



The Pulse

Hospital Education



May 2022

Emergency preparedness lunch and learn

Topic: Emergency preparedness

Presenter: Mike O'Neal, Montgomery County Memorial Hospital [Red Oak]

Date: June 8, 2022

Time: 11:30 a.m.

You can [join via Google Meets](#) to view the video.

Call-in number: 1 323-905-0721, PIN: 990 766 669#

Mike will be speaking at the quarterly lunch and learn about his experiences while working at George C. Grape Hospital in Hamburg during the 2019 flooding event, along with the challenges the facility had to tackle to ensure all of their patients and staff were properly cared for.

This time of year is always a great time to ensure that all emergency preparedness procedures are up to date. Facilities should take into consideration that emergency preparedness isn't just useful for natural disasters.

Ransomware attacks, active shooter situations, and infectious disease outbreaks should be factored in when facilities update their emergency risk assessments. Training is

Deficiencies and citations

Why emergency medical screening is essential

The following is an example of a recent citation in Iowa during the first quarter of federal fiscal year 2022.

A patient arrived at the emergency department with concerns about their medication needing to be adjusted and asked if the hospital provided psychiatric services. A nurse stated that they do provide psychiatric services. The patient, however, then stated that they changed their mind and wanted to wait and go home.

The nurse asked the patient to go to a triage room to talk. In the triage room, the patient said sometimes they hear things that are not there. The nurse checked the patient's vitals and screened the patient for suicide risk using the Columbia-Suicide Severity Rating Scale (C-SSRS). The nurse did not believe there was any cause of concern that the patient would harm themselves.

The nurse asked for the patient to wait while they found information about local mental health services and shelters. The nurse went to the back of the emergency department looking for information, and asked the unit secretary and three emergency department physicians; however, they were also unable to find any information. The nurse did not ask any of the three physicians that were working in the emergency department to examine the patient or explain the medical risks of refusing to be examined by an emergency department provider.

The nurse wrote a few resources down on a piece of paper and gave it to the patient. The patient thanked the nurse and left

available for providers on the [Quality, Safety & Education Portal \(QSEP\) website](#).

If there are specific topics that you would like to see featured in the future, please contact megan.montalvo@dia.iowa.gov.

Health Facilities Division website application

In May 2021, DIA's Health Facilities Division launched a new web application. The new application features a user-friendly interface not only for accessing records for health facilities, but also for the Iowa Direct Care Worker Registry for certified nursing assistants (CNAs).

Entity administrators will need to request access to the new application to access facility information, self-reports, CNA information, etc. Once the administrator's access is approved, the administrator will be able to approve any other authorized facility users (i.e., entity delegate, entity HR) who request access for their facility.

Health facility employees, CNAs, and community college users are able to manage their own accounts, including making changes to their contact information.

Please note:

- Each facility is allowed to have **one** assigned entity administrator.
- Each user should be assigned only **one** role. If a user is assigned to multiple roles, the system may not work properly.
- Users should use the email address associated with their place of employment to create their Google or Microsoft account, **not a personal email account** (see PDF guide below).

the emergency department. After the patient left, the nurse spoke with their registration staff and decided to enter the patient's visit as "registered in error" as the nurse did not want the patient charged since they were not seen by a physician.

Approximately 10 minutes after the patient left the emergency department, the patient entered a restroom in the hospital and was found approximately an hour later. A physician determined that the patient had committed suicide.

The hospital administrative staff failed to ensure the emergency department staff followed the hospital's policy which required the hospital staff to provide an appropriate medical screening exam. Failure to provide an appropriate medical screening exam placed all patients who presented for an emergency medical screening at risk for deterioration or death from an emergency medical condition.

A2406 – Medical Screening Exam and A2400 – Special Responsibilities of Medicare Hospitals in Emergency Cases were cited one time in Iowa, two times in Region 7 and nine times nationally in the first quarter of FFY 2022 (Oct. 1, 2021, through Dec. 31, 2021).

Source: CMS' [Quality, Certification, and Oversight Reports \(QCOR\)](#).

Contact us

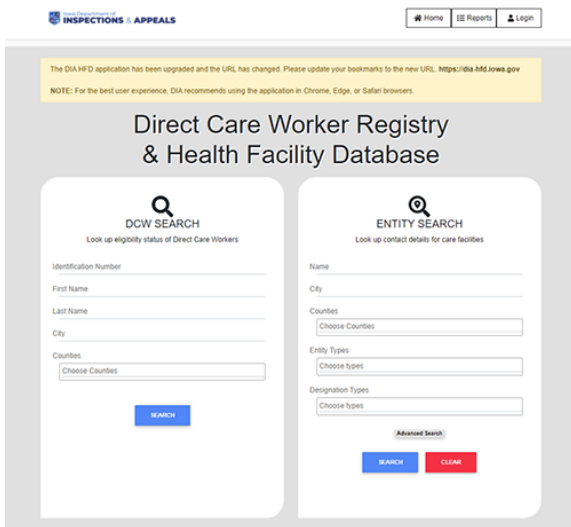
If you have any questions or concerns, or if there are topics you would like to see covered in this newsletter or at a future lunch-and-learn, please contact **Megan Montalvo** at megan.montalvo@dia.iowa.gov or 515.249.9648.



The website for the new application is dia-hfd.iowa.gov.

Additional resources

- [DIA Health Facilities Database User Guide \(PDF\)](#)
- [DIA's Health Facilities Database: Entity Sign-In](#)
(YouTube video)
- [DIA's Health Facilities Database: Approving Entity Users](#)
(YouTube video for administrators)



Employee spotlight

Sheila Gregan received her Bachelor of Science degree in nursing from Mount Mercy College, and her Master of Arts degree in hospital and healthcare administration from the University of Iowa.

Sheila's clinical background includes nine years as an adult and pediatric ICU nurse. She has also held various management and consulting positions before starting with the Iowa Department of Inspections and Appeals in 2018 as a health facilities surveyor.

Sheila spends her non-work time gardening and advocating for a variety of health-related policy

issues. She lives in Des Moines and enjoys spending time with family and friends.



Iowa Department of Inspections and Appeals

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