

**Survey Preparedness**

Section for Long  
Term Care Regulation, Provider  
Meeting 2016

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**Successful Survey Tips- Plan Ahead**

- ▶ Use Your CASPER Reports for Quality Indicators
  - What care areas are triggering above 75?
  - How are you using the data?
  - Keep an updated list of all residents with dementia and on an antipsychotic medication

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**Making the most of your survey forms**

- ▶ Casper Reports-anything over the 75% will be reviewed
- ▶ 802 Matrix Roster-Keep updated during the survey window
- ▶ Keep an updated list of all residents with dementia and on an antipsychotic medication
- ▶ List of key personnel (department heads), update as necessary
- ▶ Current admission packet

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### Successful Survey Tips- Plan Ahead

- ▶ Discuss and define ahead of time what individual roles will be during the survey
  - Administrator- Entrance conference
  - DON- Roster Matrix
  - Charge Nurse- Tour
  - CNA staff tour
  - Activities Director- Set up Group Interview
  - Maintenance Director- LSC review

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### Educate ALL staff on the Regulations and the Process

- ▶ The Survey process focuses on three areas:
  - Observation
  - Interview
  - Record Review

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### Educate staff on the Process (cont.)

- ▶ **Observations**-The surveyors make observations of direct resident care, medication administration, the dietary department, housekeeping, fire safety, meals...

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### Observations–What are they watching?

- ▶ Resident grooming and hygiene
- ▶ Dining experience– Everything from food quality (temp. balance, palatable, appearance) to appropriate table height and table mates
- ▶ Medication administration– safe and effective system
- ▶ Services–Social, general, housekeeping, supplies, transportation, etc.
- ▶ Scheduled activities taking place as planned and appropriateness to the residents.

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### Interviews– What are they asking?

- ▶ **Interview**–The surveyors may talk with staff, physicians, pharmacist, vendors...
- ▶ asking staff about their training
- ▶ asking residents about their day to day life
- ▶ asking Doctors about how licensed staff communicate regarding resident needs
- ▶ asking pharmacists about drug regimen reviews
- ▶ asking families about their loved ones care at the facility
- ▶ asking CNAs about their orientation, what they know about emergency evacuation procedures
- ▶ asking all sorts of questions about all sorts of things

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### Records– What are they looking for?

- ▶ **Record Review**–The surveyors may look at the resident’s chart, bath sheets, food consumption logs, skin condition reports, staff hiring information.....
- ▶ To verify information observed and gathered during interview (yes, even the evidence of compliance is confirmed through these sources)
- ▶ For the resident’s history of care

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## Educate Families and Residents

- ▶ Educate residents on the process and tell them it's ok to talk with the surveyors (even helpful)
- ▶ Let families know they may be contacted by the state surveyors. Encourage them to share the good as well as any concerns they may have.
- ▶ If a family and/or resident is unhappy, it may be beneficial to contact the state ombudsman prior to the survey to attempt to resolve the issue

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## Get/Be ready ☺

- ▶ Pick a room surveyors can use for several days that will not be a burden on the residents or staff
- ▶ If you use EMR, make arrangements in advance ("Go to guy" for IT issues, How many computers are available, accessibility, etc.)
- ▶ Where will your group meeting be held?
- ▶ Do you have any big activities planned during your survey window?

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## "They're Here"

- ▶ **JUST BE YOURSELF**—after all you do this everyday. Put your plan in place.

**You are prepared!**

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