January 11, 2022

To: Hospital Leaders

From: Carolyn St.Charles, RN, BSN, MBA

Chief Clinical Officer, HealthTechS3

Re: Survey Preparation Checklist

Please find the information referred to in the webinar, Surveys Are Back. I hope the information is helpful.

If you are interested in a survey, please contact me at [carolyn.stcharles@healthtechs3.com](mailto:carolyn.stcharles@healthtechs3.com) or call me at 360-5384-9868

**SURVEY READINESS 2022**

Survey Readiness is everyone’s job and not just because surveyors are expected soon. Continuous Survey Readiness helps to maintain a high quality of patient care in a safe environment.

**1: Help staff understand how to interact with surveyors**

**DO**

* STOP, smile, take a deep breath
* Think about the question before you answer
* Direct policy questions to the policy being asked about
* If you don’t know the answer, but know where to find it, say so and show the surveyor
* If you don’t know the answer and don’t’ know where to find it – tell the surveyor, you don’t know
* Be honest

**DON’T’**

* It is not the best time to point out our areas of opportunity – don’t volunteer information beyond the question being asked
* Do not paraphrase a policy, pull it up for the surveyor
* When describing a process or procedure do not use words like: Usually, Typically, Most of the Time

**2: Prepare your Department**

**Life Safety**

* Oxygen stored in appropriate containers
* No door stops
* All exits and hallways clear
* Nothing blocking fire extinguishers or electrical panels
* No items stored within 18 inches of ceiling
* Oxygen cylinders secure in tank holders
* Ensure adequate egress (hallways are clear of clutter)
* No space heaters unless approved by Facilities
* No extension cords unless approved by Facilities – and – attached to wall

**Equipment**

* All equipment has current sticker for preventative maintenance. If broken, take out of use and follow policy for repair.

**Infection Control**

* No items stored under sinks
* Only “clean” items in clean areas and “dirty” items in dirty areas
* Refrigerators are clean and all food items thrown away that are outdated. All food items are covered, dated and labeled.
* Employee food and / or beverages out of patient care area except in staff lounge / break room. Drinks with lids may be allowed per department policy.
* Clean linen covered
* Linen hampers covered when transported
* Nothing stored on top of linen carts
* Staff can demonstrate or discuss “*5 Moments for Hand Hygiene”*

1. *On Room Entry and Before Touching a Patient*
2. *Before Clean/Aseptic Procedure*
3. *After Body Fluid Exposure Risk*
4. *After Touching a Patient*
5. *After Touching Patient Surroundings and Upon Exiting Room*

**General Environment of Care / Safety**

* Cleaning agents out of reach of patients/ visitors and labeled appropriately
* All areas uncluttered
* Report any building repairs needed such as wall holes, chipping paint, etc.
* Sharps containers not more than ¾ full

**Outdates / Cart Checks**

* Check for outdated medications and supplies. All outdated / expired items discarded (Check drawers and carts)
* Crash carts locked
* Refrigerator / Freezer / Fluid Warmer / Blanket Warmer / Crash Cart / Eye Wash Station checks completed per policy
* Check test strips for outdates (Dietary, Point-of-Care tests)