

A Perfected Survey Response Strategy

A Byproduct of the COVID-19 Pandemic



ALASKA NATIVE
TRIBAL HEALTH
CONSORTIUM



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I have no Conflicts of Interest to disclose.

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Learning Objectives



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1. Understand the need for better organization and preparedness for surveys that are increasingly unpredictable.
2. Recognize the importance of a flexible, central, and virtually capable process for responding to survey needs.
3. Review the benefits of creating a survey preparedness and response collaboration tool, modelled after the tool used at the Alaska Native Medical Center (ANMC).

What are the two guarantees in a Healthcare Quality Program?

1. 100% is not obtainable for everything

2. SURVEYS

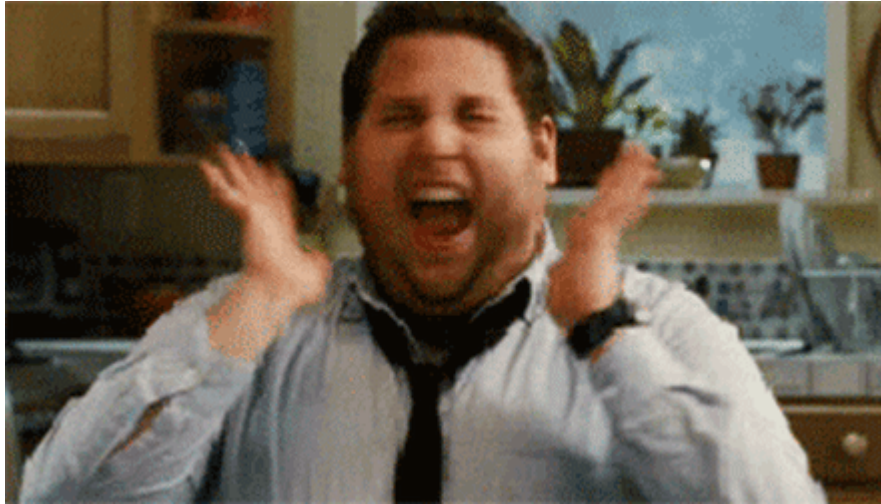


Guaranteed!?

Are surveys and inspections really necessary?

- Do you accept MONEY or REIMBURSEMENT?
- Are there LAWS that determine how you are supposed to act?
- Have you agreed to uphold certain STANDARDS and EXPECTATIONS?
- Do STATUTES exist outlining required actions?

How most people feel when external agencies arrive...



A
T
C

How you should feel when external agencies arrive...





Preparation
Today
Leads to Success
Tomorrow

Initial Preparation

- Who could visit your facility?
- Why would they visit?
- When would they visit?
- Where would they visit?
- What would they do during a visit?
- How would a survey look?

Knock Knock

Many external groups exist with different expertise:

- Centers for Medicare and Medicaid Services (CMS)
- The Joint Commission (TJC)
- Accreditation Association for Ambulatory Health Care (AAAHC)
- Accreditation Commission for Health Care (ACHC)
- State Department of Health and Human Services (DHHS)
- Occupational Safety and Health Association (OSHA)
- Drug Enforcement Agency (DEA)
- Det Norske Veritas (DNV)
- Office of Inspector General (OIG)
- Office of Civil Rights (OCR)
- Department of Transportation (DOT)
- Environmental Protection Agency (EPA)
- College of American Pathologists (CAP)
- Food and Drug Administration (FDA)
- Nuclear Regulatory Commission (NRC)

Facility Commitment

Limited (partial)

Somewhat dedicated to accommodating the survey process and working toward an optimal outcome.
(resource restricted)

None (empty)

Continue daily business and allow the survey to take place in the background without any real effort to assist.



Complete (full)

100% dedication from entire hospital to accommodating the survey and doing anything possible to ensure a great outcome.

Response Spectrums – Before Covid (BC)



No Allocated Resources – Admin Assistant
POC

**Cough,
Sneeze **

VS



Excuse
You

Full blown Incident Command where
EVERYONE insists in being involved and
knowing what's happening = “helping”

Response Spectrums – During Covid (DC)



Joint Commission Headquarters

DIGITAL TRANSFORMATION
IS **YEARS** AWAY. I DON'T
SEE OUR COMPANY
HAVING TO CHANGE
ANY TIME SOON.

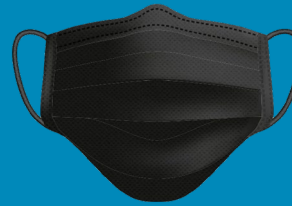
COVID-19

TOM
FISH
BURNE

Response Spectrum – After Covid (AC)



**Cough,
Sneeze **



GO
HOME
FRED!



Survey Response - NOW



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Survey Response – ANMC Case Study

ANMC's OneNote Survey Response Tool – LIVE Demo



OneNote



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Key Takeaways



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1. To optimize survey success, facilities must be organized and prepared for anything during surveys. Covid taught us that things can change in a heartbeat.
2. Start working toward mostly non-physical processes for responding to survey needs... That can still be used with a physically, on-site survey.
3. Consider utilizing OneNote as a survey preparedness and response collaboration tool and use ANMC as a model to mirror.



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