



FLASH FRIDAYS

March 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.

THE JOINT COMMISSION IS COMING SOON! SURVEY WINDOW: FEB. 5, 2023 – AUG. 5, 2024

TALKING WITH SURVEYORS

If you are selected to speak with a surveyor, the following points will help you respond appropriately.

DO

- Stay calm - take deep breaths. Be proud of the great work you do every day.
- Welcome the surveyor(s) to your area.
- Be courteous and respectful.
- Keep your communication concise and positive. Answer question truthfully in clear, simple terms based on your everyday practice.
- Ask for clarification if you don't understand what the surveyor is asking.
- It's ok if you don't know the answer to a question. **Don't guess.** Simply say, "I don't know but this is how I would find the answer." It's important to know your resources (i.e. manager, supervisor, policy/procedure, Connections Guide, code of conduct, etc.)
- Allow others to participate in the conversation. You collaborate with others in your work. If appropriate, include others to effectively answer the question being asked.
- Be a good listener and thank the surveyor(s) for their time.
- Wear your badge. Badges need to be displayed on the upper third of your body, NOT your waist.
- Wear appropriate PPE.

First and foremost, you are an advocate for your patient. If your patient needs care of treatments while you are being interviewed, it is ok to tell the surveyor, politely excuse yourself, and return later.

Patient care always comes first!

DON'T

- Don't panic.
- Do not volunteer extra information (answer only the question that is being asked - no more, no less)
- Do not guess if you do not know the answer.
- Don't perform a running negative monologue while searching for documentation (i.e., "I don't think it's here, I don't think s/he documented that, we don't document that all the time...").
- Do not say "What I am supposed to do is..." - This indicates that you do not typically follow the policy.
- Do not give answers you know are incorrect under any circumstance.
- Don't use the words "always" or "never" in the answers to questions. Instead, talk about NCHC's policies.

Remember Your Resources

These resources are here to guide you and your team during the survey process and may be consulted at any time.

- **Connections Employee Success Guide**
- **Survey Readiness Guide**
- **Communications Boards**
- **Infection Prevention Materials**
- **Code of Conduct**
- **Policies & Procedures in UKG**
- **Badge Buddies**
- **Flash Fridays**
- **Training & Education in UKG Learning**
- **www.norcen.org/ForEmployees**
- **Your Manager/Supervisor**
- **Health Info. & IMS Departments**
- **Human Resources Team**
- **Your Coworkers & Managers**

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