NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS) POLICY AND PROCEDURE

SUBJECT: UNANNOUNCED SURVEY

NUMBER: NN-LD-09 Page 1 of 3

ORIGINAL DATE: 08/03/06

REVIEW/REVISE DATE: 12/17/09, 10/18/12

APPROVAL: Cody L. Phinney Agency Director

I. PURPOSE

To provide guidelines for unannounced surveys by The Joint Commission, Centers for Medicare and Medicaid Services (CMS), Nevada Bureau of Health Care Quality and Compliance (HCQC), or any other accrediting agency.

II. POLICY

NNAMHS will accommodate surveys of our operations while minimizing disruptions to normal agency services.

III. PROCEDURES

- 1. All staff must be prepared to initiate this procedure.
- 2. Administrative assistants (AA) who serve as receptionists may be the first to encounter surveyors. The receptionist's roles include:
 - a. Greet the surveyors and ask them to be seated in the nearest waiting area.
 DO NOT send surveyors to Administration or the units unaccompanied. DO

- NOT release any consumer or organization information until the surveyors identities have been confirmed by Performance Improvement (PI) Staff or the Agency Director or designee.
- b. Notify the following personnel that surveyors have arrived. Continue to call the list until you receive confirmation from a live person that a Leadership Representative is responding. If the call goes to voice mail, leave a message and continue to complete the list. You may also use pagers and cell phones in order to reach a live person.
 - i) Performance Improvement (PI) Coordinator or designee.
 - ii) Agency Director or designee.
 - iii) Director of Nursing or designee.
 - iv) Director of Community Services or designee.
 - v) Medical Director or designee.
- c. Notify the PI Department Administrative Assistant that surveyors have arrived.
- d. Send group page per procedure with survey code and building and location of opening conference. For example, 52-1 is unannounced survey opening session in Building 1, Board Room.
- e. Announce using the overhead PA system in Building 25, "Code purple, Building 25. Code Purple, Building 25."
- 2. PI Administrative Assistant, or designee roles include:
 - a. Function as the communication center for the survey activities.
 - b. Send the prepared email to "Everyone NNAMHS" announcing a survey. (The PI coordinator and the PI AA have compiled an email to be sent after a few details are added.)
 - c. Send email to Core Leadership list with location and time of opening session, agency surveyors represent and any other pertinent information.
- 3. Leadership Staff roles include:
 - a. Attend the opening conference.

- b. Describe their program including services provided, groups served, referral criteria, numbers, and types of staff and performance improvement activities.
- c. Assign a responsible party to prepare a list of current consumer and consumers being seen for this day and the next two days.
- d. Assign a designee to cover these duties if the leader is to be out for more than one day.
- e. Attend closing meeting at the end of each day to share the day's findings and determine actions for next day.

4. PI Coordinator roles include:

- a. Verify identity of surveyors by checking identification documents and The Joint Commission website, if applicable.
- b. Verify agenda with surveyors.
- c. Coordinate the provision of information requested by the surveyors. Record all requests for information for future reference.
- d. Coordinate daily closing meeting to share findings and plan actions required.
- 5. Providing Surveyor Access to Electronic Medical Record:
 - a. Surveyors will require access to consumer electronic medical records.
 - b. Staff will be assigned to provide login and assist the surveyor in finding the necessary information.
 - c. Staff will accompany the surveyors during their review of the medical record.
 - d. Surveyors may prefer to use the computers on the inpatient units. Efforts should be made to accommodate surveyors where possible.