PROGRAM OVERVIEW:
Build your ASC management skills and prepare for CASC® certification. Learn today's must-have ASC management and financial strategies. This course includes 5 on-demand webinars, 11 online modules, and a virtual panel and Q&A event with the webinar presenters.

ONLINE MODULES:

Introduction to Leadership and Administrator Role
ASC administrators work to plan, organize, and direct the clinical and business operations of the surgery center. This module provides an overview of the administrator’s role and responsibilities to effectively serve as the operational leader of an ASC. Areas of focus include ensuring safe and efficient daily operations, fostering positive customer relations, overseeing clinical services, leading business development, following business ethics, and risk and quality management.

Objectives
1. Identify the administrator’s role and duties.
2. Delineate the differences between leadership and management.
3. Identify leadership styles and characteristics.
4. Describe organizational structures.

Human Resources
ASC administrators serve as the CEO or executive director of the center and are ultimately responsible for guiding, managing, and overseeing the HR functions. This module provides an overview of the various human resource responsibilities involved in operating an ASC. HR functions are defined and presented with examples to include personnel management from recruitment to termination, state and federal labor laws, and required documentation.

Objectives
1. Identify and incorporate federal and state labor laws into personnel policies and procedures.
2. Develop policies and procedures related to hiring, professional behavior, code of conduct, and performance management of employees in an ASC.
3. Identify, educate, and implement safeguards to protect employees from workplace hazards.

Governance, Licensure, Certification and Accreditation
Governance ensures sound business practices, thereby safeguarding the interests of an ASC. Licensure, Certification and Accreditation are required to participate in government and commercial payor programs. This module provides the information and steps necessary for the administrator to apply for and maintain licensure, certification, and accreditation.

Objectives
1. Assess compliance with operating agreement, medical staff bylaws, and facility policies and procedures.
2. Assess compliance with credentialing, privileging, and peer review processes.
3. Develop policies, procedures, and processes compliant with federal, state, and accreditation requirements.
Quality Management

Quality assessment and performance improvement must be continually monitored in a systematic, ongoing manner. The ASC administrator is responsible for overseeing the entire program, from setting annual quality improvement goals to prioritizing performance improvement projects, analyzing, and reporting the results.

This module provides an overview of the elements required for a successful quality plan to include compliance with licensure, certification, and accreditation requirements.

Objectives

1. Develop, implement, and maintain a quality management program in an ASC.
2. Discuss and implement the licensure, certification, and accreditation quality reporting process and requirements.
3. Utilize performance improvement study models and tools.
4. Analyze and report the results of performance improvement studies.

Risk Management

Managing risk in an ambulatory surgery environment requires a systematic approach for reducing, eliminating, and managing all types of risk exposures. Risk management must be a vital component of any ambulatory surgery center’s operational and strategic planning processes. This module explains risk management activities that meet regulatory requirements, contribute to safe patient care, increase efficiency and effectiveness, and reduce the risk of financial loss and legal liability. Risk management policies, risk assessment tools and analysis techniques are provided.

Objectives

1. Explain the role of the Administrator/Risk Manager in the ASC.
2. Develop and manage an adverse event reporting system.
3. Assess and develop policies and procedures in compliance with regulatory and accreditation requirements.
4. Conduct a root cause analysis (RCA) / RCA2.
5. Promote a culture of safety.
6. Implement a Corporate Compliance Program.

Patient Rights and Responsibilities and Medical Records Management

Patient rights and responsibilities support the mission of the ASC in providing considerate and compassionate care in a safe setting with privacy, free from abuse, harassment, or discrimination while respecting the patient’s cultural and spiritual values.

ASCs are responsible for managing Medical Records and protected health information in a manner that protects the privacy of the patient in all settings to the greatest extent possible. CMS and accreditation agencies have specific requirements for ASCs regarding patient rights and responsibilities and the appropriate management of medical records. This module provides a comprehensive review of the requirements for patient rights and responsibilities as well as medical records management specific to ASCs. Specific requirements with examples of policies and processes to ensure compliance are included.

