

Insights for the On-site: An Overview of the Survey Process

Survey Process

Advice from Experts in Your Industry



Our Surveyors Are Experienced Industry Professionals

Employed by The Joint Commission, not independent contractors

Masters and PhD prepared RNs and administrators

Careers have focused on the senior care portion of the healthcare continuum; including, but not limited to Assisted Living Communities, and Skilled Nursing Facilities/Nursing Care Centers (SNF/NCC)

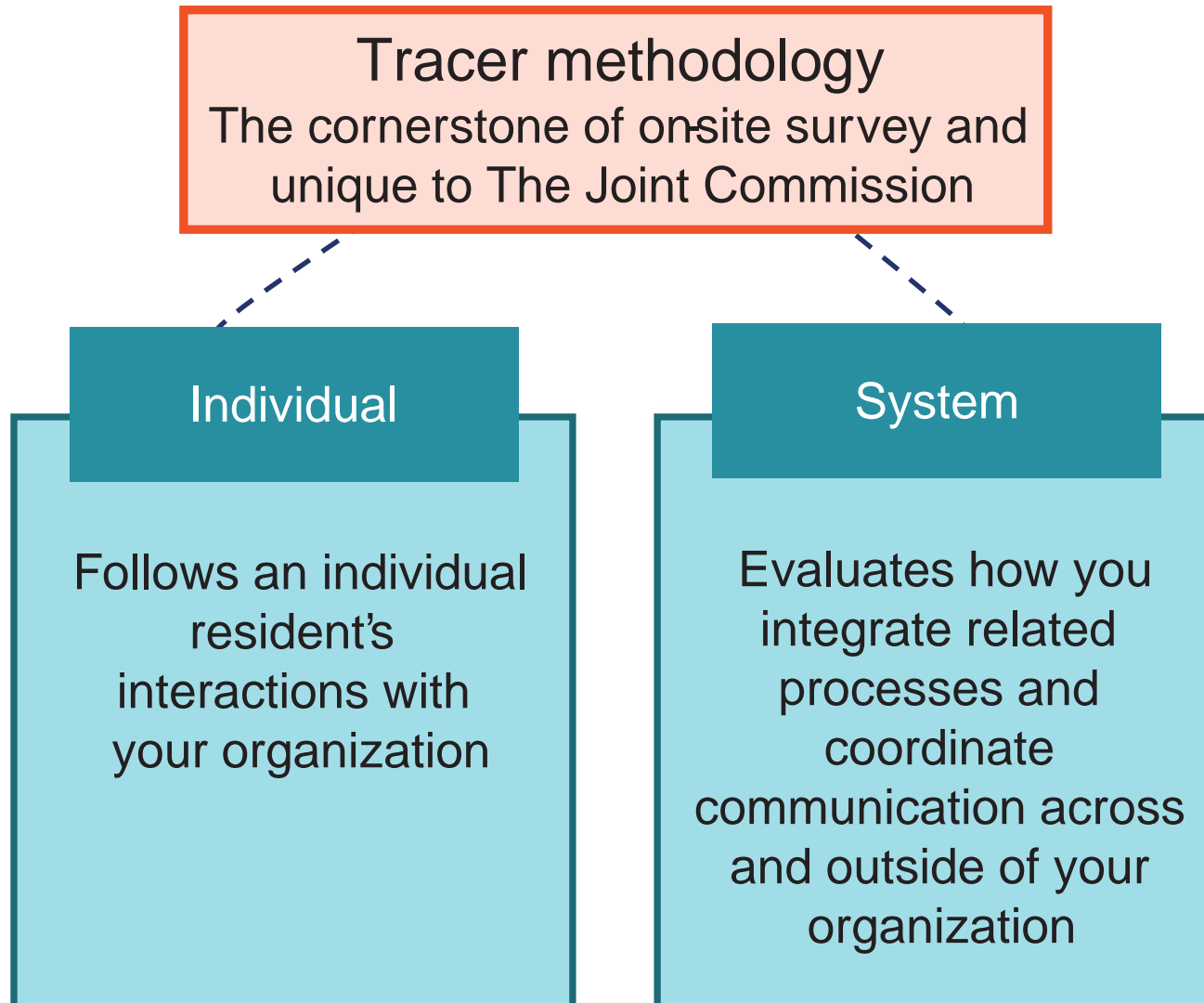
Understand details and challenges associated with the day-to-day activities at ALCs and NCCs
Knowledgeable of regulations impacting ALCs and NCCs

Expertise in The Joint Commission ALC and NCC Standards

Continuous training and education to provide consistent, current and relevant insights

Survey Process

Individual/System Tracers



Survey Process

System Tracers

- Focused facilitated conversations between the surveyor and members of your team
- Evaluates how you integrate related processes and coordinate communication across and outside of your organization

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|------------------------|-----------------------|-------------------------------------------|
| • Emergency Management | • Environment of Care | • Independent Practitioner License Review |
| • Data Use | • Competence | • Leadership |

Survey Process

Survey Preparation Tips

Have the Right Mindset

Don't prepare for survey, make quality and safety a tangible part of your resident's and your entire team's daily routine

Remind yourself, your staff, and your residents, that The Joint Commission is your partner

Get to know the standards

Involve Your Team

Have huddles

“Write it on the Walls”

Create multiple champions

Get Organized

Develop a roadmap that:

- everyone on your team knows about
- is transferrable
- serves as a key storage point for tools and documents important to the survey process

Make the Most of Your Survey

Ask questions during the survey process!

