Mission Statement

The mission of the Department of Health and Human Services (HHS) is to protect the health of all Americans and provide essential human services, especially for those who are least able to help themselves.

1.1 Background

The Centers for Medicare & Medicaid Services (CMS) Emergency Medical Treatment and Labor Act (EMTALA) enforcement online course is designed to help hospital surveyors and reviewers gain proficiency in the EMTALA survey process.

1.2 Course Goal

The goal of this course is to provide you with the basic knowledge and skills needed to survey EMTALA in accordance with CMS Medicaid regulations and requirements.

1.3 Course Description

Upon course completion, you will be able to:

- Identify noncompliance with the EMTALA-related regulations at 42 CFR 489 given a final post-test with a score of 85 percent or higher.

1.4 Audience

This is a required course for all State Agency and Regional Office hospital surveyors and reviewers who will be conducting or reviewing EMTALA surveys. This course is the first part of the learning process for hospital surveyors to gain EMTALA proficiency. After reviewing the EMTALA online course and successfully passing the Post-Test, EMTALA Basic course students must accompany an experienced EMTALA preceptor to observe and participate in EMTALA surveys, before surveying independently.

1.5 Course Objectives

The objectives for this course are to:
• Identify basic EMTALA requirements
• Identify the purpose of an EMTALA survey
• Identify examples of how an EMTALA survey differs from other Non-Long Term Care (NLTC) surveys
• Determine the correct process for conducting an EMTALA survey.
• Differentiate between regulatory requirements.
• Determine the steps to complete prior to reviewing the regulations.
• Identify the appropriate regulation corresponding to a given complaint.
• Determine an appropriate investigation approach.

1.6 Module and Lesson Outline

The EMTALA Online Course has five Learning Modules. Module one provides general information pertaining to EMTALA survey investigations. Modules two through four are scenario-based, content modules. Each scenario-based module presents an authentic situation to the learners and walks them through the EMTALA survey investigation process specific to that scenario. Module five contains additional information specific to the RO as well as overarching tips for EMTALA surveyors.

Here is an outline of the modules and lessons that you will learn about in this course:

Module 1: EMTALA at A Glance

• Lesson 1: EMTALA Overview
• Lesson 2: EMTALA Investigations

Module 2: Medical Screening Scenario

• Lesson 1: Investigation Preparation
• Lesson 2: Entrance Conference
• Lesson 3: Case Selection
• Lesson 4: Emergency Department Tour
• Lesson 5: Medical Record Review
• Lesson 6: Staff Interviews
• Lesson 7: Exit Conference
• Lesson 8: Survey Package

Module 3: Stabilization Scenario

• Lesson 1: Investigation Preparation
• Lesson 2: Entrance Conference
• Lesson 3: Case Selection
• Lesson 4: Emergency Department Tour
• Lesson 5: Medical Record Review
• Lesson 6: Staff Interviews
• Lesson 7: Exit Conference
• Lesson 8: Survey Package
Module 4: Transfer Scenario
- Lesson 1: Investigation Preparation
- Lesson 2: TransCare Hospital Investigation
- Lesson 3: Receiving Hospital Probe
- Lesson 4: Survey Package

Module 5: Survey Tips/Regional Office (RO) Responsibilities
- Lesson 1: Regional Office Responsibilities
- Lesson 2: Tips for EMTALA Surveyors

1.7 Course Design
The EMTALA online course is designed to provide EMTALA surveyors and reviewers with the basic knowledge and skills needed to conduct or review EMTALA surveys in accordance with Medicare regulations and policy. The online course consists of the following required components:
- Pre-Test
- Learning Module (2), with lessons, topics, and knowledge check questions
- Scenario Modules (3), with lessons, topics, and knowledge check questions
- Post-Test*
- Course Evaluation

*In order to successfully complete this course, learners must complete each of these required components and pass the Post-Test with a minimum score of 85%. Learners are allowed three attempts to pass the Post-Test.

1.8 Online Course Progression
You will use the Course Menu to access each section of this online course. The Course Menu is located on the left side of your computer screen. The image in Figure 1 shows you what the Course Menu looks like. The Course Menu has three major sections:
- Course Information
- Course Materials
- Course Support

Each section contains links that will take you to different parts of your online course.

To Complete the Course:
- Start at the top of the Course Menu and work your way down through each section by selecting each link in the order that they appear.
From Start to Finish:

- You'll begin with a Course Overview. It contains the syllabus and tips to help you.
- Review the Course Contacts information to ‘meet’ your staff. Note the Help Desk e-mail.
- Take the Pre-Test.
- Review the lessons in each module and complete the knowledge check questions.
- When you are ready, take the Post-Test. You will have three attempts to pass the exam.
- After you pass the exam, complete the Course Evaluation and Field Survey.

## 1.9 Course Structure and Course Components

The **Course Information** section has four areas to help you get started:

- **Start Here:** The Start Here page provides tips on how to navigate and how to obtain help.
- **Course Description:** The Course Description page identifies objectives and target audience for the course.
- **Course Contacts:** Review Course Contacts to meet your online course staff.
- **Course Overview:** Review the Course Overview page. It contains the course syllabus and bookmarking tools.

The **Course Materials** section has several areas to help you learn:

- **Pre-Test:** Your first task is to take the Pre-Test. Take it before you view the lessons. It is required; but there is no passing or failing score. Do not study for it. It measures your baseline knowledge.
- **Module 1-5:** Review the learning modules, lessons, and topics. Complete the knowledge check questions and activities. All the modules are intended to be reviewed in order.
- **Glossary:** The **Glossary** contains an alphabetical list of terms used in the course. Review as needed.
- **Resources:** Review the **Resources** folder. It contains documents and links to websites. You may save and or print any of these references for future use in your job or to help you during the open book Post-Test.
- **Post-Test:** Take the Post-Test after you have reviewed the learning modules. See 1.11 for more details.
• **Course Evaluation:** Complete the end of Course Evaluation. It provides you with an opportunity to document your feedback with regards to navigation, course design, and course content. Your responses are anonymous, and used to address specific improvements in the course and its delivery.

• **Post Course Training:** The online course is the first part of the learning process for learners. The post course training experience is the second part of the learning process for new staff to gain proficiency during a State Agency field experience. After successfully completing the online course, we expect the new EMTALA surveyor to coordinate with their State Training Coordinator or supervisor to complete observations and hands-on experience with an experienced EMTALA preceptor. The final step in the EMTALA surveyor training process is to attend the face-to-face Advanced EMTALA course.

The **Course Support** section has three areas to help you if you need assistance.

• **Help Desk:** The Help Desk is available if you need technical assistance. Select the Help Desk link if you need help. It contains the Help Desk e-mail, along with a description of the information that you need to provide to them when requesting help.

• **Announcements:** Check the Announcements section periodically for messages from your course staff.

### 1.10 Pre-Test

Your first task in the online course is to complete the Pre-Test:

• Do not study for the Pre-Test.
• Take it before you review any of the learning modules.
• You do not need to achieve a passing score on the Pre-Test. We expect that Pre-Test scores will be low. Its purpose is to measure your baseline knowledge.
• We will compare learner's Pre-Test and Post-Test scores to help us gauge the effectiveness of the course.

### 1.11 Learning Modules

After you take the Pre-Test, your next step is to review the four learning modules. Topics include:

• Module 1: EMTALA at a Glance
• Module 2: Medical Screening Scenario
• Module 3: Stabilization Scenario
• Module 4: Transfer Scenario
• Module 5: Survey Tips/Regional Office (RO) Responsibilities
1.12 Post-Test

Details about the Post-Test are provided for you below:

- The Post-Test is an open book exam.
- Note that if you exit the exam to look up a resource or to review the learning module again, it will exit you from the exam and it will count as an attempt.
- You are allowed three attempts to pass the exam during the month you are enrolled.
- If you do not pass the exam with a minimum score of 85% on the first try you may choose from the following options:
  - Take a break.
  - Review the lessons, knowledge check questions, and resource materials again.
  - Engage in additional self-study as needed.
  - Talk with your Training Coordinator or supervisor to arrange time to review the material.
  - Retake the exam when you are ready, up to two additional times during the month you are enrolled.
- The score for your last attempt will be the final score to determine Mastered or Unmastered status.
- If you do not successfully pass the Post-Test within three attempts, you may enroll in another course and repeat the entire course.

Contact the Help Desk if you encounter any technical problems.

1.13 Estimated Contact Time (To Complete the Online Course)

Estimated contact time (often referred to as “seat time”) refers to the amount of time the average learner would require to view all of the course content and participate in the online activities. Because learners can review the material in this online course at their own pace, the time to complete it will vary for each learner. On average, learners in previous courses reported spending between 16 to 32 hours to complete this course. Some experienced learners were able to complete the course in 12 hours; some new learners needed 40 hours to complete the course.

1.14 Scenarios

A key component of the instructional strategy is to use real-life scenarios to teach learners about EMTALA survey investigations. Three of the five content lessons begin by presenting a scenario pertaining to one of the common types of situations resulting in an EMTALA complaint (e.g., medical screening, transfers, and stabilization). The scenarios provide learners context for the information presented.
1.15 Learner Participation

In addition to reviewing the self-paced course content displayed on the STW pages, you will demonstrate a level of participation by responding to knowledge check questions and accessing additional information through hyperlinks.

1.16 Knowledge Checks

The knowledge check questions are a type of interaction presented throughout each lesson. They help you assess your learning, to see if you have met the learning objectives for that lesson. After you complete a knowledge check question, you will be provided with immediate feedback regarding the accuracy of your response.

For correct responses, you will be told that your response is correct, and given the reason why. For incorrect responses, you will be told that your response is incorrect and given the correct response and a reason why.

1.17 Keeping Track of Where You Are: The Mark Reviewed Button

Several items in the course (such as the lessons, topics, and knowledge check questions) include a Mark Reviewed button. After you finish reviewing that item, select the Mark Reviewed button that appears just below it to indicate that you have completed it.

When you select the Mark Reviewed button, a checkmark will appear on the button. This helps you keep track of where you are in the course. The checkmark shows you what you have completed.

Don’t worry if you accidentally select a Mark Reviewed button for a section that you haven’t reviewed yet. Simply select it again, and the checkmark will disappear.

1.18 Keeping Track of Where You Are: The Bookmarking Tool

Another option to help you keep track of where you are in your online course is to use the bookmarking tool found in the Course Syllabus area. Some learners like to use this tool (in addition to the Mark Reviewed button) to help them track their progress through the course.

Selecting the link for the bookmarking tool will open the document in a new browser window or browser tab. You may print this tool then use a highlighter or pen to mark what you have completed.

To save the bookmarking tool:
Select the Bookmarking Tool link to open the document.

Select the Save button on your web browser window to save a copy of the file to the desired location on your computer.

To print the bookmarking tool:

Select the link to the document to open it.

Select the Print button at the top of the browser window to print the file.

### 1.19 Media and the Course

This course uses a number of media resources including videos, podcasts, and articles from websites and magazines. The minimum computer requirements section of this syllabus (section 1.20) will identify Windows Media Player and Adobe Acrobat as required for the course. Having those two programs is the first step to being able to access the media in this course.

On each page that has a media resource, there are links for these media players. If you don’t already have the programs, you only need to download them once to the computer. Once it is downloaded, the video or file will open automatically when you select the link in the course. These items open in a separate window. If you select the close “X” on that window, you will not exit the course.

If the media does not open, the first step is to confirm you have the required media player on your computer. If you have difficulty downloading the media players, you should contact your local State Agency IT staff.

Videos and podcasts may need a little time to download or “buffer” and will not play immediately once the media player opens. The time this will take is based on the download speed of your internet connection. Once the media has buffered, look for the play button toward the bottom of the media player. In most cases it will look like a right-facing arrow. Select it to start; select it again to stop or pause the video.

### 1.20 Recommended Minimum Configuration Requirements

The following computer configuration is required for you to access your online classroom via the STW learning environment. If your computer does not have the proper hardware, STW may run slowly or may not run at all. Prior to running the course on your computer, compare your current system configuration with the system requirements below:

**Hardware Minimum Requirements**

- 1.5 GHz CPU or greater with minimum of 1GB RAM
- Network adapter: LAN (Ethernet) or wireless (WiFi)
- DSL or cable broadband Internet (Dial up not compatible)
- 3G & 4G connections not recommended when taking tests
- CD/DVD drive and speakers may be required; refer to course requirements

### Operating Systems Requirements

- Windows Vista, 7, or 8
- MAC OSX 10.7 or later

### Browser Requirements:
The following tables highlight the new platform and browser configurations tested for SP October 2014 using the following support terms:

- **Supported**: Supported by the vendor and STW.
- **Unsupported**: Unsupported by the vendor or not supported by STW.

#### Microsoft Windows Operating Systems

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<tr>
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<th>Internet Explorer 9</th>
<th>Internet Explorer 10</th>
<th>Internet Explorer 11</th>
<th>Firefox ESR</th>
<th>Firefox (Final)</th>
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#### Apple Mac Operating Systems

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Plug-ins

There are several browser plug-ins that may be needed in order to access various file types included in this course:

- Acrobat Reader for PDF files
- Microsoft Word Viewer for Word documents
- Microsoft PowerPoint Viewer for PowerPoint presentations
- Apple QuickTime for video files
- Adobe Shockwave for video files
- Java software download

Computer Monitor Screen Resolution

This course is best viewed with a screen resolution of 1024x576. For help changing your monitor’s resolution, contact the Help Desk.

### 1.21 Web Browser’s Pop-up Blocker

Is your Internet browser's pop-up blocker turned off?

Make sure that your web browser's pop-up blocker is turned off in order to download or view the course files. Generally, you can check your pop-up blocker setting in the Tools menu at the top of your browser window. Once you have opened the Tools menu, simply select the option that reads "Pop-up Blocker."

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