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Simile Miller is a Standards Application & Interpretation Specialist for DNV GL Healthcare. Before moving into this role, Simile was a primary instructor and lead surveyor for DNV GL Healthcare. Simile has over 25 years of experience in Quality and Safety Management in hospital organization. She began her career in facilities and safety management at a large healthcare system. During that time, she was responsible for the regulatory requirements of the environment of care/physical environment, to included accreditation requirements, ISO 9001 standards, State and Local regulations. In addition, Simile helped to develop and implement the ISO 9001 quality management system in the sterile processing departments within the VA hospitals across the country.

Simile has a degree in Occupational Safety and Health and is a Certified Industrial Hygienist, Certified Health Safety Professional, Certified Hazardous Control Management, Certified Healthcare Operations Professional, along with several certifications in ISO.

Simile has worked with hundreds of hospitals implementing and teaching ISO 9001:2015, making her one of the leading experts for ISO 9001 implementation and interpretation in the healthcare environment.

DNV GL HEALTHCARE

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Remote Surveys for Accreditation

What to expect – the complete process

Private and confidential

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Standards Application and Interpretation Specialists


		
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Objectives

- Why remote surveys continue to be necessary in 2021 and what are the benefits.
- What types of surveys will be conducted remotely this year.
- Understand the remote survey process, step by step.
- The expectation for the hospital and how to plan for a remote survey.

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Why remote surveys?



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Why remote surveys

During this public health emergency healthcare is being affected on many levels:


1. Influx of patients
2. Shortage of client staff
3. Staff furloughs
4. Supply/Equipment shortages
5. Emotional exhaustion
6. Managing additional pop-up locations
7. Staff illness and wellbeing

..... the list goes on and on...

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Why remote surveys

These challenges and the affects of this public health emergency will continue even after the "State of Emergency" is lifted.



We must considering the healing needed for the months following.

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Why remote surveys

Several things are clear for the future of the DNV GL Healthcare surveying process:

- Surveys will still be required for accreditation and ISO certification.
- There will be a "backlog" of surveys once the public health emergency levels off.
- Innovation continues to be a need in healthcare, not just by hospitals, but also by accreditation organizations.
- Our collaborate and educational approach works. We want our hospitals to not only be successful in providing quality patient care, but continue to be the model for best practise in healthcare across the Nation, and the World.

Why remote surveys

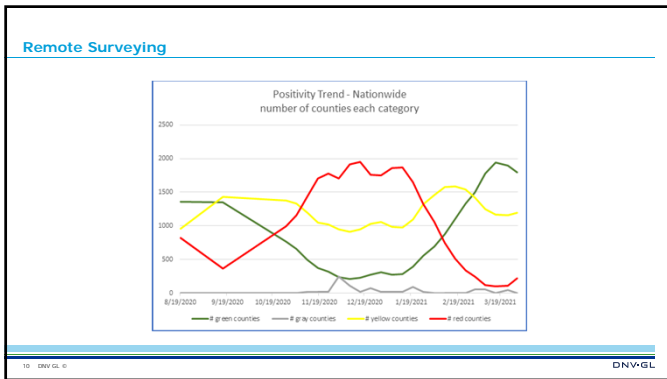
With all of this in mind we have created a remote surveying program to ensure innovation and continued successful quality patient care.

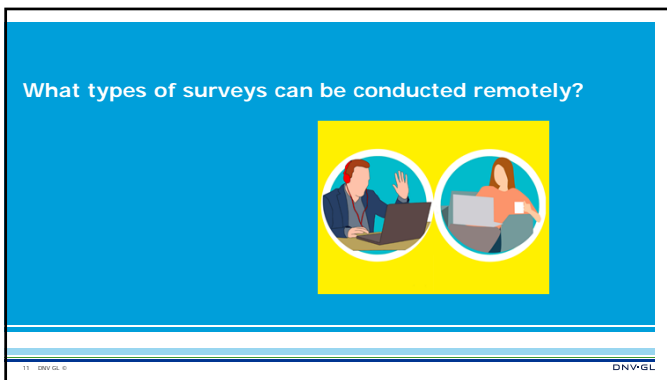


Remote Surveying

Benefits for Remote Surveying:

- Less disruptive to patient care while the nation is healing.
- Promotes social distancing.
- Cost savings (no travel costs for surveys).
- Flexible schedule, virtual session can be scheduled to meet the availability of hospital staff.
- If administrative staff are working from home they can still participate in the remote survey.
- Value added surveying that focus on high risk processes.