Objectives

1. Comply with all requirements regarding patient rights and responsibilities for the ASC.
3. Create and monitor policies regarding medical record content, form, uses, and confidentiality.
4. Maintain medical records with proper filing, storage, and security.
5. Perform medical records audits for legibility, completeness, and proper security safeguards.
6. Evaluate electronic health records and identify ways to leverage technology.
Facility Management and Emergency Preparedness
Facility management encompasses the physical environment of the center to include the monitoring, maintenance, and inspection of the building and all equipment to ensure the safety of patients, employees, and visitors.

Emergency Preparedness is a vital part of the facility safety plan. The ASC must be prepared to handle a wide variety of emergencies with a comprehensive plan that meets federal, state, local, and accreditation requirements.

This module provides an overview of the federal, state, local, and accreditation requirements of facility management and environmental safety in an ASC. Activities that meet regulatory requirements are defined, and information for policies and procedures that contribute to a safe environment, increase safety practices, prepare for emergencies, and reduce the risk of injury, equipment malfunction, or failure are included.

**Objectives**
1. Identify compliance with life safety code, medical waste contracts and local, state, and federal laws. (Examples: OSHA, CMS, NFPA codes, FGI guidelines).
2. Conduct risk hazard vulnerability assessments and develop plans to mitigate.
3. Describe requirements for disaster/emergency preparedness plan.
4. Review emergency drills and response.

Delivery of Patient Care: Anesthesia, Pharmacy, and Safe Medication Practice
The delivery of patient care in an ASC requires a focus on the anesthesia care provided and practices governing safe medication administration and management in compliance with CMS, regulatory and accreditation requirements.

The ASC administrator must ensure formal processes are in place to monitor the delivery of anesthesia care and safe medication management to decrease the risk to patients and maintain the security of controlled substances.

This module provides a comprehensive overview of the requirements of CMS, regulatory and accreditation agencies to ensure the safe delivery of anesthesia, pharmaceutical services, and safe medication practices in the ASC.

**Objectives**
1. Comply with regulatory and accreditation requirements for anesthesia services, medication administration, and medication management.
2. Develop pain management protocols.
3. Implement safe medication, injection, and controlled substance security practices.
4. Review and evaluate the role and responsibilities of the Consultant Pharmacist.

Lab Services, Diagnostic Imaging, and Laser Safety
ASCs are responsible for delivering high quality surgical and ancillary services in a safe manner, including diagnostic/radiological imaging, laboratory services, and the use of lasers. CMS, accreditation and regulatory agencies, and professional organizations have specific requirements, guidelines, and standards of practice for the delivery of these services to ensure safe practices are in place to protect patients, staff, and visitors.

This module provides an overview of the requirements of ASCs for compliance with CMS and accreditation and regulatory agencies for diagnostic/radiologic, laboratory services, as well as the safe use of lasers (including those that are externally contracted). Information necessary to meet requirements of various agencies is provided with examples of comprehensive safety plans with clearly defined roles and responsibilities.

**Objectives**
1. Comply with Clinical Laboratory Improvement Act (CLIA) requirements.
2. Review contracted services for ensuring compliance with CMS, regulatory, and accreditation requirements.
3. Establish policies for laboratory, pathology, and diagnostic imaging services, as well as radiation and laser safety.
4. Establish role and responsibilities of the Radiation Safety Officer.
5. Establish role and responsibilities of the Laser Safety Officer.
Financial Part 1: Accounting and Revenue Cycle Management

ASCs need a robust accounting system that captures information about the business and financial activities necessary to determine the financial stability and future goals of the center.

ASC Administrators are responsible for monitoring the company's financial performance, evaluating the various costs associated with ASC operations, monitoring revenue, and establishing cash flow practices.

This module provides an overview of the accounting and financial management processes necessary to effectively operate an ASC. Financial and accounting definitions, accounting and revenue cycles, and financial reports are defined, reviewed, and ASC-specific examples are included.

Objectives
1. Implement accounting practices and principles.
2. Understand and utilize accounting equations.
3. Perform a review and analysis of financial documents, i.e., the balance sheet, income, and cash flow statements.
4. Understand Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA).
5. Manage accounts payable and accounts receivable.
6. Establish and monitor the ASC billing practices.
7. Comply with local, state, and federal tax codes and CMS billing practices.

