Insights for the On-site: An Overview of the Survey Process
Session Presenter
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Beverly M. Belton is the Field Director Surveyor Management & Support Accreditation & Certification Operations responsible for the Nursing Care Center and Assisted Living Community programs at The Joint Commission.

In this role, she is responsible for management, support, and oversight of the surveyors in the Nursing Care Center and Assisted Living Community programs.
Survey Process
Advice from Experts in Your Industry

Our Surveyors Are Experienced Industry Professionals

- Employed by The Joint Commission, not independent contractors
- Masters and PhD prepared RNs and administrators
- Careers have focused on the senior care portion of the healthcare continuum; including, but not limited to Assisted Living Communities, and Skilled Nursing Facilities/Nursing Care Centers (SNF/NCC)
- Understand details and challenges associated with the day-to-day activities at ALCs and NCCs
- Knowledgeable of regulations impacting ALCs and NCCs
- Expertise in The Joint Commission ALC and NCC Standards
- Continuous training and education to provide consistent, current and relevant insights
Survey Process
Actionable Insights, Collaborative Process

The On-Site Survey Process
• Offers in-depth, real-time analysis of your organization’s compliance with Joint Commission standards and related regulations
• Identifies your strengths and challenges
• Provides thorough, written evaluation
• Shares practical, evidence-based strategies, and “better” practices gleaned from our extensive survey experience
**Tracer methodology**
The cornerstone of on-site survey and unique to The Joint Commission

**Individual**
Follows an individual resident’s interactions with your organization

**System**
Evaluates how you integrate related processes and coordinate communication across and outside of your organization
Survey Process
System Tracers

- Focused facilitated conversations between the surveyor and members of your team
- Evaluates how you integrate related processes and coordinate communication across and outside of your organization

<table>
<thead>
<tr>
<th>Emergency Management</th>
<th>Environment of Care</th>
<th>Independent Practitioner License Review</th>
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<tbody>
<tr>
<td>Data Use</td>
<td>Competence</td>
<td>Leadership</td>
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# Survey Process

## Sample Agenda

### Day 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>9:00 – 9:30 a.m.</td>
<td>Introductions, Discussion of your experience with COVID-19, survey overview, agenda review, Q&amp;A</td>
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</tbody>
</table>
| 9:30 – 10:15 a.m. | • Opening Conference and Orientation to Organization  
  • Brief Orientation of the Organization  
    • Size of facility, number of apartments  
    • Scope of services offered  
    • Population-served  
    • Staffing |
| 10:15 – 12:15 p.m. | Individual Tracer Activity |
| 12:15 – 12:45 p.m. | Dining service, meal assistance; kitchen sanitation, food preparation |
| 12:45 – 1:30 p.m. | Lunch |
| 1:30 – 3:30 p.m. | Individual Tracer Activity |
| 3:30 – 4:15 p.m. | Document Review |
| 4:15 – 4:45 p.m. | Special Issue Resolution or Surveyor Planning (document review) |

### Day 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>9:00 – 10:00 a.m.</td>
<td>Life Safety Building Tour</td>
</tr>
<tr>
<td>10:00 – 10:30 a.m.</td>
<td>Environment of Care and Emergency Management</td>
</tr>
<tr>
<td>10:30 – 11:30 a.m.</td>
<td>Leadership and Data Use Session</td>
</tr>
<tr>
<td>11:30 – 12:15 p.m.</td>
<td>Competence Assessment Session</td>
</tr>
<tr>
<td>12:15 – 12:45 p.m.</td>
<td>Independent Practitioner License Review</td>
</tr>
<tr>
<td>12:45 – 1:30 p.m.</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:30 – 2:30 p.m.</td>
<td>Report Preparation</td>
</tr>
<tr>
<td>2:30 – 3:00 p.m.</td>
<td>Organization Exist Conference</td>
</tr>
</tbody>
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Survey Process
SAFER Matrix

- Identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- View portal for more information
Survey Process

SAFER Dashboard

- Aggregate survey findings at the organization, multi-organization and program levels.

- Includes national comparison data and organization level comparison data.

- Survey metrics including number of surveys, total survey findings and most frequently scored findings.

- Visit web page for more information.
Survey Process

Survey Preparation Tips

Have the Right Mindset
- Don’t prepare for survey, make quality and safety a tangible part of your resident’s and your entire team's daily routine
- Remind yourself, your staff, and your residents, that The Joint Commission is your partner
- Get to know the standards

Involve Your Team
- Have huddles
- “Write it on the Walls”
- Create multiple champions

Get Organized
- Develop a roadmap that:
  - everyone on your team knows about
  - is transferrable
  - serves as a key storage point for tools and documents important to the survey process

Make the Most of Your Survey
- Ask questions during the survey process!
Survey Process
Share Your Opinion

Your Feedback Matters

Post–Survey Evaluations
Calls with Staff Members