Please be prepared to assist surveyors by:

\* Reviewing policies regarding patient rights and responsibilities.

\* Ensuring all standards of care are met for each patient.

\* Ensuring all DMB safety and process alerts are signed for validation.

\* Taking a look around your department: Are items blocking the hallways? Are proper clearances maintained in storage areas? Have refrigerator logs been maintained?

When surveyors arrive, remember these helpful tips for interacting with a surveyor:

\* Reply to surveyors' questions directly and concisely.

\* Do not embellish answers or volunteer unnecessary information. If you provide additional information that is not asked for, it may lead to more questions.

\* Do not be tricked by leading questions, such as "what is your work-around for this process" or "what keeps you up at night?"

\* Be truthful; don't try to deceive a surveyor.

\* Do not argue with a surveyor; keep the conversation professional.

\* Ask questions if you don't understand something or need clarification.

\* Give any documents requested by the surveyor to the Command Center; do not give them directly to the surveyor.

\* Don't mention past surveys or former management of the department.

\* Be confident and showcase your excellence in patient care.

If your department is visited by the survey team and you don't know an answer to a question they ask, that's OK. Simply respond that you don't know the answer, but you will be happy to find it. Other questions? Visit with your director or contact the Quality department.