

During the Survey

It should be your expectation to do the right thing every day, but surveys need to be managed. With all the opportunities for potential deficiencies, it makes sense to make sure that the systems you have in place stay in place during the survey. It is natural for staff to become nervous and make mistakes. Surveyors can distract your staff from normal everyday duties so the following section has “staff reminders” of some things that you do daily. Just remember that if anything can go wrong, it will go wrong during the survey.

LONG-TERM CARE SURVEY MANUAL PREPARED BY MU NHA CONSULTANT

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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DAILY FEEDBACK MEETING

Each day during the survey the Administrator should hold a Daily Feedback Meeting to review what happened during the day with the survey team. The Administrator and all Department Heads should attend this meeting. The Daily Feedback Meeting is held after all surveyors have left for the day. Below is a list of items that should be included and covered during the Daily Feedback Meeting. This is not an all-inclusive list. The facility can cover any other topics they feel also needs to be addressed. The meeting should not be too lengthy, but should cover all areas. During the meeting any items that the surveyors have requested needs to be reviewed. At this time it should be decided who is responsible for obtaining these items and that individual should provide the Administrator these items prior to leaving the facility. The Administrator should be able to hand the surveyors the items requested as soon as they return the next day. We should never make surveyors wait for information.

Areas to cover:

1. Go around the room and let each team member discuss anything they may have witnessed or discussed with the surveyors.
2. Try to attempt which residents the surveyors have targeted. Make these residents a special focus throughout the remainder of the survey.
3. Go over any issues the surveyors have brought to your attention. If it can be taken care of, do it before you leave or have a plan to have it fixed. Don't let the same issue come up twice during the survey.
4. Discuss how the Department Heads are doing with their room surveillance. Any issues that prevented them from getting to their rooms (hopefully they share this with you throughout the day). Discuss concerns that may have been missed so that they do not come up again.
5. Let the Department Heads know what is needed before they can leave for the day and what time they need to return in the morning.
6. Celebrate the good things that happened!

SURVEY ASSIGNMENT CARDS BEST PRACTICE

Basically, the idea behind this best practice is to provide staff members with written direction upon learning that the surveyors have entered the building. **Certainly – our expectation is to do the right thing EVERY DAY. This isn't a “trick” or a “ploy”. It's the “icing on the cake” so to speak.**

It is natural for staff to become nervous – and receiving the assignment card from your supervisor, along with an encouraging word – helps all staff to remain calm and take an active role in survey management.

Here's how it works:

1. Assignment cards are developed and placed at each nurse's station and within each of the other departments. Examples of what cards may look like are included. Cards should be specific to your building.
2. Once you have the cards typed up, print them off on card stock, (something heavier than copy paper) and then laminate them. Recipe card size is about right – fits in a pocket.
3. Place the cards in marked envelopes at each nurse's station and in the other departments as well. Each member of the team receives their own card – so it's important to make sure you have enough of them, particularly for nursing assistants.
4. Review what's on the cards with staff at change of shift or at an all staff in-service if you have one scheduled. Answer questions, and let them know that we will be having “practice drills” so that everyone has a chance to get comfortable with what's on the cards, and also allow for changes to the cards if deemed necessary.
5. Tell the staff that the supervisor will hand out their cards upon the intercom announcement of the survey. Something like this: “Good morning residents and associates. I would like to announce that our state surveyors have entered the facility. As always, please make them feel welcome to our facility.” Hence the “cue” to deliver the cards to each staff member.
6. After the staff member has completed the tasks on the cards, he/she should turn them back into their supervisor. A great opportunity for the supervisor to offer praise and support! When the surveyors arrive the next day – the cards should be handed out again. During a change of shift, the supervisors should review the assignment cards as well as applicable.
7. The key is having Practice Drills. The Administrator or Staff development nurse can make the announcement over the intercom, and that's the cue for the supervisors to proceed with the cards. It is important to follow up, clarify questions and praise staff.

As an Administrator or DON, it is comforting to know that in those crucial first minutes of a survey – while you are busy with the surveyors – your staff is taking steps to make sure that the tour that follows imminently will have its best opportunity to be as successful as possible!

Administrator

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Director of Nursing

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Assistant Director of Nursing

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Staffing Coordinator

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Medical Records

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Central Supply

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

MDS Coordinator

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Business Office

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Maintenance Director

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Activity Director

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Housekeeping Supervisor

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

Laundry Supervisor

Rooms _____ to _____

Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, resident is clean, well groomed, dressed appropriately, shaved, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed, all staff knocking and waiting for permission to enter

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Medication Aide/Nurse

Make sure Med Cart is locked, resident information covered when not in use, top of cart clean and organized, no personal items on cart, make sure applesauce is dated and on ice, follow MAR EXACTLY, check for any outdated meds, lock med room when not present, wash hands often and between residents, follow eye drop policy, ensure privacy and dignity of resident, make rounds as often as you can.

