



August 31, 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](http://www.upstate.edu/ihospital/intra/patient_rel/pdf/niaho_interpretive_guidelines.pdf)  
or [http://www.upstate.edu/uha/accreditation/dnv\\_info.php](http://www.upstate.edu/uha/accreditation/dnv_info.php)

1. The following are some of the items that have been identified as areas of improvement during environment of care safety rounds during the 2<sup>nd</sup> quarter of 2012. All of these items are related to infection control and patient safety.

- Patient food in pantry refrigerators found to be improperly dated/labeled or outdated.
- Expired cleaning products and expired test strips being used.
- Unsecured syringes.
- Improper storage:
  - lead aprons touching the floor
  - products stored in cardboard boxes on the floor
  - clean and dirty products stored together

2. TRUE OR FALSE: Scopes of Care need to be updated annually using the approved template.

ANSWER: TRUE. See Admin policy 01: Hospital Plan for the Provision of Patient Care Services at <http://web.upstate.edu/intra/policy/pdf/01.pdf>. Scope of Care documents are to be updated every year or whenever the scope of services are changed significantly. Template is included in this policy.

3. When a hospital uses DNV for the purposes of deemed status, it must ensure that entries into the patient medical record are \_\_\_\_\_?\_\_\_\_\_ and \_\_\_\_\_?\_\_\_\_\_.

ANSWER: Entries into the patient medical record should be **dated** and **timed**.

4. **TRUE OR FALSE: The hospital must inform each patient (or authorized decision maker as appropriate) about visitation hours and about any limitations established for visitation as defined in policy [V-04, Patient Visitation](#).**

**ANSWER:** TRUE: The medical record will contain documentation in the consent form that this visitation notice has been provided to the patient (or their authorized decision maker). (The Consent form gets signed at registration or applicable bedside location.) Visitors may be designated by the patient or authorized decision maker to accompany patients as an inpatient or to outpatient clinics or for outpatient procedures. All patient or authorized decision makers have the right to determine who is permitted to visit /accompany them. The outpatient medical record will contain documentation in the consent form that this visitation notice has been provided to the patient (or their authorized decision maker). (The Consent form gets signed at registration or applicable bedside location.) NOTE: Units with specific restrictions beyond the normal visitation policy are identified in V-04 and these areas need to be sure that the patient or their or authorized decision maker are aware of these restrictions and that this has been documented as having been communicated to the patient or the authorized decision maker. See DNV NIAHO std Patient Rights PR.2 or CMS CoPs 482.13(b)(3).

5. **TRUE OR FALSE: Campus and Hospital Departments and Nursing Units are expected to have written department emergency plans that are current and effective. Staff education on the specifics of the plan is required.**

**ANSWER:** TRUE. Call the Emergency Management Department for the Department Disaster Plan template.

See roster of current plans at [http://www.upstate.edu/intra/policy/pdf/DDP\\_A-00.pdf](http://www.upstate.edu/intra/policy/pdf/DDP_A-00.pdf)

Department Disaster Plans are noted in the following policies:  
([http://web.upstate.edu/intra/policy/pdf/DIS\\_B-00.pdf](http://web.upstate.edu/intra/policy/pdf/DIS_B-00.pdf) and  
[http://www.upstate.edu/intra/policy/pdf/DIS\\_L-03.pdf](http://www.upstate.edu/intra/policy/pdf/DIS_L-03.pdf)).

**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 18inches 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 especially 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 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](http://www.upstate.edu/ihospital/intra/accreditation/dnv_info.php) or  
[http://www.upstate.edu/ihospital/intra/patient\\_rel/pdf/niaho\\_interpretive\\_guidelines.pdf](http://www.upstate.edu/ihospital/intra/patient_rel/pdf/niaho_interpretive_guidelines.pdf).