



August 24, 2012

Please use this tip sheet to stimulate discussion with your staff on how they should respond to a surveyor asking the questions.

Do you have an accreditation question? Call 464-4253. DNV (DET Norske Veritas) Standards are available on our website at:

http://www.upstate.edu/ihospital/intra/patient_rel/pdf/niaho_interpretive_guidelines.pdf
or **http://www.upstate.edu/uha/accreditation/dnv_info.php**

1. Are there new NIAHO DNV regulatory standards?

ANSWER: Yes. DNV released new standards and interpretative guidelines this week: version 10. These are on line at:

http://www.upstate.edu/uha/accreditation/dnv_info.php or
http://www.upstate.edu/ihospital/intra/patient_rel/pdf/niaho_interpretive_guidelines.pdf.

The changes that were made since January 15th are now in blue text. This is the second time the standards have been updated since Jan 2012. Be sure to review the standards for any changes impacting your areas.

2. What type of survey tool do DNV surveyors use when here?

ANSWER: See the link below to view the latest survey tool surveyors may use when evaluating our hospital for compliance with the NIAHO standards. This tool was just updated and released this week.

http://www.upstate.edu/ihospital/intra/patient_rel/pdf/survey_worksheet.pdf

3. What weeks are blocked off as dates when DNV will not be surveying us?

ANSWER: August 27-31; September 3-7; October 8-12.

4. TRUE OR FALSE: The hospital must take reasonable steps to determine the patient's wishes concerning designation of a representative?

ANSWER: TRUE. See policy [CM E-17](#) (formerly E-12) End of Life, Including DNR and MOLST.

Things to think about that the DNV surveyors could ask:

- If a patient who is not incapacitated has designated another individual to be their representative, did the hospital provide that individual with the required notice of patient rights?
- If a patient was incapacitated and an individual presents the hospital with an advance directive, medical power of attorney, or similar document, executed by the patient and designating the individual to make medical decisions for them, did the hospital provide the individual with the notice of rights?
- If a patient was incapacitated and unable to communicate, and an individual asserts that they are a spouse, domestic partner, parent or other family member, did the hospital accept this assertion without demanding supporting documentation, unless there are other individuals claiming to be the patient's representative?

5. TRUE OR FALSE: It is the policy of Upstate University Hospital to comply with Centers for Medicare & Medicaid Services (CMS) guidelines to provide the document: "Important Message from Medicare" to all Medicare inpatient beneficiaries.

ANSWER: DNV expects us to provide Medicare beneficiaries with "Important Message from Medicare" form, within two days of their admission and also within two days before discharge. Patients have the right to appeal a premature discharge.

See the following page for overall DNV survey tips.

SEE BELOW CHECK LIST FOR DEPTS AND UNITS TO USE TO READY THEIR AREAS WHEN OUR ACCREDITATION SURVEY TEAMS ARRIVE!

Survey Checklist – Morning Review List for Accreditation Survey Readiness

- Make sure all patients have ID band on.
- Close and lock all medication room doors and janitor closets.
- Make sure all meds are secured and there are no outdated meds or outdated supplies or formulas.
- Make sure med rooms are clean - no dirty pill crushers or food in area.
- Make sure all syringes and other sharps are locked up or under constant staff surveillance.
- **Make sure hallways are cleared of non-immediate patient care equipment. (i.e. beds, commodes, computers on wheels not being used and chairs stored in hall are all items if not being directly used at the time should not be stored in hallways.)**
- Make sure all staff wear their ID badges. Patients have the right to know the names of their care givers.
- Make sure all items in the pantry refrigerators are labeled and dated. No staff food can be in patient refrigerators. Toss out all items if not labeled/dated or expired.
- Make sure all refrigerator temperature logs are current where applicable.
- Close any doors that are propped open- no door wedges.
- Make sure any eyewash stations are checked monthly and corrective action taken if temperatures are noted as being out of range.
- Be sure Emergency Carts have been checked and are current. Have ready 12 months of logs available for inspection.
- If patients have been identified as fall risk, make sure they are wearing the correct precaution bracelet. Make sure that other appropriate precautions (non-skid slippers, bed alarms, etc.) are in place.
- Check for items that are too close to the ceiling (less than 18 inches from the ceiling) and correct.
- Check that gas cylinders are secured and do not exceed the limit of 12 E cylinders per room.
- Make sure to check for two Patient Identifiers before interacting with a patient: full name and date of birth.
- Remind staff to be sure to use proper hand hygiene esp in front of surveyors.
- Make sure that Sharps containers and dirty linen bins are no more than 2/3 full.
- Know how and when to obtain an interpreter for a patient or family member.
- Be sure all mandatory training is up to date on all staff.
- Remove food from patient care spaces like the med room or the unit's communication station.
- Make sure the glucometer kit control supplies and testing strips are dated when opened and are not expired.
- Make sure all patients' have an updated plan of care and that education provided is documented.
- Make sure linen is stored properly and covered.

For a DNV guidebook with tips for DNV accreditation go to the policy page and on the blue colored section on the left of the screen and you will see DNV Survey Information Guidebook or click here: <http://www.upstate.edu/intra/policy/pdf/F80204.pdf>

To find the webpage with the DNV standards and interpretative guidelines click here: http://www.upstate.edu/ihospital/intra/accreditation/dnv_info.php or http://www.upstate.edu/ihospital/intra/patient_rel/pdf/niaho_interpretive_guidelines.pdf.