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 and then overall score**					
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						
	Daily Debriefs and exit conferences scheduled with SVH Leadership						
	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						
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							
COVID Protocol	Did surveyors complete all necessary COVID screenings?						
	Did surveyors wear necessary PPE?						
	Did team ask about COVID status in facility, Protocol used and community prevalence?						
	Was social distancing observed in conference rooms and out on units?						
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 contract protocols of notifications						
	Survey team stays in facility until abatement plan accepted						
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 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	Dynamics of 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						
	Planned the session with SVH in advance						
	Infection control practices observed						
	Ample time alloted for residents						
Score							
Resident / Family Individual Interviews (Observations)	Reviewer does not use leading questions, listens to responses						
	Infection control practices observed						
	Privacy rules respected by reviewer before session begins						
Observations of Surveyor(s)	Privacy rules observed, with knocking, and dignity and respect by reviewer						
	Reviewers introduced themselves and explained purpose in way can understand						
Observations of Care	Interacts with resident to inform them of why they are there						
	Was direct care observed by reviewers? (i.e. wound care, tube feedings, Cath care, etc.)						
	Non-intrusive during care						
	Asked permission from resident						
Score							
Survey Determinations (Observations, Conversations)	Reviewers have appropriately identified a quality of care concern based on the federal regulation requirement						
	Reviewers have appropriately identified a life safety concern based on the federal regulation requirement						
	Reviewers have appropriately identified an administrative concern based on the federal regulation requirement						
	Reviewers have appropriately identified a fiscal concern based on the federal regulation requirement						
	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 within VHA guidelines and made accurate assessments during survey process						
	Reviewers kept within the scope of their assigned role, regulations and comments						
	Reviewers followed contract when identifying a possible serious concern						
	Consultative in nature – answers questions, explains procedures/ process (if needed), transparent with areas of concern						
Score							
	TOTAL AVERAGE SCORE	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*