

## PROVIDER SURVEY GUIDE

The Hospital is surveyed by various regulatory authorities and accreditation organizations

Surveys are usually unannounced. Surveyors visit patient units, and treatment and procedure areas, generally during daytime

### **SURVEYOR ROLE AND ACTIVITY**

Varied number and specialty (MD, RN, Admin, Engineer, etc.)

Surveyors wear ID from their agency while in the Hospital.

Surveyors assess hospital's compliance with regulatory standards:

- Tracer Activity Observations: environment, care provided, security procedures, access
- Interviews: staff, physicians, volunteers, university employees or students, vendors/ contract services, patients, families, visitors
- Document review: medical records, employee files, physician credentials, policies, data, minutes, lists, logs, registers, manifests, test results
- Conducting survey sessions for high priority safety and quality of care issues

### **PHYSICIAN ROLE & EXPECTATIONS**

- Respond to surveyor questions in a collegial manner
- Find documentation in the medical record from all disciplines
- Explain collaboration and communication with other disciplines
- Demonstrate knowledge of environmental and fire safety
- Attend specialty sessions as invited (e.g., Data Use, Medication Management, Infection Control, Special Issue Resolution)
- Demonstrate compliance with infection control practices.
- Demonstrate hospital implementation of National Patient Safety Goals (NPSGs)
- If you cannot participate in tracer activity, explain the reason to the surveyor

## GENERAL REMINDERS

- Do not ask the surveyor questions or voice concerns that you would share with a consultant
- Everyone must wear Hospital or University ID visibly, above waist
- No staff food in patient care areas (e.g. nurses stations, patient rooms, hallways); water bottles permitted only
- No patient information unattended or visible to the public: computer screens, paper charts, etc.
- Make sure labeling is present:
  - All IVs, tubing, medications must be labeled
  - Specimens labeled in front of patient
  - Syringes labeled
- Patient Verification NYPH: Full Name + Medical Record # (banded areas)
- Medications, needles & syringes must be locked/ secured, including Anesthesia or other procedure carts
- Specimens must be labeled in the presence of the patient
- Time Out for procedures: all elements must be complete and must include the entire team
- Time and date all entries in the medical record, including consents and co-signatures
- H&P within 30 days before or 24 hrs after registration or admission, and prior to procedure requiring anesthesia
- Update to H&P within 24 hrs of admission requires patient to be examined (noted in chart) to determine if there are any changes
- Post-procedure note must be completed immediately after procedure
- Hand hygiene required before & after patient contact (Purell, handwashing, no artificial nails)
- Personal Protective Equipment (PPE) must be worn and removed properly (e.g., gown, gloves, mask, eye protection, etc.)
- Do not use unapproved abbreviations