

TOP SURVEY DEFICIENCIES

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HEALTH SERVICES ASSOCIATES



OBJECTIVES

- Discuss the top areas of deficiencies from survey
- Gain an understanding on how surveyor's are interpreting the regulations

PHYSICAL PLANT REVIEW

- Items are not secured:
 - Medications
 - Sharps
 - Chemicals
 - PHI
 - Prescription Pads
 - Building

PHYSICAL PLANT REVIEW

- Items are expired:
 - Medications
 - DEMOS
 - Supplies
 - Outdated documents
 - Training

PHYSICAL PLANT REVIEW

- Equipment:
 - Electrical/Bio-Medical Inspections are out of date
 - Inspect according to Manufacturer's Guidelines
 - **OR**
 - Label “Not for Patient Use”
- Fire extinguishers
- AED

PHYSICAL PLANT REVIEW

- Logs are not current:
 - Sample medications logs
 - Control logs
 - Training logs
 - Temperature logs
 - Equipment logs

PHYSICAL PLANT REVIEW

- Location is not child proof:
 - Plug protectors
 - Hanging chords
 - Trash can lids
 - Sanitation wipes
 - Thin Prep

PHYSICAL PLANT REVIEW

- Refrigerators:
 - NOTHING IN THE DOOR
 - Recommended Signs:
 - “Food Only”
 - “Meds Only”
 - “Labs Only”
 - “Do Not Unplug”

PHYSICAL PLANT REVIEW

- Emergency Care:
 - Emergency kit
 - Oxygen Tanks

SAFETY

- Floor plans
- Barrier free
- SDS Book
- Eye wash station

PHYSICAL PLANT REVIEW

- Multi-use/Single-use
 - Multi-use:
 - Open date and discard after 28 days
 - Peroxide and Lubrication Jelly
 - Single-use:
 - Medication Vials
 - Gauze
 - Sanitized water

PHYSICAL PLANT REVIEW

INFECTION CONTROL:

- Carpet
- Linens
- Chairs
- Toys
- Books
- Pillows
- Wheelchair
- Instruments
- Exam rooms
- Hand washing

PERSONNEL FILE AUDIT

PERSONNEL FILES ARE NOT COMPLETE:

- Application, Resume or CV
- I-9 and W-4 for Employees
- OIG Exclusion
- Signed Job Description
- Signed Standard of Conduct
- Training and Competency
- Current License or Certification
- Performance Evaluation
- Background Check
- Hep B status or declination form
- TB test results



MEDICAL RECORD REVIEW

MEDICAL RECORDS ARE NOT COMPLETE:

- Chief compliant
- Consent to treat
- Social data
- History and physical
- Provider signature
- Lab tests signed
- Treatment reports
- Instructions to patients/Education
- Evidence of follow up
- Medication list
- Allergies and reaction



ADMINISTRATIVE

- Hours of operation
- Civil rights
- Patient rights/Patient complaints
- Provider onsite during patient care
- Mid-level schedule
- Annual Evaluation

POLICY MANUAL REVIEW

- Policies are out of date
- Procedures are not followed
- Signatures

EMERGENCY PLAN REVIEW

- Emergency plan is not even created
- Hazard training
- Staff training
- Plan is not “clinic specific”





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