Medication Aide/ Nurse

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Check resident refrigerators daily to remove outdated and unlabeled items.
Make sure each one has a thermometer and the temperature documented daily

Pass fresh water per shift and ensure it is within residents reach

DON/Nurse Managers

1. Follow assigned surveyor. Know where they are at all times.
2. If you see something of concern, fix it or get it fixed.
3. Check call lights for proper positioning.
4. Ensure C.N.A's are in compliance with resident rights and dignity issues
5. Record notes of questions, occurrences, and observations
6. Ensure that soiled linen hampers are emptied before becoming overloaded.
7. Check utility rooms frequently. Keep neat and clean.
8. Ensure that all chemicals are locked, no doors propped open
9. Hold debriefing with off-going and on-coming staff.
10. Be aware of the charts that surveyors are reviewing and the individuals being interviewed.
11. Meet as needed with Administrator to keep him/her informed.
12. Help supervise/assist/ serve all meals as needed. Help as needed with residents that may need assistance.
13. Make sure nurses' station/work stations clean and uncluttered.
14. Check resident's rooms:
 - a. Privacy curtains are pulled
 - b. CNAs are washing hands
 - c. Linens are transferred correctly.
 - d. Residents clothing is clean and neat
 - e. All suction containers must be emptied and clean
 - f. Ensure all IVs are dated/labeled IV site dated
 - g. Check that all tube-fed residents are positioned per policy.
 - h. Ensure medications and treatment carts are locked.
 - i. Ensure C.N.A's are using gait belts and using transport equipment safely.
 - j. Check oxygen tubing, water bottles and cannula; check tube feeding, formula, pump and pole, check catheters and drains; check medication rooms/carts, content and security; check nebulizers.
 - k. Monitor call light response time
 - l. Fresh water within reach at bed side.
15. Thank you for a job well done!

Therapy

1. Keep therapy room neat and tidy and uncluttered.
2. Wash hands when working with individual residents.
3. If visiting rooms, please knock and ask permission to enter.
4. Disinfect mats and change pillow cases/sheets before each resident use
5. Keep soiled linen and trash barrels covered.
6. Maintain privacy and confidentially
7. Secure all equipment (i.e. hot pack equipment, etc.)
8. Help supervise/assist/ serve all meals as needed
9. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
10. Thank you for a job well done!

Social Services

1. Monitor to ensure resident's rights are respected (i.e. call resident by name, knock on door, lap robes, shoes, grooming, shave, nail care). Assist or get help as needed.
2. Ensure call lights are within reach.
3. Assist residents to activities.
4. Assist nursing staff in ensuring resident has sufficient clothing.
5. Follow-up on concerns brought to you by resident and family.
1. 6. Make frequent rounds— Room is Tidy—bed made, no clutter, bed pans/urinals stored appropriately, no chemicals in room, no bedside meds without order, resident is positioned appropriately, call light within reach, fresh water in reach, catheter tubing off floor, O2 signs posted, commodes empty, toilets flushed.
6. Help supervise/assist/ serve all meals as needed
7. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re aware of immediately. Make the DON/Administrator aware of their questions and comments.
8. Thank you for a job well done!

Receptionist/Bookkeeper

1. Welcome and greet surveyors.
2. Inform Administrator and DON
3. Call all department managers and notify regarding survey.
4. If you make copies of records for surveyors, make a copy also for the Administrator.
5. Provide coffee, ice water to surveyors in their assigned work area.
6. Limit use of overhead announcements.
7. Help supervise/assist/ serve all meals as needed
8. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
9. Thank you for a job well done!

Maintenance

1. Watch for safety issues: fix/repair or report.
2. Ensure logs are u to date.
 - a. Safety/maintenance
 - b. Fire drills/training
 - c. Water temperatures
 - d. Generator testing
3. Be ready to demonstrate generator
4. Check that call light cords re in proper condition and functional.
5. Check that bathroom call cords are in place.
6. Make sure that outdoor lighting is working properly.
7. Ensure all window screens fit properly and are clean.
8. Check oxygen storage frequently to a make sure tanks are individually chained/secured in place.
9. Check for extension cords in resident's rooms.
10. Ensure that doors are not propped open.
11. Ensure that dumpster lid is closed at all times and the area is clean.
12. Do NOT take surveyors to your shop or any area unless they specifically request.
13. Make sure that equipment/supplies are not left in resident corridors to block egress.
14. Help supervise/assist/ serve all meals as needed
15. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
16. Thank you for a job well done!

Laundry Staff

1. Always gown and glove when sorting soiled linen
2. Dispose of gloves properly and wash hands frequently.
3. Clean lint screens as per shift, as needed, or per your policy.
4. Cover linen whenever it leaves the laundry.
5. Keep area tidy.
6. All supplies and chemicals should be off the floor and never left unattended unless you can lock/secure the room.
7. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
8. Thank you for a job well done!

