

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 122

VERSION: 4

SUBJECT/TITLE: UNANNOUNCED REGULATORY SURVEY/REVIEW

POLICY: In the event of an unannounced survey by the Joint Commission (JC), California State Department of Health Services (CDPH), Occupational Safety and Health Administration (OSHA), Centers for Medicare and Medicaid Services (CMS), or any other regulatory agency that arrives unscheduled for the purposes of evaluating hospital compliance to regulatory standards or conducting a complaint validation visit Olive View-UCLA Medical Center (OVMC) employees will implement procedures to assist the surveyors and ensure that the survey process is as undistruptive to our patients as possible.

PURPOSE: To outline the responsibility and the steps for initiating notification of key personnel that will be involved in the unannounced survey review, for the preparation of the hospital command post and records for review.

DEPARTMENTS: All

DEFINITIONS: Business Hours: Monday through Friday, 08:00 a.m. to 4:30 p.m.

PROCEDURE: **A. Surveyor Arrival**

When surveyor(s) present to the hospital the following actions will be taken:

1. The security guard or first contact person will:
 - a. During normal business hours escort the surveyor(s) to Hospital Administration (2C159)
 - b. Outside normal business hours escort the surveyor(s) to the Administrative Nursing Office (2C201)
2. Once the surveyor(s) presents to Hospital Administration or the Administrative Nursing Office (ANO) the surveyor(s) will be asked to provide identification confirming their identity and, as appropriate, present a letter of introduction from the regulatory/accreditation organization.
3. During business hours, Quality Services will be notified. Outside of normal business hours, ANO will assign survey facilitator.
4. The surveyor(s) will be escorted to the Conference Dining Room (CDR) or other designated survey home base. The escort will remain with the surveyor(s) until the designated facilitator arrives.

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B. Administrative Nursing Office

1. Daily at 7:30 a.m., the ANO staff will check the Joint Commission Connect for survey activity.
2. If confirmation of a Joint Commission survey appears on the Joint Commission Connect site ANO staff will immediately activate the Unannounced Survey Fan-Out List to alert key personnel that the surveyors are going to be on site.

C. Communications

As soon as notification is received from the ANO or Quality Services, the Hospital Operator will announce a welcome surveyor(s) announcement every 30 minutes for the next hour and a half (e.g., “Olive View-UCLA Medical Center would like to extend our welcome to the _____ (Joint Commission, CMS, CDPH) surveyor(s)”).

D. Hospital Administration

If surveyor(s) present directly to Hospital Administration, the initial contact person will contact Quality Services who will determine the reason for the survey and determine the location to be provided for the surveyor(s) to perform their survey/review.

E. Quality Services

1. Instruct Hospital Administration if further actions are required (Administration Fan-out list, email notification of Management Staff, email notification of Governing Body, etc.)
2. Call the ANO to activate the fan out list if applicable.
3. Activate the Command Post.
4. Meet with surveyors to review survey agenda.
5. Notify/assign escorts who are to accompany the surveyors.
6. Notify Department of Health Services Medical Director

F. Nurse Managers or Designee

1. The Nurse Manager or designee will make rounds on their units to ensure readiness for the arrival of the surveyor(s).

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References:	
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