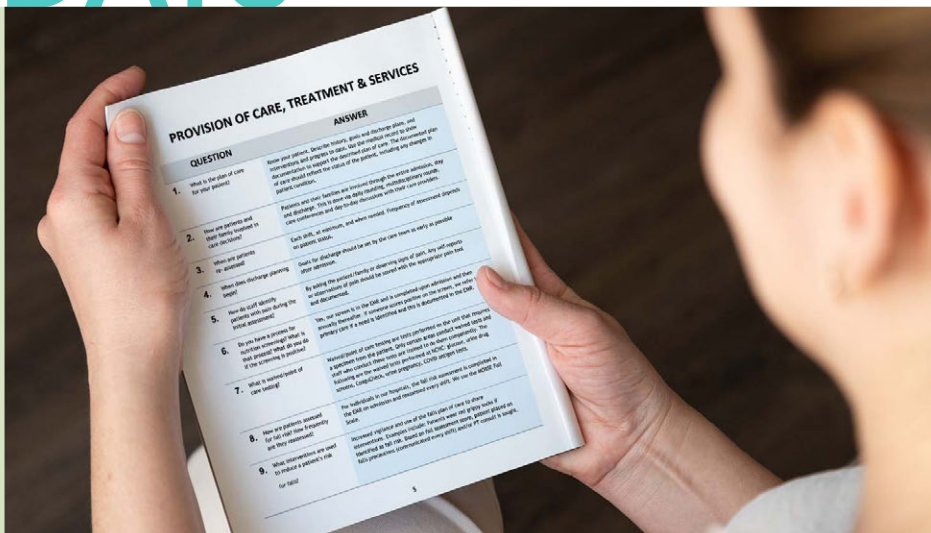




February 24, 2023

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.



2023 SURVEY READINESS GUIDE

A STAFF REFRESHER TOOL FOR COMMONLY SURVEYED TOPICS

NCHC regularly participates an unannounced accreditation survey by the Joint Commission as well as routine and unannounced surveys from DHS and CMS. These surveys audit various departments of our organization and verify that our staff are providing a safe environment for patients, families, and staff and that we are delivering high-quality care. All employees should be prepared to participate in the survey process, even if you are not in direct care.

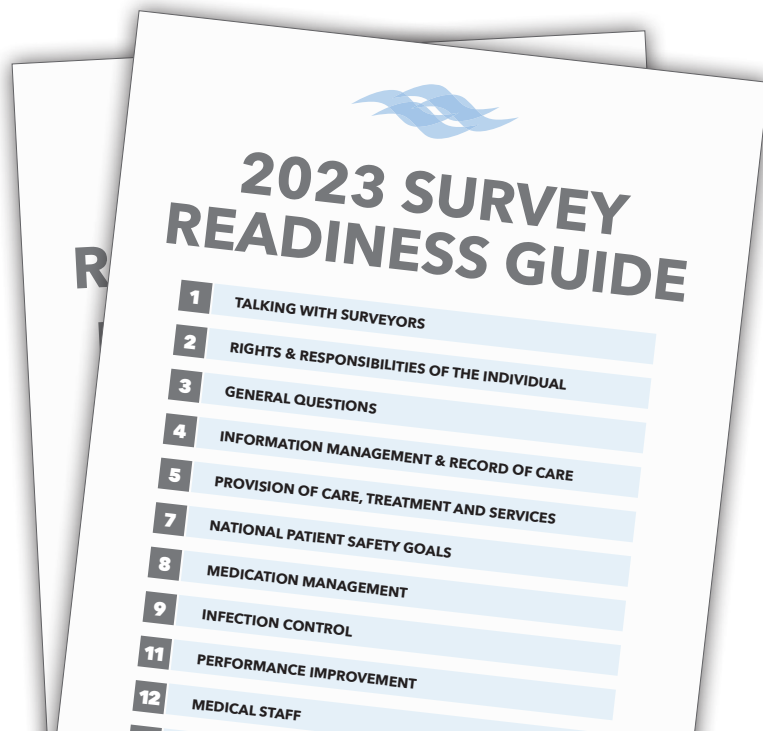
Take some time to review the Survey Readiness Guide for a quick refresher! This simplified guide walks employees through frequently surveyed topics like national patient safety goals for the Joint Commission, points of contact for important information, and a variety of other helpful reminders. You can even reference this guide during the actual survey process!

ACCESS SURVEY READINESS GUIDES IN A VARIETY OF LOCATIONS INCLUDING:

- Printed Copies on Communication Boards
- Online at norcen.org/SurveyReadinessGuide
- O:Drive in NCHC Information Folder (.pdf)
- Employee Communications Group Facebook Page
- Emailed to all staff (.pdf)
- Integrated into Department Meetings and Huddles

REMEMBER TO RELAX AND USE ALL OF YOUR RESOURCES WHEN SURVEYORS ARRIVE:

- Code of Conduct
- Connections Guide
- Survey Readiness Guide
- Manager/Supervisor
- Communications Board
- Policy & Procedure (UKG/UltiPro)
- Training & Education
- Badge Buddies
- Flash Fridays



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