Housekeeping Staff

1. Ensure carts are locked and/or within sight when in use. Do NOT leave cleaning supplies unattended.
2. Knock and wait for a response before entering a residents' room
3. Use wet floor signs.
4. Mop only half of the all at a time—do not block a corridor.
5. Change mop water and disinfect every three rooms.
6. Do not wear gloves in halls and wash hands frequently.
7. Ensure resident rooms fans and refrigerators are clean.
8. Ensure exhaust fans and vents are clean.
9. Make sure all sprinkler heads are dust free
10. Ensure shower rooms are clean, no linen is on the floor and cleaning supplies are secured.
11. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
12. Thank you for a job well done!

Dietary Staff

1. Ensure menu has alternates for each diet and that menus are signed by a Registered Dietitian.
2. If substitutions need to occur, ensure they are written on the menu and posted on the menu board, and notify surveyors of change.
3. Ensure correct food temperatures upon leaving kitchen (i.e. cold is cold, hot is hot).
4. Double check presentation for garnish, quality, taste and appearance.
5. Assist/direct dining program
6. Ensure timely delivery of tray to each dining room and resident room.
7. Observe and support tray time.
8. Check that correct portion size is given. Note inconsistencies.
9. Wear gloves when handling food and a hairnet at all times.
10. Check that everything in refrigerator is labeled and dated.
11. Ensure temperature logs for refrigerator and freezer are accurate (thermometers present)
12. Monitor dishwasher temperatures and cleaning agent to make sure they are correct/appropriate.
13. Wash hands frequently.
14. Follow the menu.
15. Respect clean versus soiled areas.
16. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
17. Thank you for a job well done!

Medication Nurse/Treatment Nurse

1. Always identify your resident prior to medication or treatment.
2. Medication Pass:
 - a. Check medications against orders.
 - b. Wash hands after each resident.
 - c. Lock carts.
 - d. Provide privacy; cover MAR/chart so others can't see it.
 - e. Offer at least 120cc fluid with oral medications.
 - f. Wait to be sure resident swallows medications.
 - a. You may skip to any resident you want when being monitored during a medication pass, unless asked to demonstrate on a particular resident. The surveyors will watch only part of your medication pass, so don't worry that they will slow you down. Do "easy" patients, even if you have to skip around.
 - g. Watch time on "before" and "after" meal doses.
3. Date items when opened, applesauce/food items on ice
4. Treatment: Use barriers if supplies taken to room (i.e. tape, granulex, ointment, etc.)
 - a. Place equipment on paper towel barrier. Open red plastic bag for disposal of dressing.
 - b. Wear gloves to remove old dressing. Place old dressing and gloves in plastic bag.
 - c. Wash hands.
 - d. Use new gloves for dressing application; remove when dressing completed and place in plastic bag
 - e. Wear gloves and wash hands for EACH treatment site.
 - f. Remove old dressings from room. Dispose in appropriate receptacle
5. Sign for all medications and treatments as you give them. Reorder medications as needed.
6. Check oxygen, nebulizers, suction equipment and tube feeding equipment to ensure they are dated, clean, and covered.
7. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, "**Thank you for letting me know. I'll get right on it.**" Then, go fix it. Fix any problems you're made aware of immediately. Make the DON/Administrator aware of their questions and comments.
8. Thank you for a job well done!

Activities

1. Carry out Activities in a timely manner, as per calendar.
2. Ensure residents in room receive a variation of scheduled events.
3. Always engage residents in conversation and activity, as able.
4. Ensure one-on-one activities occur.
5. Wash hands as needed (i.e. after touching resident).
6. Help supervise/assist/ serve all meals as needed.
7. Be sure that postal mail is delivered timely.
8. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
9. Thank you for a job well done!

Certified Nursing Assistant/Restorative Aide Rehabilitation Aide

1. Ensure your care assignments are completed and documented.
2. If you are unable to complete assignments, report to the Charge Nurse.
3. Knock and wait for a response before entering a room.
4. Watch call lights and answer immediately.
5. Close privacy curtains and doors when giving care; ensure resident's dignity by draping, etc. Also, remember to close window curtains/blinds and curtains between residents.
6. Residents should be dressed appropriately, groomed, shaved, nails cleaned.
7. Use gloves when appropriate. Remove gloves and wash hands before leaving room.
8. Reposition residents every two hours and offer water.
9. Clean and remove equipment after use.
10. Use correct pericare procedures per policy
11. If resident clothing gets soiled anytime during your shift, change it.
12. Call residents by their first name or Mr./Mrs. _____, not by your own pet name for them, unless the resident has given you permission.
13. Remove clutter from rooms and wheelchairs. (Do not place wheelchair pedals in seats.)
14. Keep bedpans and urinals empty, covered, and stored properly.
15. Ensure urine drainage bags are covered both while resident is in bed and in wheelchair.
16. Assist residents to activities.
17. Make sure commodes are empty and toilets flushed.
18. Help assist during meal time as assigned.
19. Be polite to surveyors: answer their questions only. If a surveyor makes you aware of an issue and asks you to confirm the deficient practice, do not confirm it. Simply say, **“Thank you for letting me know. I’ll get right on it.”** Then, go fix it. Fix any problems you’re made aware of immediately. Make the DON/Administrator aware of their questions and comments.
20. Thank you for a job well done!