FACILITY BASED SURVEY OBSERVATION RECORD
State Veterans Homes Survey Contract

Add another worksheet if you have more Team Members

Dates: _____

Site: _____

Observer: _____

Score Key:
4. Conforms to contract requirements
3. Minor nonconformance
2. Does not conform but can be made to conform
1. Does not conform and cannot be made to conform
0. Did not observe

		Names					
		Team Leader	**Team Member**	**Team Member**	**Team Member**	**Team Member**	**Team Member**
Criterion	**Data Definition**	**Enter Notes for each Contract Surveyor on Team**					
Arrival Expectations	Entrance to SVH was done as a team, requested contact with Administrator, courtesy to SVH, held at proper time in the AM.						
	Time of arrival: 9:00am day 1						
	Introductions made to leadership						
	Clear explanation of survey process						
	Did Team lead or others inquire about access to EMR?						
	Pre work completed; survey report, Care Compare, QM, sentinel events						
	Daily Debriefs and exit conferences scheduled with SVH Leadership						
Score							
Exit Expectations	Team held a Final exit at appropriate time						
	Time of Exit Conference:						
	Allows staff to present additional documentation						
	No final ratings or scope and severity ratings given						
	Feedback link provided						
Score							
Professional Attire	Team is dressed in professional business clothing						
	Each team member is wearing a visible, official ID Badge at all times						
Score							
Infectious Disease Protocol	Did surveyors complete all necessary screenings if required by the SVH?						
	Did surveyors wear necessary PPE if required by the SVH?						
	Did team ask about infectious disease status in facility, protocol used and community prevalence?						
	Was social distancing observed in conference rooms and out on units if appropriate?						
Score							
Professional Behavior (personal observation)	Professional Interaction w/ SVH leaders, not aggressive, condescending, or leading						
	Professional Interaction w/ SVH staff, not aggressive, condescending, or leading						

	Professional Interaction w/residents. Considers privacy and seeks permission in advance						
Score							
Serious Concern	Reviewer follows contractual protocols and requirements for notifications.						
	Survey team stays in facility until abatement plan accepted						
	Survey vendor corporate office follows contractual						
Score							
Team Conferences (survey team only)	Team conferences scheduled daily and attended by all reviewers						
	Each team member shares observations, findings and concerns with team						
SVH Daily Debrief Conferences	Daily meetings with SVH leadership scheduled in advance and consideration given						
	Reviewers answer questions and assist in request for references or regulations						
	Reviewers establish a time to meet with their liaison the following day						
	Survey team works together with SVH						
Score							
Resident Council	Planned the session with SVH in advance						
	Infection control practices observed if required						
	Dynamics of survey team interviewer were positive, considerate to all attendees, listened, did not interrupt, asked clarifying questions, did not attempt to give immediate resolutions, controlled the session.						
	Questions are simple & clear, open ended, not complicated or too many questions to residents or family						
	Ample time allotted for residents						
Score							
Resident / Family Individual Interviews (Observations)	Privacy rules respected by survey team reviewer before session begins						
	Infection control practices observed if required						
	Survey team reviewer does not use leading questions, listens to responses						
Observations of Surveyor(s)	Privacy rules observed, with knocking, and dignity and respect by survey team reviewer						
	Survey team reviewers introduced themselves and explained purpose in way can understand						
Observations of Care	Was direct care observed by reviewers? (i.e. wound care, tube feedings, Cath care, etc.)						
	Communicates with resident to inform them of why they are there						
	Requested and received permission from resident to observe care						
	Survey team reviewer was non-intrusive during care observation						
Score							
	Survey team reviewers were consultative in nature with SVH staff – answers questions, explains procedures/ process (if needed), transparent with areas of concern						
	Reviewers have appropriately identified a quality of care/clinical concern based on the federal regulation requirements						
	Reviewers have appropriately identified a life safety concern based on the federal regulation requirements						

Survey Determinations (Observations, Conversations)	Reviewers have appropriately identified an administrative concern based on the federal regulation requirements						
	Reviewers have appropriately identified a fiscal concern based on the federal regulation requirements						
	Reviewers have appropriately identified the correct regulation for the concern and rating						
	Reviewers have appropriately identified the correct scope and severity per each citation						
	Reviewers interpreted the Federal Regulations correctly with VHA guidelines and made accurate assessments						
	Reviewers kept within the scope of their assigned role, regulations and comments						
Score							
	TOTAL AVERAGE SCORE	***#DIV/0!***	***#DIV/0!***	***#DIV/0!***	***#DIV/0!***	***#DIV/0!***	***#DIV/0!***