



Speed dating

Surveyor Update Day
March 2014

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CHKS Client Manager



Today's session

- Feedback from last year's session
- The surveyor's survey journey key timelines
- Speed dating- opportunities for QI and commendations!
- Close out

Since last year...

Themes

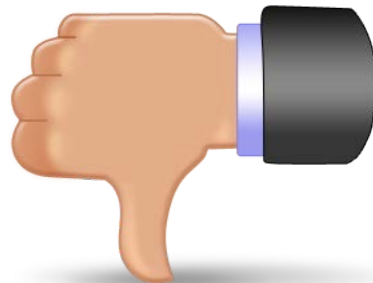
- AO- not quite like riding a bike!!
- Roles & responsibilities at survey?
- No two surveys the same.
- Language barriers...
- Providing the right feedback!

The surveyor's journey...

Receive request to come on survey....

Time?

Able to travel?



The surveyor's journey...

Initial information from the Client Manager

Review/ familiarise with Programme, AO guide...

Any queries?

Closer to survey

Timetable

Date for AO lockout- when you expect to get access

Initial review of your specific standards

The surveyor's journey...

AO access

Log in ASAP to confirm you can access

Use the system to start your own prep

E.g. if documents required review and mark compliance level...

Keep notes as you go for documents/evidence you will require on site...



The surveyor's journey...

Before you travel...

Personal prep and requirements?

Notes?

AO print offs?

Laptop- not required for survey.



The surveyor's journey...

Pre- survey briefing

Client manager has routine items to discuss

Ask any questions

Once on survey time is always limited



The surveyor's journey...

On site-

Good preparation will allow for a good survey!!

Provide the Client Manager with a list of evidence you require...

Use the document review time...

Clients may not have completed AO quite as we would like!! Therefore...

at interview ensure you get evidence for all applicable criterion...

As soon as possible update each standard in AO

The surveyor's journey...

Accreditation Online-

All applicable criteria must be allocated a compliance rating

Keep an eye on the overview section...

← → ↻ <https://live.chks.co.uk/index.php?thread=T6000&L=2&surv=367&type=30>

Description (click to expand)	Fully met	Part met	Not met	n/a	Not ascd.	status
Surveyor demo site	70 11%	55 9%	544 79%	9 1%	2 0%	Total: 690 13% 87 603
Survey area 1	71 (15%)	14 (3%)	398 (82%)	5 (1%)	0 (0%)	70 / 488
Corporate and Clinical Governance	71 (15%)	14 (3%)	398 (82%)	5 (1%)	0 (0%)	70 / 488
Standard 1: Organisational and service leadership ✓	8 (89%)	1 (11%)	0 (0%)	0 (0%)	0 (0%)	8 / 9
Standard 2: Management and governance ