

CDPH, Center for Health Care Quality, L&C
Frequently Asked Questions Regarding the Patient Safety Licensing Surveys

Frequently asked Questions	Answers to Frequently Asked Questions
Why is this survey necessary?	This survey process was developed to determine if facilities are in compliance with recently passed State Laws.
Is it reasonable to have the paperwork within a few hours?	We realize it is a lot of paper work to pull together but the team leader of each survey will work with the facility to determine which documents the team needs immediately and which should be provided to the survey team within a few hours.
How many team members will there be?	The team composition will be determined by the facility type and size. It is usually around 2 surveyors per team.
What preparation is needed prior to the survey?	Prior to the survey, evaluators should prepare as they would for other surveys as far as the review of facility information and location. In addition, evaluators should review all the documents developed for the patient safety licensing survey. Make a copy of the Field Notes Booklet and Entrance List for the facility. Be sure each team has at least one copy of the appendices and references. The team should meet to determine who will be doing what tasks. During the team meeting, the team can review what interviews should be conducted during observational tours in order to maximize time effectively.
What is the survey team looking at?	This is a focused, on site licensing survey that is looking at specific areas. The Field Notes Booklet and the Entrance List show you what areas will be reviewed. Generally this particular survey is looking at compliance in the areas of End of Life Care, Brain Death, Hospital Services, Patient Safety and Infection Control, Discharge Planning, Dietary, Immunizations, and Fair Pricing / Debt Collection.
How long will it take to complete the survey?	Although each survey is unique, we anticipate the surveys will take one and a half to two days, sometimes longer to complete the process. Much depends on the size of the facility and the speed with which documents can be provided.
What will determine the sample size?	The survey teams will determine the number of records to be reviewed for each area of review. A minimum of two records will be reviewed for each area. This can be increased based on the needs of the survey team.
How many charts will be reviewed?	The survey teams will determine the number of records to be reviewed for each area of review. A minimum of two records will be reviewed for each area. This can be increased based on the needs of the survey team.
Will there be a full chart review?	The chart reviews will generally be focused on specific issues but may include additional review as needed.
How many interviews will be done?	The evaluators will generally conduct interviews for all the areas of review.
How many focused areas are being reviewed?	Generally, this particular survey is looking at compliance in the areas of End of Life Care, Brain Death, Hospital Services, Patient Safety and Infection Control, Discharge Planning, Dietary, Immunizations, and Fair Pricing / Debt Collection.
What would happen if problems/deficiencies are found?	The department will issue deficiencies on a 2567. A plan of correction will be expected, following the usual timeframes.
Will facilities have an opportunity to defend the problem/deficiency?	Facilities will be given an opportunity at the exit conference to provide further documentation to the survey team.

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How long will facilities have to come up with the plan of correction?	Facilities will be given 10 calendar days from the date of receipt of the 2567 to submit an acceptable plan of correction to the Department.
What if the plan of correction is not approved?	The Department will notify the facility if the plan of correction is unacceptable. If the Department does not accept the plan of correction the facility will have an opportunity to develop and acceptable plan of correction.
How will timekeeping be tracked for this survey type?	In addition to the 670 inside ASPEN, the evaluators will have special drop down boxes for this survey type in their timekeeping logs. Each district office received a PowerPoint presentation that included instructions about how to complete the surveyor timekeeping logs for this survey type.
How is a shell created in ASPEN for this survey type?	Each district office received a PowerPoint presentation that included instructions about how to create a survey shell in ASPEN which will have the sections of the statutes being reviewed.
How often will this survey type be conducted in each facility?	The Department will conduct pilot surveys in the district offices. Once the pilot surveys are completed, the Department will decide upon implementation of the survey schedule and how often the surveys will be conducted in each facility.