

Assisted Living Survey Preparation

Review state regulations and standards:

Know the regulations better than the surveyor

- Inspect what you expect
- When surveyors arrive:
 - Welcome them to your facility
 - Treat them with respect
 - Be kind and courteous
 - Put them in a conference room away from day to day operations
- Surveyors are there to make sure you comply with regulations and standards by:
 - Reviewing policies, procedures and other documents
 - Observing that staff and clinical/operational processes match policies and regulations
- When the surveyor asks questions:
 - Answer their question but don't offer any other information, do not lie
 - If you don't know the answer, state you will get back with to them and make sure you do
 - Avoid starting your answers with words like, "sometimes," or "usually." Use statements like: "Our policy is," or "we always ..."
- Before giving any documentation to the surveyor, review it!
 - Does it comply with the standards and is it current?
 - Only give them what they request, and nothing more
- If you identify an issue during the survey, prepare an explanation and corrective action plan that you will implement to correct the problem.

Complete regular medical record audits. Key areas to focus on:

- Initial and annual assessment are completed
- Service agreements are completed and updated annually
- Care Plan updated
- Accurate medication and treatment orders
- Supervision

Complete regular employee file reviews. Key areas to focus on:

- Background checks
- Current license (if applicable)
- TB screening
- Orientation and initial mandatory training
- Annual training including infection control

Perform regular 'walking rounds'

- Environment:
 - Are hallways and common areas free of clutter and well illuminated?
 - Outside grounds well maintained
 - Proper signage, maps, licenses, etc. posted
- Dietary and Dining Services
 - Meet Sanitation Requirements, i.e.: water and fridge temps
 - Offer 3 meals a day with different menus
- Laundry Services: Clean and dirty laundry separated
- Life Safety, i.e.: Fire drills documented
- Hazardous Materials and combustibles stored properly

Occurrence/incident reporting done and follow up documented

Perform mock surveys to prepare the staff