

Insights for the On-site: An Overview of the Survey Process

Session Presenter

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In this role, she is responsible for management, support , and oversight of the surveyors in the Nursing Care Center and Assisted Living Community programs.

Survey Process

Advice from Experts in Your Industry

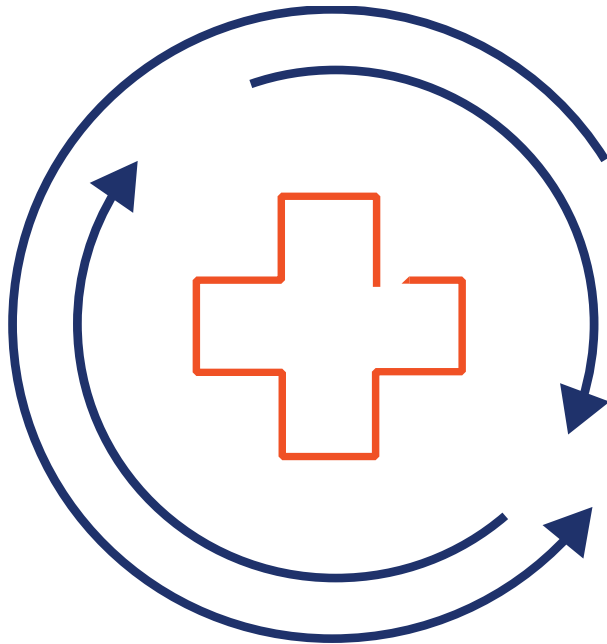


Our Surveyors Are Experienced Industry Professionals

- Employed by The Joint Commission, not independent contractors
- Masters and PhD prepared RNs and administrators
- Careers have focused on the senior care portion of the healthcare continuum; including, but not limited to Assisted Living Communities, and Skilled Nursing Facilities/Nursing Care Centers (SNF/NCC)
- Understand details and challenges associated with the day-to-day activities at ALCs and NCCs
- Knowledgeable of regulations impacting ALCs and NCCs
- Expertise in The Joint Commission ALC and NCC Standards
- Continuous training and education to provide consistent, current and relevant insights