Remote Surveying

Non-deemed activities for NIAHO Accreditation/ISO 9001:

- Annual (Periodic) surveys can be conducted 100% remotely.
- Annual stroke surveys can be conducted 100% remotely.

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Remote Surveying

Common question:

Why are reaccreditation surveys not being done remotely?



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The remote survey process.



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Remote Survey Process

Steps:

1. Confirmation
2. Advance Notice Provision
3. Survey
4. Post survey activities

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Remote Survey Process

Certification Surveys – are announced and can be scheduled and planned ahead of time with the client.

Annual Accreditation Surveys have an advanced notice provision, which enables DNV GL and the organization the ability to determine the IT format, documentation review and virtual sessions to be planned prior to the start of the survey.

Remote Survey Process

The advance notice provision process is as follows:

- Client is contacted approximately a week prior to the survey to discuss the IT format and any barriers/questions regarding the remote survey process.
- Client is contacted 3 days prior to the start of the remote survey to plan and schedule the opening meeting session and day 1 sessions. Planning documents are emailed to the client, along with document requests at this time.

Remote Survey Process

Opening session – includes all surveyors and whomever the hospital would like to attend.

- Introduction
- Discuss scope, agenda, structure (similar to onsite visit)
- Confirm sessions are scheduled
- Confirm contact information for both surveyors and the organization
- Confirm closing meeting time
- Discuss any implemented CMS Waivers
- Answer any questions or discuss concerns

Remote Survey Process

Remote Survey Structure Differences:

- Breaks between sessions
- Flexibility in start and end time
- The organization can invite as many people as they would like from multiple locations
- Document review
- Review of offsite locations

Remote Survey Process



Offsite locations will be included in the remote survey...virtually of course.

Generalist Sessions



Remote Survey Process

The generalist sessions will function similarly to an onsite survey:

- Interview with staff and/or leadership
- Review of policies, procedures, minutes, data, etc.
- File review for staffing management
- Credentialing

Remote Survey Process

Quality Management

This session will include generalist surveyor, a representative from the quality department, a representative from leadership (if available) and any other members of leadership the organization chooses to include. The OMS structure during a public health emergency will be the focus.

Medication Management

Interview session with the Pharmacy. Focus on understanding medication management processes during this time.

Purchasing /Contract Services

This session will include the generalist surveyor and a representative from Purchasing and Contract Services and any other staff members the organization chooses to include. Interview session, with a focus on supply shortages, handling, and receiving. Contract Service processes, especially contract staff process during the public health emergency.

Remote Survey Process

Staffing Management

This session will include generalist surveyor, a representative from Human Recourse, a representative from leadership (if available) and any other staff members the organization chooses to include. Staff files, and staffing processes will be the focus

Dietary Services

This session will include generalist surveyor, a representative from Dietary, Dietician and any other staff members the organization chooses to include. Focus on high risk patients and dietary process, including an influx of patients.

Clinical Sessions



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Remote Survey Process

The Clinical Session:

- Interview with staff and/or leadership
- Review of policies, procedures, etc.
- Medical Record Review
- Touring of units/departments via FaceTime or other options of the clients choice

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Remote Survey Process

Infection Prevention
 This session will include all surveyors and the Infection Prevention team from the organization and any other members of leadership the organization chooses to include.

Emergency Services
 This session will include the clinical surveyor and the ED leadership as well as staff members available. Medical record review will be include and a tour of the department will be done via FaceTime or other means of technology to be determined during the advanced notice provision process.

