

**Critical Access
Hospitals**



SOUTH DAKOTA
DEPARTMENT OF HEALTH

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Surveyors have arrived, now what?

- Don't run and hide. Support each other to have a successful survey.
- Surveyors will introduce themselves and provide identification. Prepare for entrance conference.
- Relax- speak to the work you do everyday
- Be confident





Entrance Conference

- ▶ Explain the purpose, scope, and process of the survey.
- ▶ Provide business cards. Introduce survey team members and the areas they will survey hospital areas and locations, departments, and patient care settings under the hospital provider number that may be surveyed. Include any contracted patient care .
- ▶ Clarify all activities or patient services located on hospital campuses or hospital provider-based locations.
- ▶ Explain all interviews will be conducted privately with patients, staff, and visitors unless requested otherwise by the interviewee.



Entrance Conference

- ▶ Discuss and determine how the facility will ensure surveyors are able to obtain the photocopies of material, records, and other information as they are needed. Ask the format of the medical record, i.e., computer, hard copy, etc.
- ▶ Obtain business cards or names, location, and telephone numbers of key staff to whom questions should be addressed.
- ▶ Discuss the approximate time, location, and possible attendees of any meetings to be held with the provider during the survey.



Provide Within 1 Hour



- Current Census
- List of all current inpatients: Please include admission date, age, diagnosis, room number, physician.
- Access to Logs: Admission, Procedure, ER, OB/Nursery, Blood transfusions, and deaths for the past 6 months.
- List of patients transferred within the past 12 months and include receiving facility.
- Completed administrative/department head list for acute and swing bed care.
- List of names and addresses for all off-site locations operating under the hospital provider number.
- Copy of the facility's floor plan indicating the location of patient care and treatment areas.



Copies of nursing hours for two weeks prior to survey, that includes today.



List of employees with date of hire and job titles. Random sample will be selected for annual education and TB screening information.



List of credentialed medical staff.



Access to policy and procedure manuals for all departments.



Access to infection control plan and policy manual and a copy of the facility TB risk assessment.

Provide the following requested items within three (3) hours:

Provide the following requested items within five (5) hours or as asked:



Incident reports including medication errors and transfusion reactions for the past 12 months. (Please hold until requested)



Consultant reports, include SWB if applicable (dietary, social services, PT,OT,ST, dental, and pharmacy for the past 12 months.



List of contracted services and agreements.



Governing board and committee meeting minutes for the past 12 months.



Governing board bylaws and amendments.



Medical staff and committee meeting minutes for the past 12 months

Provide the following requested items within five (5) hours or as asked:



Medical staff bylaws, rules, and regulations.



Physician call schedule for the past 12 months.



Pharmacy and Therapeutic meeting minutes for the past 12 months.



Utilization review plan and agreement with the QIO.



Hospital Quality Assurance Improvement Plan and reports for the past 12 months.



Staff in-services related to medical emergencies conducted within the past 12 months.



What if you don't know the answer or don't understand the question?



Don't Panic
Know your resources
Ask for clarification



Top CAH Deficiencies

- Maintenance
- Nursing Services
- Administration of Anesthesia
- Infection Prevention and Control Policies
- SNF Services
- Admission, Transfer, and Discharge Rights
- Drugs and Biologicals appropriately Stored
- Records System
- Governing Body
- Provision of Services



Q & A Session



Can wall suction be preset up in the patient room? If yes, does it need to be covered?

If we have other equipment in a storage room, can it be present up if covered?

Is there a tag that explains the requirements for cleaning and storage of nebulizer equipment between treatments for the duration of a hospital stay?



Answer:

- ✓ The tubing connecting from the wall head to the suction canister can be Setup. All other suction equipment should be in their package until ready for use. If used, all equipment needs to be thrown.
- ✓ Would not recommend presetting up equipment/opening packages prior to use.
- ✓ Follow manufactures instructions for use (MIFU) for cleaning and storage of all equipment.



What areas are you seeing that hospitals need to do better on as far as showing proof of regulations/ documentation?



Answer:

- ✓ Ensure you have MIFU for all patient care equipment.
- ✓ If it's not documented it's not done, always support what you do. How else can you prove?
- ✓ Documenting all education as verbal does not count. Huddles – if doing education through this process – you will be asked to support it if an issue of concern is found.
- ✓ Make sure your policies are reviewed and support all the requirements and the regulation you are referencing.



What are surveyors looking for as far as promoting health equity?



Answer:

To CMS, health equity means the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, or other factors that affect access to care and health outcomes.

- ✓ Track & analyze data
- ✓ Equip staff with knowledge, skills, and tools on health care equity
- ✓ Leadership commitment is crucial



What are your focus areas for the upcoming year?



Answer:

- ✓ Continue focus on IP&C practices
- ✓ Ensure MIFU are available and accessible for all patient care equipment
- ✓ Cleaning, disinfecting, and sterilization practices
- ✓ Assessment & reassessment
- ✓ Documentation to support physician's orders
- ✓ Patient & staff education