



PATH SURVEY PLAN

The purpose of this plan is to provide guidance for managing an unannounced survey.

GREETING OF SURVEYORS/NOTIFICATION OF ARRIVAL

- The surveyors will enter through the main entrance of the facility, unless this is an afterhours survey.
- They shall be greeted by a COVID-19 door screener at the main entrance. In the event of the afterhours survey, surveyors should comply with existing processes for COVID screening for afterhours entry. Many facilities use emergency room staff for this purpose.
- COVID-19 screening must be conducted before proceeding to the designated entry point staff at the main entrance.
 - If any symptoms are present, the person(s) should not be allowed to proceed into the facility until evaluated by a nurse.
 - Notify a nurse of any positive screens and have the surveyor wait outside or in their car.
- After screening, instruct surveyor(s) to proceed to patient registration desk or other designated area.
- Designated entry point staff will request to see badges with identification.
- Designated entry point staff will notify CEO or acting administrator of surveyor arrival immediately.
 - After normal business hours, notify as appropriate to the chain of command.
- During normal business hours, have the person(s) wait in the waiting room area.
- The CEO or acting administrator will notify:
 - Executive staff
 - Quality manager
 - Facilities manager
 - Safety officer
 - Infection control coordinator
 - CNO/CNE/DON
 - Area quality manager
 - Other area staff per chain of command

LOCATION FOR SURVEYORS

- Designated staff will escort surveyors to an assigned office or conference room, and this will be their “base camp” throughout the entire survey process.
- Designated entry point staff will notify the quality manager, who will coordinate with the leadership and accreditation team.
- Place signs on the office or conference room door, so all staff know the room is being used as survey “base camp.”



VALIDATION OF THE SURVEY/CONTACT PERSON

- The quality manager will validate the identity of the surveyors.
- Notify surveyors of the internal facility contact person for the entire survey process. The quality manager, CMO and/or CNO/CNE/DON are usually the contact person(s) for the entire survey process.

PATIENT CONSENT

- Ensure patient consent is received and documented before surveyors enter patient care areas.

ESCORTS/ANCILLARY STAFF

- Designate escorts for surveyors in patient care areas. Those available as escorts are usually nursing department supervisor(s), clinical director and/or quality manager.
- Ensure availability of staff members who have authorization, access and experience navigating the electronic health record, personnel files (as appropriate) and online policies.
- Designate appropriate escorts for the Life Safety Survey, such as safety officers, facilities managers and facilities engineers.
- Designate appropriate escorts for the Laboratory Review, such as lab supervisors and/or the quality manager.