Critical Care Services
 This session will include the clinical surveyor and the Critical Care leadership as well as staff members available. Medical record review will be include and a tour of the department will be done via FaceTime or other means of technology to be determined during the advanced notice provision process.

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Remote Survey Process

Laboratory Services

This session will include the clinical surveyor and the Lab leadership as well as staff members available. A tour of the department will be done via FaceTime or other means of technology to be determined during the advanced notice provision process.

House Supervisor Interviews (Bed Management)

This session will include the clinical surveyor and the Bed Management Leadership as well as staff members available. A tour of the department will be done via FaceTime or other means of technology to be determined during the advanced notice provision process.

Closed Record Review

This will be done via sharing of the computer screen by staff members driving the record review in a session with members of staff and leadership. This may include a review of records related to the previous nonconformities from the previous survey.

Horizontal lines for notes

Physical Environment Sessions



Horizontal lines for notes

Remote Survey Process

- **Emergency Management System:** Interview session, review HVA, EOP and Exercises/Drills/Events along with after action reports.
- **Medical Equipment Management System:** Interview session, review of PM completion data, representative sampling of medical equipment
- **Life Safety Management:** review of inspection, testing and maintenance documents will be facilitated if the hospital has records in a digital format. Fortunately many vendors are supplying reports in a digital format. The hospital can share their computer screen with the surveyor to review these documents.
 - For non-digital documents, if they are not scanned in ahead of the survey, they can be viewed via camera
- **Safety Management/Security Management:** Review of security vulnerability assessment, hazard surveillance rounds, Workplace Violence Program, security of sensitive areas.
- **Hazardous Waste Management:** Review process for collection/storage/disposal of biohazard and hazardous wastes; gas cylinder management

Horizontal lines for notes

Remote Survey Process

- **Building Tour:** A life safety plan of the facility should be available for review during the tour.
 - Building tour is best facilitated via FaceTime, but other options include Google Duo, Skype, etc. These details will be worked out during the advance notice provision process.
 - Surveyor will ask hospital to view specific areas – door openings, corridors, mechanical equipment, above ceiling, etc. FaceTime and Google Duo are encrypted end to end.
- **Document Review:** Provide to PE surveyor, in digital format, Physical Environment Management Plans and Annual Evaluations, 6 months Safety/PE Committee minutes, fire drill records, and any documents that support the scheduled interviews. The surveyor will review these documents outside of the interview sessions.

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Post Survey Activity



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Remote Survey Process – Step 6


What remains the same during the annual remote surveys:

- Closing meeting
- Report process
- Corrective Action Plan process
- Post survey activity timeframes
- NC-1 objective evidence process

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Let us meet your training needs virtually!



The slide is divided into two main sections. The left section, titled 'HEALTHCARE TRAINING ROADMAP', features a circular flow diagram with five stages: 'Identify Training Needs', 'Develop Training Plan', 'Implement Training Program', 'Evaluate Training Effectiveness', and 'Continuous Improvement'. Below this diagram is a table with columns for 'Training Area', 'Key Competencies', and 'Certification/Endorsement'. The right section, titled 'CERTIFIED HEALTHCARE OPERATION PROFESSIONAL CERTIFICATIONS', lists three certifications: 'CHOP-CPA' (Certified Healthcare Operations Professional - Certified Practice Administrator), 'CHOP-CHA' (Certified Healthcare Operations Professional - Certified Health Care Administrator), and 'CHOP-CCO' (Certified Healthcare Operations Professional - Certified Compliance Officer). Each certification includes a brief description of its focus and the types of professionals it is designed for. The slide footer contains the text '11 DNV GL © 2020 October 2020 DNV-GL'.

Resources and References

- DNV GL Healthcare Client DropBox DNVClientDropBox@dnvgl.com
- DNV GL Healthcare COVID-19 Page www.dnvgl.us/covid-19
- DNV GL Healthcare Advisory Notices [DNV GL Healthcare Announcements and Advisory Notices](#)

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What questions do you have?

Need more information or have additional questions? Submit inquiries to the Client DropBox DNVClientDropBox@dnvgl.com

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