



# TJC, DNV, CMS EXPERT PANEL

A key element of an organization focused on patient safety and performance excellence is Continuous Accreditation Compliance and Survey Management. Accreditation does not have to be a scary process. After this session attendees will feel more empowered to tackle the challenges when surveyors walk through your facility doors.



# OBJECTIVES

- Discuss critical processes of continual Survey Readiness with organizations undergoing on-site accreditation survey
- Activities that facilities can perform during an on-site accreditation survey
- Describe appropriate techniques for challenging surveyor findings when surveyors are on-site
- Give ideas on the critical activities that should occur immediately after accreditation surveyors have left the organization



# INTRODUCTIONS

- Background
- What your organization specifically does in respect to healthcare survey and accreditation

# PANEL QUESTIONS

- What is the role of the Quality Department during each survey?



# PRE-SURVEY QUESTIONS

- What items need to happen before surveyors arrive at the facility?
- How to make the best first impression?
- What is the biggest failure you have seen when walking into a facility?



# INTRA-SURVEY QUESTIONS

- Needed essentials during the survey? Key players?
- What is the appropriate action when a facility disputes a finding? Do you fight the fight?
- What advice would you have for successfully interacting with a surveyor?
- What advice would you have for someone who is fearful of interacting with a surveyor?



# POST-SURVEY QUESTIONS

- Facilities first steps after the surveyor leaves?
- Who is involved in developing a response plan? Vs who own the plan, Vs who initiates the plan?
- How do you ensure follow through once a response or corrective action plan has been accepted?

# MISC. QUESTIONS

- What would trigger an investigation? In-person vs remote?
- What are the differences when CMS is onsite vs. DNV and TJC?
- Surveyors always want to hear about Quality Improvement projects. What advise do you have for prioritizing starting QI projects?
- What are your best tips for a successful survey?







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# THANK YOU PANEL MEMBERS!!

