

Division of Health Improvement Quality Management Bureau

Living & Inclusion Supports

Healthcare &

General Interview for DSP

RED FLAGS for SURVEYORS

Scott Good, MRC, CRC

Learning Objectives

- Know what QMB asks the Direct Care Staff
- Know what QMB looks for/at during a residential visit
- How to prepare for a QMB on-site Survey

Common Misconceptions About the Survey Process



We aren't THAT pushy



It's OK to ask for clarification



It's OK to say "I don't know"

It's a *Little* More Like This

- Surveyors WANT you to do well during the interview.
- We DESIRE to find the chart in order with nothing missing.
- We YEARN to find a complete MAR.
- We COVET knowledgeable staff.

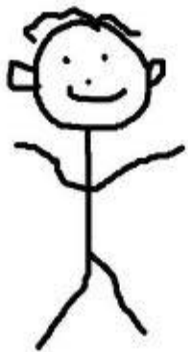
A Red Flag for a Surveyor Should be a Red Flag for the Agency Nurse

- When staff do not know the major diagnoses for the Individuals they serve, including the Healthcare Plans and MERPs.
- Crucial items are missing from the chart.
- Staff are unable to find critical items, such as the chart, medications or Individual served.

What is this “tool”

- The field tool used by Surveyors is a one-size fits all way of gathering information about various topics surrounding the individual’s life, as it relates to their ISP and health needs.

Tell me about...



-Vs.-



Tell me about...

- Likes
- Dislikes
- Goals
- Medical/Behavioral concerns

that's IT?

Tell me about...

- Staffing patterns
- On-call
- Incident management
- Training

THAT'S it

What can I do to help?

- Review the charts
- Test staff knowledge

Please See the Handout

Questions