

Preparing for a Successful Survey

Facility surveys are the reality for health care providers. Administrators and nurses plan, prepare, and anticipate these visits (with some degree of dread). Survey teams closely inspect and analyze many aspects of the care and services provided – from resident’s rights, quality of life indicators, drug therapy regimens, policies and procedures, facility maintenance, and more. Since the survey team’s arrival is unannounced, many nurses and administrators find themselves in a constant state of worry.

Failure to meet state or federal requirements can result in citations, monetary penalties, or even closure. Poor surveys can also hurt public image. In many states, violations are published on online databases.¹ The type of violation and amount the facility was fined is made easily accessible for anyone; this can be detrimental to a facility’s image and may result in prospective and current residents choosing other options for their care. With many providers still recovering financially from the effects of the pandemic, losing residents due to poor survey result reports can result in serious financial consequences.

Meeting regulatory standards is of paramount importance. Even providers with stellar compliance records find themselves dreading survey. Wouldn’t it be great if we could ‘turn the tables’ and view surveys as an opportunity – to demonstrate organizational systems and proficiencies, and to ‘benchmark’ against others? Quality Electronic Health Records can do just that – give you the tools necessary to prepare for inspection and approach surveys with confidence and pride.

Best practices for Survey Readiness

Electronic Health Record (EHR) Software, by its very nature, allows ease of data entry and can offer advantages in terms of gathering and reporting data. Quality EHR Software – such as RTasks by ResiDex – can offer a host of features and tools to plan, prepare and demonstrate compliance at time of survey. These tools create an integrated system for facilities to meet and maintain standards while also creating efficiencies. RTasks compliance tools include periodic and customizable audits, task manager, robust reporting, dashboards, and real-time support.



RTasks – Tools for Compliance

Audits

Audits allow users to monitor all aspects of a facility's operation and care delivery in an efficient manner. Audits can be assigned to staff to perform; they can document everything from fire drills, food safety, infection control, as well as emergency preparedness. Periodic audits in RTasks allow providers to mitigate the most common violations in assisted living: food quality issues, medication errors, and emergency preparedness.² Proper reporting and management of compliance standards is at staff's fingertips with audits. Once completed, audits are readily available for reporting. Providing surveyors crisp, clean reports of regular fire drills and audits demonstrate compliance

Task Manager

In addition to assigning services and chores, RTasks offers a Task Management system to schedule and coordinate facility maintenance activities, perform regularly scheduled audits or checklists. Reminders can be set so no critical component of a facility or resident care is accidentally forgotten. Creating an environment of high-quality care begins with well-defined roles that are met each day. Task manager helps staff complete all the necessary tasks to meet and exceed surveyor's expectations.



RTasks Reports

RTasks' team of experienced nurses and administrative staff are familiar with state surveys and know what is expected. Lists of key personnel, client rosters, policies and procedures required at survey entrance are readily available. Our clinical team has worked closely with programmers to develop a tagged folder of reports known to be helpful on Survey. Agreements, Care Plans, Treatment records and Medication records are all at your fingertips. We work regularly with customers from all states to assist in meeting state-specific reporting requirements.

Dashboards

RTasks' Login Dashboard, visible upon first login, is customized for each individual and their role in the organization. The Login Dashboard summarizes the current status of the designated department (s) and quickly shows what must be addressed. Additional dashboards can apprise users of the timeliness of assessments, completeness of charting, address resident concerns, and more. Information at your fingertips.

Real-Time Support

The stress and anxiety of survey is real. To mitigate anxiety when surveyors arrive, ResiDex provides full support with every aspect of the survey process. Whether it's locating just the right report, reviewing software functionality, or the need for a quick refresher on best practices, experienced nurses and professionals are readily available for your real-time support. Let us know how your survey goes! We are available following survey to help interpret and resolve concerns.

Stress-free Surveys with RTasks

RTasks provides the tools needed to meet regulations, build confidence, and turn your next survey experience from stress and anxiety to a source of pride in your work and a benchmarking opportunity. With positive reviews and recommendations from Surveyors, we know RTasks is the solution for you! Contact us and learn more!



RTasks by ResiDex is the solution.

Schedule a demo today!

866.512.8369 opt 1

Resources

- 1) *Federal and State Nursing Home & Assisted Living Regulations*. SeniorLiving.org. (2022, November 17). Retrieved from <https://www.seniorliving.org/nursing-homes/state-federal-regulations/>
- 2) *Common assisted living community violations - CarePatrol blog*. CarePatrol. (n.d.). Retrieved from https://www.carepatrol.com/resources/blog/Common-Assisted-Living-Community-Violations_AE24.html