



# READY4SURVEY

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## The Joint Commission survey update

As McLaren Lapeer Region prepares for the upcoming Joint Commission accreditation process, all staff should strive to prepare themselves to be "survey ready".

In an effort to help employees prepare for the upcoming accreditation, survey tips and highlights of common areas for citations will be the focus of this issue of "Ready4Survey".

A Mock Joint Commission Survey will take place May 17-19, 2017 in our facility. The actual survey will take place sometime in late September or early October 2017.

Please feel free to contact the Quality Department at (810) 667-5598 with any questions or concerns you may have.

The items below are common areas whereby citations are issued, but things that can be easily fixed with increased staff vigilance.

### Environment of Care

- All equipment on one side of hall
- No equipment plugged in within hallways
- Nothing parked in hall longer than 30 minutes

- Top of linen cart covered; solid bottom on cart
- Nothing other than linen on linen carts



### Clean Utility or Storage Room

- Oxygen tanks upright, in holder, full and empty tanks separated with signage
- Tops of linen cart covered when not in use; solid bottom on cart
- Door to hall closed (not propped open)

### Soiled/Dirty Utility Holding Room

- Biohazard trash contained
- Nothing under sink

### Housekeeping and Security

- Trash contained
- Drawers locked, as appropriate

### Crash Cart

- Daily checklist completed correctly
- No clutter on top
- Locked (including extra locks secured)
- No expired medications or supplies noted

### Medication Cart/Storage areas

No open single-use vials; all discarded after use

- Opened multi-dose vials dated (28 day expiration from open)
- MAR/eMAR closed when not in use
- Pill crushers/splitters cleaned
- All doors/drawers locked when not in use

### Medication refrigerator/Freezer

- Temperature checks completed; response to variances recorded
- Opened multi-dose vials dated
- Discharged patients medications managed
- No expired medications
- No patient food

### Medications/Solutions

- No unsecured medications, sharps or syringes
- No expired medications or solutions
- No predrawn syringes

### Point-of-Care glucose meters

- Cleaned
- Controls and strips dated when opened (180 day expiration on strips and 90 day expiration on control solutions)
- QC performed per recommendations (performed every 24 hours during night shift per protocol)

### Patient Care

- All patients wearing correct ID band
- Fall-risk patients wearing bracelets; signage up
- Any non-ambulatory patients (on gurneys or in wheelchairs) in hall covered with dignity

- Trays and snacks delivered, wear hair nets during food prep and when transporting food.
- Call lights functional and within patient reach
- Alarms answered
- Confirm confidentiality of medical records
- Isolation precautions implemented, if ordered
- Review hand-hygiene and ensure sanitizer dispensers are full
- Staff reminded to perform time-out for any invasive procedure
- Review medication administration with staff

- Reduce restraint use. Make sure all restrained patients have an active order.
- Assess, reassess and document pain levels.
- Individualize the Plan of Care to the patient's needs and keep it updated.
- Cover dirty OR equipment during transport.
- Patient food dated in appropriate refrigerator.

### Chart review

- Home medication record completed in a timely fashion
- Telephone order/Verbal order/Critical value documentation completed per policy

## Survey Interview Tips

- Speak to your own expertise. For example, nurses don't speak for PT and vice versa. Refer the surveyor to the person best qualified to answer each question
- Give brief answers. Don't elaborate, or give opinions. Just answer what is asked; your practice speaks for itself.
- All hands on deck! Don't disappear or go to the break room when the surveyor arrives on your unit. This is your chance to shine.
- When talking to surveyors, groups of two are better than one.
- Say, "I don't know" instead of guessing. Refer to resources such as policies, coworkers or managers.
- It's okay to look at your badge for answers.
- If asked for a policy or document, refer to the escorts to assist you (MLR personnel accompanying the surveyor).

## Puzzle Time!

A V Q Z C V N E K S M H C P K  
 V C M L I I C O U H A J Y A R  
 Q H C G E R T R I N T X S T O  
 S Q N R U B V A D T F Z V I W  
 E T B O E E A H T P A L U E M  
 C N S Q Y D Y L F I V L O N A  
 U E H B F G I X C N O J O T E  
 R C V S I A S T H K A N W S T  
 I Q Q E N H I U A P P O W A I  
 T C N Y C I L O P T P Y C F X  
 Y E P R O T O C O L I I M E A  
 N O I T A C I D E M H O U T X  
 I B G H K N A R H T Y D N Y J  
 Q I M G J E A K Q H E B Y Z H  
 E X P I R A T I O N D A T E F

Complete the puzzle and turn it into the Marketing Department by May 19 for a chance to win a prize!

Name:

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Department:

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Phone:

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ACCREDITATION  
 CITATION  
 EXPIRATIONDATE  
 HANDHYGIENE  
 HIPPA  
 ISOLATION  
 LABEL  
 MEDICATION  
 PATIENTSAFETY  
 POLICY  
 PROTOCOL  
 RESOURCE  
 SECURITY  
 SURVEY  
 TEAMWORK  
 TJC