Survey Process

Actionable Insights, Collaborative Process

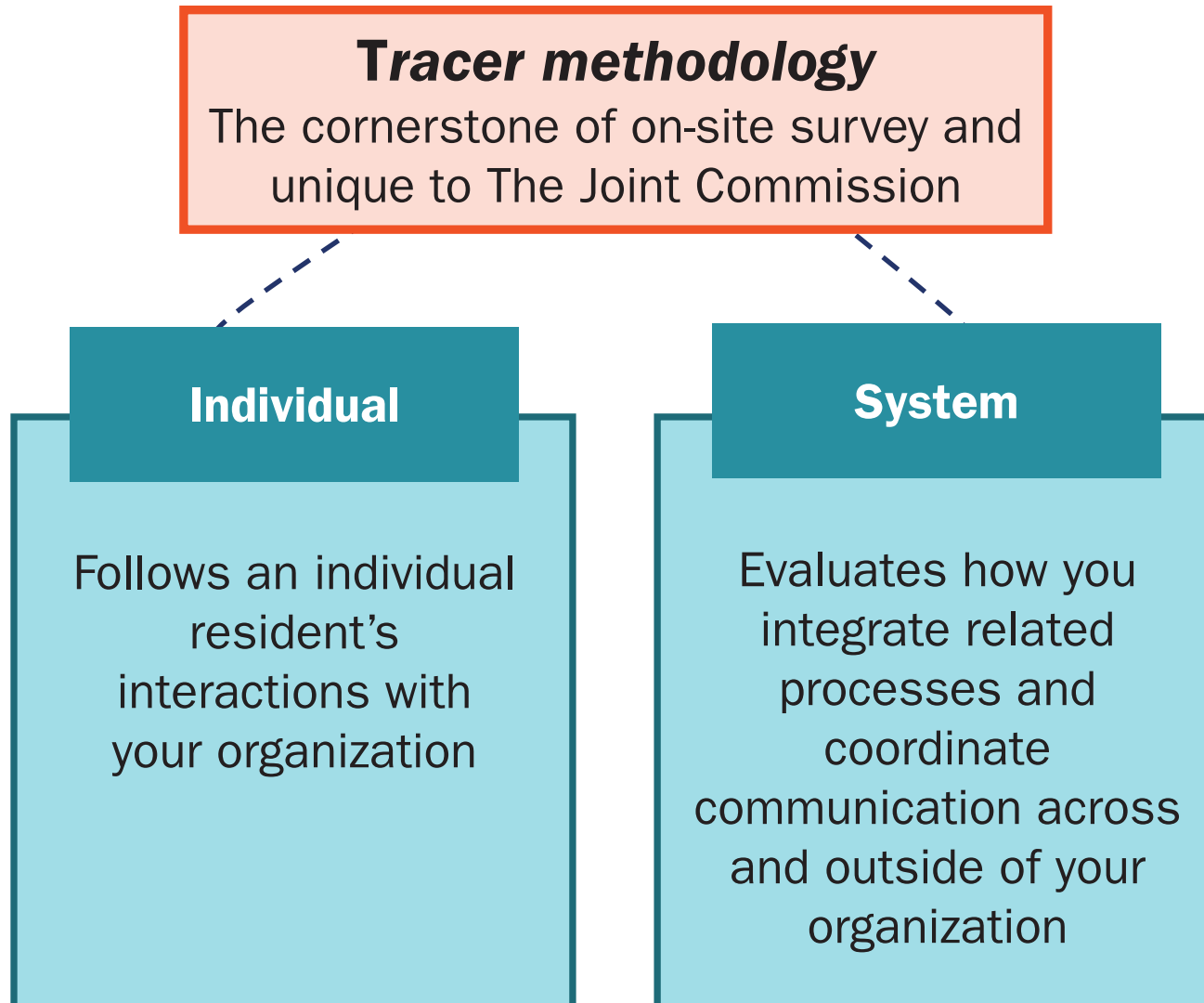


The On-Site Survey Process

- Offers in-depth, real-time analysis of your organization's compliance with Joint Commission standards and related regulations
- Identifies your strengths and challenges
- Provides thorough, written evaluation
- Shares practical, evidence-based strategies, and “better” practices gleaned from our extensive survey experience

Survey Process

Individual/System Tracers



Survey Process

System Tracers

- Focused facilitated conversations between the surveyor and members of your team
- Evaluates how you integrate related processes and coordinate communication across and outside of your organization

- **Emergency Management**

- **Environment of Care**

- **Independent Practitioner License Review**

- **Data Use**

- **Competence**

- **Leadership**

Survey Process

Sample Agenda



Day 1

Time	Activity
9:00 – 9:30 a.m.	Introductions, Discussion of your experience with COVID-19, survey overview, agenda review, Q&A
9:30 – 10:15 a.m.	<ul style="list-style-type: none"> • Opening Conference and Orientation to Organization • Brief Orientation of the Organization <ul style="list-style-type: none"> • Size of facility, number of apartments • Scope of services offered • Population-served • Staffing
10:15 – 12:15 p.m.	Individual Tracer Activity
12:15 – 12:45 p.m.	Dining service, meal assistance; kitchen sanitation, food preparation
12:45 – 1:30 p.m.	Lunch
1:30 – 3:30 p.m.	Individual Tracer Activity
3:30 – 4:15 p.m.	Document Review
4:15 – 4:45 p.m.	Special Issue Resolution or Surveyor Planning (document review)

Day 2

Time	Activity
9:00 – 10:00 a.m.	Life Safety Building Tour
10:00 – 10:30 a.m.	Environment of Care and Emergency Management
10:30 – 11:30 a.m.	Leadership and Data Use Session
11:30 – 12:15 p.m.	Competence Assessment Session
12:15 – 12:45 p.m.	Independent Practitioner License Review
12:45 – 1:30 p.m.	Lunch
1:30 – 2:30 p.m.	Report Preparation
2:30 – 3:00 p.m.	Organization Exist Conference

