



## February 3, 2023

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your program or department.



## THE JOINT COMMISSION IS COMING SOON! OUR SURVEY WINDOW IS FEBRUARY 5, 2023 – AUGUST 5, 2024

### WHAT IS THE JOINT COMMISSION SURVEY?

The Joint Commission survey is an unannounced accreditation survey. There is a 30-minute notice before the surveyors arrive on the main campus. When they arrive, staff will be notified via email and/or an overhead announcement. The survey will last three to four days and will most likely begin on a Monday or Tuesday (but be prepared for their arrival every day of the week), and it may include:

- Physician surveyor
- Nurse surveyor
- Generalist surveyor (physician, administrator, or nurse)
- Administrator surveyor
- Ambulatory surveyor

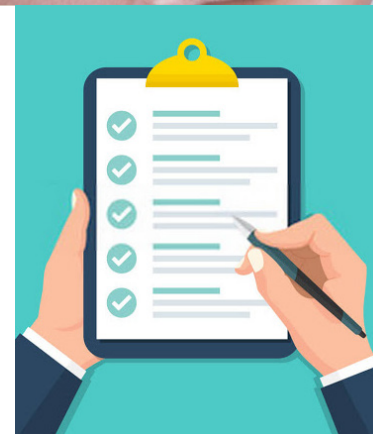
There will also be a Life Safety Survey by an engineer. This surveyor will be rounding throughout the facility to assure we have a safe environment for our patients, families, and team members. Surveyors will always be escorted by a member of the leadership team. Surveyors will be conducting individual and system tracers while rounding in different areas. **ALL employees** should be prepared to be asked about:

- How you care for patients
- National Patient Safety Goals
- Fire safety
- Infection prevention
- Policies/Procedures
- Emergency Management

If you have any questions the week of survey, talk to your Leader. There will also be a command center set up to assist with questions and concerns. *Remember, this is our chance to brag to surveyors about the great care we provide to those we serve each and every day!*

### HELPFUL TIPS DURING THE SURVEY

- Answer the surveyor's questions completely, confidently and honestly but avoid statements like "always" and "never". Use statements like ... "In my opinion...", "When I care for a patient..."
- Do not volunteer additional information.
- Be aware of any verbal and/or non-verbal cues from leadership.
- Speak to your own expertise or refer the surveyor to the person best qualified to answer the question.
- If providing patient care, hand-off your patients to another team member.
- If you do not understand the question, it is OK to ask for clarification.
- If you do not know the answer, it is OK to admit it, as long as you know what source to reference for the answer: policy, communication board, badge buddies, *Connections Guide*.



### MOCK SURVEYS

Joint Commission mock surveys will be taking place at various unannounced times during the work day. These mock surveys allows us to practice the survey process and prepare for The Joint Commission survey which could happen anytime. It is great practice for our teams to experience a mock survey and have a new set of eyes to look at our practices, processes, and environment.

**The biggest strength of the surveys are YOU!**

**Questions?** Contact your manager or team leader and ask them about your role in the survey process.