Division of Health Improvement
Quality Management Bureau

Living & Inclusion Supports
Healthcare &
General Interview for DSP

RED FLAGS for SURVEYORS

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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

- It’s OK to ask for clarification
- We aren’t THAT pushy
- 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