Survey Process

SAFER Matrix

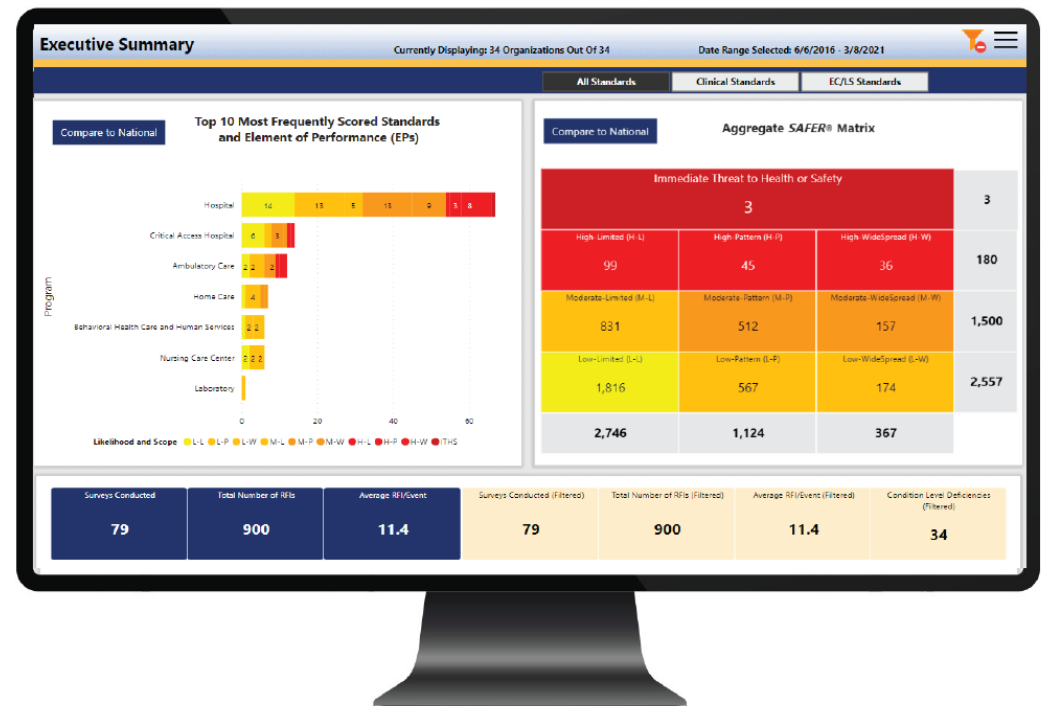
<i>Immediate Threat to Life</i>				
RISK LEVEL	HIGH	MM.03.01.01, EP8	MM.03.01.01, EP7	
	MODERATE	MS.01.01.01, EP5 PC.01.02.01, EP4 PC.01.02.03, EP6 PC.01.03.01, EP1 PC.01.03.01, EP5	IM.02.02.01, EP3 MS.08.01.01, EP1 MS.08.01.03, EP3	IC.02.01.01, EP2 IC.02.02.01, EP4
	LOW	RC.01.01.01, EP19 RC.02.03.07, EP4		
		LIMITED	PATTERN	WIDESPREAD

- Identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- View [portal](#) for more information

Survey Process

SAFER Dashboard

- Aggregate survey findings at the organization, multi-organization and program levels.
- Includes national comparison data and organization level comparison data
- Survey metrics including number of surveys, total survey findings and most frequently scored findings
- Visit [web page](#) for more information.



Survey Process

Survey Preparation Tips



Have the Right Mindset

- Don't prepare for survey, make quality and safety a tangible part of your resident's and your entire team's daily routine
- Remind yourself, your staff, and your residents, that The Joint Commission is your partner
- Get to know the standards

Involve Your Team

- Have huddles
- “Write it on the Walls”
- Create multiple champions

Get Organized

- Develop a roadmap that:
 - everyone on your team knows about
 - is transferrable
 - serves as a key storage point for tools and documents important to the survey process

Make the Most of Your Survey

- Ask questions during the survey process!

Survey Process

Share Your Opinion

Your Feedback Matters



**Post-Survey
Evaluations**



**Calls with Staff
Members**