



DNV SURVEY PREP

What to do when surveyors arrive!

DO'S & DON'TS



- Stop, smile and welcome surveyors - they are here to help!
- Be polite, courteous and professional
- Ensure your area is clean & organized
- Know your areas policies and procedures

- Notify executive leadership and quality director of DNV's arrival, page overhead to welcome DNV
- Escort them where they need to be, just like we do with patients (preferably, the LHR)
- Review and know our Mission, Vision and Values



- Know your role & responsibilities in response to hospital emergency codes
- Ensure your continuing education and job competencies are documented & updated
- Wear your name badge visibly and above your waist

- Don't scatter in all directions
- Don't place blame on others or throw anyone under the bus
- If you don't know an answer, that's ok, kindly offer to find someone that can assist



- Don't lie to surveyors
- Don't leave patient information in public view or unattended
- Be familiar with ERMC's Survey Readiness policy

ERMC SURVEY TEAM (EXECUTIVE MANAGEMENT)

- Tim Johnson, President/CEO
- Shari Glynn, CFO/VP of Finance
- Laurie Field, Chief Human Resources Officer
- Brad Simons, Chief Operating Officer



ERMC SURVEY TEAM (MANAGERS)

- Heather Schragg, Quality/Risk Mgt/Med Staff
- Barb Parrott, Infection Control/Clinical Education
- Carson Ackley, Plant Operations
- Eleni Danford, Medical Surgical

ERMC SURVEY TEAM (MANAGERS)

- Marissa Amboy, Emergency Department
- Tammy Ward, Health Information Management



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HELPFUL HINTS

TIPS



- Comply with hand hygiene guidelines
- Ensure all log sheets are complete
- Know locations of fire extinguishers and fire alarm pull stations
- Know where to evacuate in case of emergency

PASS

- Pull
- Aim
- Squeeze
- Sweep

RACE

- Rescue
- Alarm
- Contain
- Extinguish

POLICIES

- Ensure policies are updated



- Wear Personal Protective Equipment (PPE), if appropriate
- Know how patient information (PHI) is maintained, discarded and secured
- Don't keep items directly on floor

- Know your departmental goals / action plans
- Know how to access your department forms and SDS for chemicals used in your area
- Be aware that red outlets are connected to backup generator in case of power failure



- Know proper kill / contact times for cleaning supplies in your area
- Remove door stops
- Remove equipment blocking hallways, exits, etc.
- Chart completely every patient, every time

- Ensure products are not expired
- No cardboard boxes stored on floors
- Nothing within 18" of sprinkler heads or ceiling
- Utilize non-conforming product sticker / logs, if appropriate



- Close doors that are required to be closed
- Ensure single use products are utilized
- Remove items in "splash zones" and from under sinks
- Say what you do & do what you say

- DNV = Det Norsk Veritas
- ISO = International Organization for Standardization
- CAH = Critical Access Hospital

