Survey Preparedness

Section for Long Term Care Regulation, Provider Meeting 2016

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

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

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

Educate ALL staff on the Regulations and the Process

- The Survey process focuses on three areas:

Observation

Interview

Record Review

Educate staff on the Process (cont.)

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

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.

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

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

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

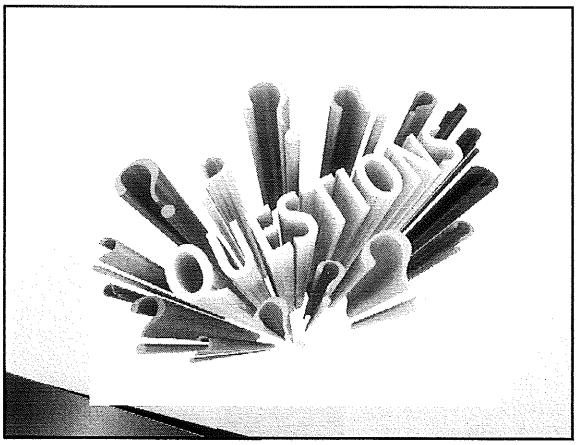
Get/Be ready ☺

- 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?

"They're Here"

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

You are prepared!


QUESTIONS