Financial Part 2: Supply Chain Management and Business Growth

ASCs range in size, structure, and supply chain needs. ASCs share the common goal of acquiring supplies at the best value, negotiating higher reimbursement contracts, and developing business strategies to continue growth of the ASC. ASCs have unique challenges as a small business in relation to keeping adequate specialty supplies in stock with limited space, obtaining volume-based pricing discounts, implementing inventory control, and determining actual case costing.

This module provides a comprehensive overview with ASC-specific examples of various supply chain processes, inventory control, negotiating vendor and payer contracts, case costing analysis, and market strategies for planning expansion or growth.

Objectives
1. Evaluate invoices, statements, and purchase orders.
2. Develop budgets and negotiate contractual adjustments and increases with payers.
3. Determine case-costing, conduct break-even analysis, and implement inventory control processes.
4. Negotiate and review contracts with vendors and GPOs.
5. Complete SWOT analysis for expansion and develop market strategies.
6. Implement physician and staff recruitment and retention plans to support growth.
**ON-DEMAND WEBINARS**

**Credentialing: Details, Details, Details**
This webinar will review the CMS Conditions for Coverage and Standards for credentialing and privileging medical staff in the ASC.

*Objectives*
1. Understand the differences between credentialing, privileging, and Peer Review.
2. Develop steps in the credentialing process that will safeguard the ASC.
3. Establish guidelines to ensure the physicians are safe to practice in your ASC.

*Presenter*
Ann Geier, MS, RN, CNOR (E), CASC
Chief Nursing Officer, Ambulatory Healthcare Strategies

**Introduction to Leadership and the ASC Administrator Role**
With the primary responsibility of managing day-to-day operations, an ASC Administrator’s Role is introduced in detail.

*Objectives*
1. Explain the Administrator’s role in assuring quality and patient safety in the ASC.
2. Identify leadership style and characteristics.

*Presenter*
Celia B. Smith, RN, BSN, CASC
Administrator, Houston Premier Surgery Center in The Villages

**Medication Safety in the ASC**
ASCs are at a higher risk for drug diversion for many reasons. With these best practices, your ASC can reduce these risks. Participants will learn how to identify and promote strategies for preventing drug diversion in the ambulatory surgery setting.

*Objectives*
1. Identify behaviors that may indicate diversion and impairment.
2. Recognize where the gaps are regarding drug management and supervision.
3. Discuss actual diversion situations.

*Presenter*
Mary Jo Steiert, BNS, RN, CNAMB
Director of Clinical/Nursing Services, Rose Surgical Center

**Accounting for ASCs**
This webinar provides an overview of the basic functions in the financial operations of an ASC. You will be introduced to accounting equation and basic finance terms.

*Objectives*
1. Develop a strong understanding of accounting principles, day to day financial accounting, and financial reporting.

*Presenter*
Raghu Reddy, BS, MBA, CMR
Chief Administrative Officer, SurgCenter of Western Maryland, LLC
Preparation for Accreditation Survey
This webinar will provide information to prepare for accreditation and reaccreditation surveys.

Objectives
1. List the benefits of achieving accreditation.
2. Describe the actions necessary to prepare for an initial accreditation and re-accreditation.
3. Describe the accreditation survey process.
4. Discuss the core standards applicable to all organizations seeking accreditation and adjunct standards that may apply to your organization.

Presenter
Ray Grundman, MSN, MPA, FNP-BC, CASC
Accreditation Association for Ambulatory Health Care

VIRTUAL LIVE PANEL DISCUSSION AND Q&A EVENT
Your registration includes access to a Live Panel Discussion and Q&A Event within the duration of your course access (6 months from the time of registration).

Join the on-demand webinar presenters for a panel discussion intended to prepare leaders in today’s ambulatory and outpatient surgery centers. The virtual event will introduce and clarify key industry topics and address your questions from the on-demand webinars.

Designed to help attendees prepare for certifications and accreditations, our ASC experts will present on key issues of this rapidly changing industry. Webinar topics include strategies to improve credentialing processes, accounting for ASCs, medication safety including tools to combat narcotic diversion, and more.

The next virtual live event date can be found on the course webpage, and registration information for the event can be found within the course modules.