

What to Do When the State Surveyor Arrives

Take a deep breath, relax, answer questions when asked and don't offer information not requested. The only item you should offer if not asked for it, is the Annual Evaluation Report (item #1 on the list below). Generally, state surveyors are not trying to take away your RHC certification, but rather to make sure you operate according to the regulations. While we still have areas of the survey that are "open to the interpretation of the surveyor", most of the requirements have very specific Federal Regulations backing them up.

Do not offer to take the surveyor to lunch or to buy them lunch and bring it to them. Offer them a bottle of water or similar beverage, a desk to work from and access to a phone. The surveyor should not expect to walk thru the clinic without being escorted by the office manager. Do not correct the surveyor even if you think they are wrong. If the surveyor wants to access non-RHC areas (such as the X-ray room), indicate the area is not part of the RHC. Do not prevent them from entering, however. Just make a note to yourself that they did enter non-RHC space, including the time in your note.

TAKE NOTES of questions that are asked and who answers the questions. You can intervene if you know the person being asked the question is not in a position in the clinic to be expected to know the answer.

For re-certification surveys, it is helpful to have the following documents in a binder, or at the very least, know where you can locate these documents quickly.

- 1) Fully signed copy of the Annual Evaluation Report
- 2) Copy of the policy and procedures manual with the first page signed appropriately. The manual must have a page listing the owners of the clinic, including their name, address, phone number and NPI if applicable. If governed by a board of directors, you must have a list of all current Board members, with their title and the above information.
- 3) Flow chart showing position/titles and flow of authority within the RHC
- 4) Copy of current CLIA certificate
- 5) Copy of recent fire inspection (this is NOT just a fire extinguisher inspection)
- 6) Copy of the job description (Identical to the one in your manual) for Medical Director
- 7) Copy of the job description (identical to the one in your manual) for person responsible for Medical Records
- 8) Copy of the letter from the local hospital agreeing to accept referrals from the RHC (on hospital letterhead)
- 9) Copy of preventive maintenance agreement with Bio-Med company or person & your policy/procedure for preventive maintenance of all equipment used in patient care, plus proof of your inspection (stickers on items and/or report signed by Bio-Med person)
- 10) Know where the MSDS sheets are located if asked to show them
- 11) Have your OSHA blood-borne exposure and control plan available if asked for it
- 12) Fire, Tornado, Earthquake Drill participation log (as appropriate for your locale)
- 13) Staff Safety Training (OSHA) Log
- 14) New Patient Packet/forms
- 15) Collaborative agreement(s) with mid-levels
- 16) Personnel file info as follows:
 - a. Copy of Employment application
 - b. Copy of current CPR Certification if applicable
 - c. Copy of current TB test results
 - d. Copy of HEP vaccination record or declination form
 - e. Copy of professional license(s) including DEA if applicable
- 17) Copy of the Medical Protocols for your mid-level(s). Cannot be an on-line version-should be a printed document or book, unless your clinic has a power generator back-up system.
- 18) Copy of your Emergency Preparedness Plan and all supportive documentation



If your survey is for initial accreditation/certification, the list of required documents will be longer. Refer to the accreditation organization for what they require.

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