

Preparing for the Annual Survey

Proactive Practices for Positive Outcomes

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Objectives

- Prepare the team for the annual survey process
 - 5 strategies
- Identify key processes, that if done proactively, may improve survey outcomes
 - 3 non-negotiable tasks
 - 24 hour report
 - Non-clinical rounds
 - Grievance/complaint follow-up process
- Develop a survey management plan for the facility and team.
- Discuss team member responsibilities and their importance during the survey process

Federal and State Regulations

- Federal
 - Long-term Care Survey Manual
 - Most recent edition – May 2013
 - Traditional Survey Section
- State
 - Long-term Care Licensure Regulations
 - http://www.portal.state.pa.us/portal/server.pt/community/nursing_home_care/14152/long_term_care_licensure_regulations/558485

Annual Traditional Survey

- Resident rights and QOL compliance
- Comprehensive assessment accuracy with adequate care plans
- QOC and services furnished
 - Medical, nursing, rehabilitation, medication, dietary and nutrition, activities, social participation, sanitation , infection control
- Effectiveness of physical environment
 - Empower residents
 - Accommodation of needs
 - Resident safety
 - Room variances

7 Specific Tasks

1. Off-site survey preparation
2. Entrance conference
3. Initial tour
4. Sample selection
5. Information gathering
6. Information analysis for deficiency determination
7. Exit conference – Last opportunity to discuss and supply additional information

5 strategies

1. Survey readiness binder
2. System to maintain 802 updating
3. Non-clinical daily rounds
4. 24 hour report with follow-up system
5. Grievance/Complaint follow-up system

Survey Readiness Binder/802

- Entrance Conference Checklist
 - End of entrance conference
 - End of Orientation tour
 - Within one hour of entrance conference
 - Within 24 hours of entrance conference
 - Obtain other information as designated
- 802 Updating System

Non-Clinical Daily Rounds

- Environment
 - Cleanliness, safety, storage
- Residents
 - Grooming, positioning, fall /PU interventions, splints
- Staff
 - Interactions with residents/families
 - Call bell response times

24 Hour Report

- Changes of condition, lab test results, new orders, care plan changes, etc.
- Follow-up system in place
- 7 days/week

Grievance / Complaint Process

- Listen to the grievance / complaint
- Documentation
- Review
- Investigation
- Timely satisfactory resolution

Survey Management Plan

- Staff education
- Systematic plan for rounds
- Master intervention lists
- Communication system
- Follow-up for identified concerns

Team Responsibilities

- Rounds – addressing issues
- Kitchen/pantries – storage and sanitation
- Activities – schedule, interruptions
- Policies, documentation, copying
- Contact person
- Supplies

Questions??????



References

- Long-Term Care Survey Manual, May 2013 edition.
AHCA
- Department of Health, Nursing Care Facilities Team
Coordinator Entrance Conference Checklist, revised
7/31/13.