

## CHAPTER 20 | EMERGENCY SERVICES

STANDARD	REQUIRED ELEMENTS/ADDITIONAL INFORMATION	SCORING PROCEDURE
<p><b>20.00.11 <u>Emergency services readiness</u></b></p> <p><i>Effective July 1, 2025, adequate provisions and protocols must be established to meet the emergency needs of patients in accordance with the complexity and scope of services offered.</i> §482.55(c)</p> <p><i>Protocols must be consistent with nationally recognized and evidence-based guidelines for the care of patients with emergency conditions, including but not limited to patients with obstetrical emergencies, complications, and immediate post-delivery care.</i> §482.55(c)(1)</p> <p><i>Provisions include equipment, supplies, and medication used in treating emergency cases. Such provisions must be kept at the hospital and be readily available for treating emergency cases to meet the needs of patients.</i> §482.55(c)(2)</p> <p><i>The available provisions must include the following:</i></p> <p><i>Drugs, blood, and blood products, and biologicals commonly used in lifesaving procedures, equipment and supplies commonly used in lifesaving procedures, and each emergency services treatment</i></p>	<div> <input type="checkbox"/> Compliant           <input type="checkbox"/> Not Compliant         </div> <p><b>PROTOCOLS</b></p> <ul style="list-style-type: none"> <li>Protocols must be in place to address the emergency needs of patients, consistent with nationally recognized and evidence-based guidelines for the care of patients with emergency conditions.</li> <li>Protocols must include obstetrical emergencies, complications, and immediate post-delivery care.</li> </ul>	<p>This standard is not met as evidenced by:</p> <p><b><u>OBSERVATION, INTERVIEW, AND DOCUMENT REVIEW</u></b></p> <p>Verify:</p> <ul style="list-style-type: none"> <li>Protocols consistent with nationally recognized and evidence-based guidelines are in place to meet patients' emergency needs, including obstetrical emergencies, complications, and immediate post-delivery care.</li> <li>Drugs, blood, blood products, and biologicals commonly used in life-saving procedures are maintained and readily available.</li> <li>Life-saving equipment and supplies are maintained and readily available.</li> <li>Each emergency services treatment area has a functional alert system accessible to every patient, such as nurse call buttons, pull cords, etc.</li> <li>The hospital provides annual training to applicable staff on the protocols and provisions related to emergency care. This includes obstetrical emergencies, complications, and immediate post-delivery care.</li> <li>The governing body has documented which staff members must complete required training.</li> </ul>

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<p><i>area must have a call-in system for each patient.</i>  <b>482.55(c)(2)(i-iii)</b></p> <p><i>Applicable staff, as identified by the hospital, must be trained annually on the protocols and provisions implemented pursuant to this standard.</i>  <b>§482.55(c)(3)</b></p> <p><i>The governing body must identify and document which staff must complete such training.</i>  <b>§482.55(c)(3)(i)</b></p> <p><i>The hospital must document in the staff personnel records that the training was successfully completed.</i>  <b>§482.55(c)(3)(ii)</b></p> <p><i>The hospital must be able to demonstrate staff knowledge on the topics implemented pursuant to this section.</i>  <b>§482.55(c)(3)(iii)</b></p> <p><i>The hospital must use findings from its QAPI program, as required at §482.21, to inform staff training needs and any additions, revisions, or updates to training topics on an ongoing basis.</i>  <b>§482.55(c)(3)(iv)</b></p>		<ul style="list-style-type: none"> <li>▪ Successful completion of training is documented in each applicable staff member's personnel record.</li> <li>▪ The hospital can demonstrate that staff have sufficient knowledge of the emergency protocols and provisions through evaluations or assessments.</li> <li>▪ The hospital uses findings from its QAPI Program to inform ongoing training needs.</li> </ul>