

# LONG-TERM CARE SURVEY MANUAL PREPARED BY MU NHA CONSULTANT

## SECTION 1 - SURVEY PREPAREDNESS

**Survey Preparedness** - *The MU NHA Consultant recommends that your home maintain a SURVEY BOOK. The purpose of the book is to help your staff be survey ready every day. To be ready for the annual visit, the SURVEY BOOK should be reviewed weekly so that it is kept up-to-date. Make sure that all your management staff knows where the book is located as surveyors might show up when the NHA and/or DON are not in the facility. This section provides you with several tools offered for you to consider. The key to a SURVEY BOOK is that it is organized, up-to-date, and designed to meet the needs of your nursing home.*

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## SECTION 3 - CMS, CULTURE CHANGE, ARTIFACTS OF CULTURE CHANGE

**CMS and Culture Change and Artifacts of Culture Change** - *The traditional nursing home regulatory approach has created tensions between providers and surveyors. Culture change is movement to transform a facility to a home, a resident to a person, and a schedule to a choice. States and the federal government have worked over the years to examine regulations to evolve them into a more responsive regulatory system. Documents below are offered to home nursing homes to work with their regulators to change the environment of their homes while meeting the regulations. Missouri has set a 100% compliance goal for facilities filling out the on-line version of The Artifacts of Culture Change. ([www.artifactsofculturechange.org](http://www.artifactsofculturechange.org))*

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## SECTION 4 - QUALITY OF CARE ROUNDS

**Quality of Care Rounds** - *In order to be survey ready, the MU NHA Consultant recommends that NH leadership, managers, and staff perform rounds of the nursing home on a scheduled basis. NH staff needs to be informed of the process to take when repairs are needed. New employees need to be oriented to the process also. The key to rounds is having a process in place that documents follow up when Federal standards are not met.*

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### SECTION 5 - FACILITY SELF-ASSESSMENT (MOCK SURVEY TOOLS)

**Facility Self-Assessment** - *Mock surveys are an opportunity to look at systems, procedures and processes of care and to identify potential survey-risk areas. Mock surveys should be performed on a scheduled basis and shared with nursing home staff. The most important part of the survey process is what you do after it is over with the results. F-tags are used in this section. Be advised that CMS makes revisions to the F-tags on a regular basis.*

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### SECTION 6 - DURING THE SURVEY

**During the Survey** – *During the days of the survey visit, it is natural for your staff to become nervous and forget their normal routines. The survey visit will be easier if you as the NH leader have worked with your staff for survey readiness throughout the year. The actual visit needs to be managed and the following tools are offered to assist you during the survey.*

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## SECTION 7 - AFTER THE SURVEY

**After the Survey** - *This section is designed to help you write an effective Plan of Correction and how to prepare the documentation needed to be ready for re-visit. You can find out how other licensed Missouri long-term care facilities did on their last inspection and how they wrote their plan at <http://health.mo.gov/safety/showmelongtermcare/>.*

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