



HAND HYGIENE YOUR 5 MOMENTS

This is the primary means of infection control in any health care organization.

1. **Before touching a patient**
2. **Before clean/aseptic procedure**
3. **After body fluid exposure risk**
4. **After touching a patient**
5. **After touching patient surroundings**

THE FOUR “R’s” WHEN A SURVEYOR ASKS YOU A QUESTION:

RELAX - Take a deep breath, don't get nervous, and take a few seconds to organize your thoughts. Smile.

REPHRASE - Ask the surveyor to repeat his or her question if you don't understand it.

RESOURCES - If you are unsure of an answer, know where you can find it, and tell the surveyor you will get the answer. Do not guess at answers. Reference the Policy and Procedure manual when needed.

RESPOND - Answer the question as best you can; be brief and to the point. Do not elaborate or give opinions.

SAMPLE SURVEYOR QUESTIONS AND HOW TO RESPOND

Q. HOW WOULD YOU RESPOND IN THE CASE OF A FIRE?

A. In our organization, the R.A.C.E. Procedure (rescue, alert, confine, extinguish) is used to respond to situations where fire threatens the safety of patients, visitors, or staff. Surveyors may ask staff to describe the last time they were involved in a fire drill.

Q. WHAT IS A SDS? WHERE IS IT LOCATED?

A. The Safety Data Sheets (SDS) formerly known as MSDS (Material Safety Data Sheets) that outline the hazardous materials present in particular areas should be readily accessible to all staff. Each department should designate an area for the SDS and orient all employees to the location and use of the sheets.

Q. WHAT PERSONAL PROTECTIVE EQUIPMENT IS AVAILABLE TO YOU?

A. Among the protective equipment available to employees are face shields, gowns, masks, shoe covers, safety glasses, and gloves, as well as hazardous spill kits. You should know the location of these in your office.

Q. HOW DO YOU HANDLE SHARPS AND OTHER HAZARDOUS MATERIALS?

A. Staff members should be able to describe the process specific to each office including the location of sharps disposal boxes and biohazard waste storage.

Q. WHERE IS THE FIRE ALARM PULL FOR YOUR AREA? WHERE IS THE CLOSEST FIRE EXTINGUISHER?

A. All employees should be able to locate the fire alarm pulls and fire extinguishers in their work area.

PREPARING FOR OUR JOINT COMMISSION SURVEY



PREMIER *medical group*

WHAT IS A JOINT COMMISSION ACCREDITATION SURVEY?

Joint Commission surveyors visit accredited health care organizations a minimum of once every 39 months to evaluate standards compliance. This visit is called a survey. Most regular Joint Commission accreditation surveys are unannounced. Joint Commission surveyors are highly trained experts who are doctors, nurses, hospital administrators, laboratory medical technologists, and other health care professionals.

WHAT HAPPENS DURING AN ACCREDITATION SURVEY?

During the survey, surveyors select patients randomly and use their medical records as a roadmap to evaluate standards compliance. This is called the tracer system. As surveyors trace a patient's experience in a health care organization, they talk to the doctors, nurses, and other staff who interacted with the patient. Surveyors also observe doctors and nurses providing care, and often speak to the patients themselves.

WHAT IS MY ROLE IN THE SURVEY?

When they first arrive verify their identity by asking for their ID badges. Have them wait in a waiting room. Immediately call your supervisor and notify them, they will notify the appropriate administrative persons. Joint Commission surveyors will speak with you about your individual job.

WHAT ARE NATIONAL PATIENT SAFETY GOALS (NPSGS)?

NPSGs can be found on the Employee section of our website www.premiermedicalhv.com

WHAT ARE PREMIER MEDICAL GROUP'S MISSION, VISION AND CORE VALUES?

These can be found on the card attached to your ID badge. ID badges should be worn at all times.

WORDS TO AVOID USING WHEN ANSWERING A SURVEYOR:

Usually • Attempt • Try • Sometimes

IMPORTANT AREAS JOINT COMMISSION FOCUSES ON:

- **Hallway clutter: Time limit for wheeled items in corridor is 30 minutes.** (Exception: Crash carts/isolation carts)
- Don't block fire extinguisher equipment or electrical panels
- If the surveyor finds a neat and tidy office space that is well organized and clean they will be less likely to look for other things. Disinfect your desk and computer keyboards with Cavicide1 wipes
- No food/ drink in work areas, especially in patient care areas
- HIPAA violations such as open patient charts, and visible patient information in common areas
- Unsecured meds. Keep the medication storage area locked
- Expired medication and supplies
- Safe medication storage including temperature logging of medication storage refrigerators
- Labeling of medications/syringes
- Maintenance of eye wash stations including the corresponding logs
- Medical equipment inspection tags (biomed checks)
- Oxygen cylinder storage, labeling and current dates on cylinder
- Be sure to keep clean and dirty utility room, and storage room doors closed
- Keep both patient refrigerators and staff refrigerators/freezers clean and defrosted
- Medical devices, equipment, and supplies are free of materials that cannot be disinfected, like non laminated paper instructions on countertops and cabinets
- **Perform proper hand hygiene frequently as surveyors will be observing this practice**
- Infection Prevention and Control
- Kill time of our approved disinfectant (Cavicide1) is 1 minute
- Surgical time out: Correct procedure on the correct Patient
- History and Physical update (H&P's)
- Assessment and reassessments of pain
- Following Universal Protocol
- Know where to find the Policy and Procedure manual in your office location
- Be sure to wear your Premier Medical Group ID badge, which includes your core values and mission card