

LAC+USC MEDICAL CENTER POLICY

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Original Issue Date: 11/13/07	Policy # 139
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Subject: SURVEY COMMAND CENTER (SCC)	
Departments Consulted: Quality Improvement Medical Administration Office of Regulatory Affairs	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Officer
Approved by: (Signature on File) Chief Medical Officer (Signature on File) Chief Executive Officer	

PURPOSE

To describe the duties and responsibilities of the Survey Command Center (SCC) which is responsible for the coordination of surveys as assigned.

POLICY

The SCC will oversee and coordinate announced or unannounced survey activities upon activation by the Chief Executive Officer or his/her designee and serve as the controlled, organized staging area for survey planning; scheduling; dispatching; patient chart retrieval and review; personnel file review; current policy/procedure and requested document retrieval; damage control; and other as-needed survey-related activities.

DEFINITIONS

Survey(s)

Joint Commission; Centers for Medicare and Medicaid Services (CMS); California Department of Public Health, Licensing and Certification Division (CDPH); Institute for Medical Quality (IMQ); Radiation Health Branch of CDPH; Accreditation Council for Graduate Medical Education (ACGME) Clinical Learning Environment Review (CLER) Site Survey, etc.

PROCEDURE

See the Survey Command Center (SCC) Manual located in the Administrative Nursing Office (ANO).

RESPONSIBILITY

Administration
Medical Administration/Quality Improvement/Regulatory Affairs
Nursing Administration/Administrative Nursing Office (ANO)
Information Systems/Telecommunications
Facilities Management/Environmental Services
Survey Command Center Representatives

PROCEDURE DOCUMENTATION

SCC Checklist

For the purpose of describing duties during a survey and documenting actions taken.

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Activity Log(s)

To document reported issues and resolutions during a survey.

REFERENCES

- Code of Federal Regulations, Conditions for Participation for Hospitals
- California Code of Regulations, Title 22
- Comprehensive Accreditation Manual for Hospitals (CAMH)
- Joint Commission All Accreditation Program Survey Activity Guide
- Medical Center Policy #100.1, Administrative Officer of the Day (AOD)
- Survey Command Center Manual

REVISION DATES

November 13, 2007; September 25, 2008; July 9, 2013; September 13, 2016; December 24, 2019; March 29, 2023