studies and examples

Confirmations & Cancellations

Confirmations of registration are sent via email within three days of receipt in our office. Add customerservice@crosscountryeducation.com to your email address book to ensure delivery. **If you have not received a confirmation, you may call our office at 800-397-0180 or 615-331-4422 to verify registration.** Cancellations received at least five working days before the event are refundable less a \$20 administrative charge per registrant. There is no refund for cancellations received later; however, a credit will be issued toward a future event or product order. Please note that if you register and do not attend, you are still liable for full payment. Substitutions may be made at any time. The expense of continuing education, when taken to maintain and improve professional skills, may be tax deductible. Please contact your accountant for complete details.

Disclaimer: Any opinions, findings, recommendations or conclusions expressed by the author(s) or speaker(s) do not necessarily reflect the views of Cross Country Education. Cross Country Education reserves the right to substitute a qualified instructor due to unforeseen circumstances.

Registrants will not receive a certificate until payment has been received and course has been successfully completed. If payment is not received ten (10) days prior to the seminar, the certificate may not be present at the seminar. If your payment is returned marked NSF it will be represented electronically and a processing fee will be charged as allowed by law.

Continuing Education Credit

NHAs: Cross Country Education is a Certified Sponsor of professional continuing education with the National Association of Long Term Care Administrator Boards (NAB) and has submitted this program for the number of clock hours listed under their sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses. Application has been submitted to the Missouri Board of Nursing Home Administrators for approval of 6 clock hours. This program has been submitted to the Kansas Department of Health and Environment for approval of Nursing Home Administrators continuing education for 6 contact hours.

Social Workers: Cross Country Education provider #1005, is approved as a provider for social work continuing education by the Association of Social Work Licensure Boards (ASWB), through the Approved Continuing Education (ACE) program (an approved provider since 1999, approved through 1-27-15). Cross Country Education maintains responsibility for the program. Social workers will receive 6 continuing education clock hours for participating in this course. Licensed social workers should contact their individual state jurisdiction to review the current continuing education requirements for licensure renewal. Visit ASWB's website at www.aswb.org for more information.

Nurses: Cross Country Education, LLC. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. This course is offered for 6 contact hours.

Cross Country Education is an approved provider with the Iowa Board Of Nursing, approved provider #328. This course is offered for 7.2 contact hours. Cross Country Education is approved by the California Board of Registered Nursing, Provider #CEP 13345, for 7.2 contact hours. Cross Country Education is an approved provider by the Florida Board of Nursing, provider #50-466. This course is offered for 6.0 contact hours.

Speech-Language Pathologists and Audiologists:



Cross Country Education, LLC is approved by the Continuing Education Board of the American Speech-Language-Hearing Association (ASHA) to provide continuing education activities in speech-language pathology and audiology. **See course information for number of ASHA CEUs, instructional level and content area.** ASHA CE Provider approval does not imply endorsement of course content, specific products or clinical procedures.

This course is offered for up to .6 ASHA CEUs (Intermediate level; Related area).

Case Managers: CCMC Approved Activity

The course listed above was completed on April 10, 11, 12, 24, 25, or 26, 2012 and is approved for 6 CEUs. Approval number: 790005379. To claim these CEUs, log into your CE Center account at www.ccmcertification.org.

Dietitians: This program has been approved for 6 CPE hours by the Commission on Dietetic Registration.

Dietary Managers: This program has been approved for 6 general educational clock hours by the Certifying Board for Dietary Managers (approval #118195).

Activity Professionals: This course has been pre-approved for 6 hours of continuing education by NCCAP (approval #NCCAP30158-12).

Recreational Therapists: NCTRC does not pre-approve programs for CEU credit. It is the individual therapist's responsibility to retain documentation of sessions attended in order to demonstrate the relationship of session content to the NCTRC job analysis code.

Occupational Therapists: Cross Country Education is an AOTA Approved Provider of continuing education. This course is offered for .6 AOTA CEUs. The assignment of AOTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by AOTA. AOTA Educational level Introductory, Category 3: Professional Issues.



Physical Therapists: This program has been approved by the Arkansas State Board Of Physical Therapy for 6.0 contact hours for Physical Therapists. This program has been submitted to the Illinois Physical Therapy Association for approval of 6 credit hours. This program has been submitted to the Kansas Physical Therapy Association for 6 contact hours. This program has been submitted to the Oklahoma State Board of Medical Licensure & Supervision for preapproval of 6 contact hours.

Other professions: This educational offering qualifies for 6 continuing education hours as required by many national, state and local licensing boards and professional organizations. Save your course outline and certificate of completion, and contact your own board or organization for specific filing requirements.

All professionals: In order to process continuing education, please bring the appropriate license/certification number to the seminar.

Amended certificates: Please note that the credit hours listed above are offered by Cross Country Education and/or boards/associations for a full day's attendance. In the event of late arrival and/or early departure, amended certificates indicating the actual number of credit hours earned will be provided upon calling Cross Country Education.

ADA: If you require ADA accommodations, please contact Cross Country Education at least two weeks before the seminar date so that arrangements can be made.

Our Guarantee

Cross Country Education is a national leader in high-quality educational products and services for the health care industry. We have trained over one million health care providers, managers, nurses, professionals and key personnel through our seminars, conferences and study programs. Our programs are guaranteed to improve the effectiveness and efficiency of participants. If you attend one of our one-day seminars or purchase an audio product and do not receive the professional or business benefits described in our literature, or have some other professional complaint, please let us know in writing within seven days and we will issue a credit voucher that you or anyone in your facility may use toward another one-day seminar or audio program. All returned audio products and materials must be received in original condition before a replacement is issued. You may contact us at Cross Country Education, P.O. Box 200, Brentwood, TN, 37024.

Course Hours

Registration begins at 7:30 a.m. The seminar **begins at 8:00 a.m.** and **concludes at 3:30 p.m.** Coffee/hot tea provided in a.m. One-hour break for lunch on your own. For late arrivals or early departures, please see amended certificate information under Continuing Education Credit.