



Survey Readiness Fact CARD

Welcome: Designation of a Survey Champion. All critical stakeholders should be available for survey or have established designee
Each service should have “elevator speech” that provides overview of the department/service.

Highlight/Publicize strengths and have a plan as to how you will discuss challenges and barriers. **HINT:** Be prepared to discuss how you incorporate the **National Patient Safety Goals** into your daily practice.

PATIENT PRIVACY:

- Keep working space clear without papers and other written PHI
- Do not use speaker phone when speaking to patients or about patients disclosing PHI
- Wear PIV badges
- Remove documents from printers, fax machines and copiers immediately
- Lock or log off computers when not in use.
- Close door when examining patients and/or draw curtains around patient bed when care is being delivered.
- Use low voice when possible to request or update patient registration information
- PC monitors should not be facing the patient or open areas where other without a need to know can see
- Do not post appointment list or leave them on desks and/or counter tops
- Keep cabinets and files with PHI or III locked
- Do not use logs containing patient information
- Do not discuss patient health information with friends, co-workers, or others who do not have a need to know
- Do not discuss patient health information in elevators, cafeterias, or other public areas where the information cannot be safeguarded.
- Make sure patients are properly shielded when they are transported
- Knock on patient’s door before entering the room when appropriate

Environment of Care

Survey areas to identify and report:

- Damaged/soiled furniture
- Cleaning Needs
- blocked corridors and exits
- blocked utility valves (emergency shut off valves, etc.)
- Keep hallways clear of obstructions (carts, equipment, etc. -usually a 30-minute period allowed for operations)
- Know where your hazardous areas are and report broken doors that should be self-closing (dirty utility rooms, etc.)
- Oxygen Storage-Display appropriate oxygen storage and transport requirements o Check areas to ensure that there are no excessive oxygen cylinders stored inappropriately

Remember:

- Do not store equipment in the hallways, in front of fire exits or in stairwells
- Maintain 18-inch clearance for all equipment or supplies from any sprinkler head.
- Never prop open fire, nutrition room, or pharmacy/medication room doors.
- Know the location of the fire exits and fire extinguishers in your area.
- Know your role in a fire **Hint** – accomplished through routine drills (evacuate vs. shelter in place)



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Identify appropriate Safety Officer, Safe Specialist for each facility

PERFORMANCE IMPROVEMENT (PI) MODEL:

✚ PDCA: Describes the Visurraga Enterprises LLC Model

✚ The steps to PDCA:

P (Plan): Plan for what you intend to improve (plan of action)

D (Do): Do what you planned to make the improvement (implement the plan of action)

C (Check): Check to see if your plan of action worked

A (Act): Act to see that you maintain the improvements made or, if plan didn't work, revise

- Review and evaluate your improvement projects. Select your 2-3 most successful projects to highlight and discuss-be prepared to present supporting documentation and data

***Review improvement failures to be prepared to discuss challenges and recovery**

SECURITY (an aspect of patient safety):

- All staff should wear the appropriate ID badge (when available).
- Do not allow unknown persons in your area without permission/challenge unidentified staff or visitors

EMERGENCY MANAGEMENT:

You will be notified by phone, overhead speaker, pager or other means of communication that the facility emergency management plan has been activated.

Codes (According to Maryland Uniform Emergency Codes-2021 MD. Code. Regs. Section 10.07.01.33):

- Code Red: Fire
- Code Yellow: Disaster
- Code Orange: Hazardous spills
- Code Blue: Medical Emergency/ Cardiac Respiratory Arrest
- Code Pink/Adam/ Amber Alert: Missing Child
- Code Green: Combative Person
- Code Silver: Active Shooter

Understand the actions you are to take in case of internal or external emergency. This is explained in annual mandatory safety training and outlined in your service level emergency management plan. Your supervisor can also familiarize you with your role.

HAZARDOUS MATERIALS:

Safety Data Sheets (SDS)= facts sheets describing the possible health effects, first aid information and clean up procedures for spills of all hazardous materials used in facilities. An SDS should be posted in every area in which hazardous materials are stored. SDS material are online on the VAMHCS webpage. ✚ Also: If a hazardous materials spills occurs:

- Remove anyone in danger from the spill
- Contain the spill, if it is safe to do so, and secure the area.
- Contact the emergency number to request assistance (request number from Facility).
- Notify supervisor
- Await for further instructions

Hazmat Spills notify Occupational Safety & Health or Safety Officer/Safety Specialist (Facility-specific):



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INFECTION CONTROL: (an aspect of patient safety)

Cleaning your hands frequently is the most effective way to prevent infections. Center of Disease and Control (CDC) recommendations of approved methods:

- ✚ Hand washing with waterless antiseptic agent such as at least 60% alcohol-based hand rub, apply product to palm of one hand and rub hands together, covering all surfaces of the hands and fingers, until hands are dry. It should take 20 seconds for hands to dry.
- ✚ Use water and soap when hands feel sticky or tacky.
- ✚ Avoid contact with patients' body fluids by wearing protective attire (gloves, masks, gowns, goggles) as directed.
- ✚ Clean equipment between patients with Cavicide (or Facility-specific cleaning solution).

EMPLOYEE INJURY/EXPOSURE:

Report all needle injuries and exposures to blood or body fluids to your supervisor and Facility. They can provide you with information you need. ✚ If you are exposed to an infectious illness, contact your supervisor/Facility for further instructions.

- ✚ For all other injuries, notify your supervisor immediately. Complete the accident/injury report and report to the Facility/Supervisor.

UTILITY STORAGE:

- ✚ If there is an electrical or water outage, notify your supervisor and then call (during normal working hours): Facility front desk.

For Questions, Comments, Concerns Contact:
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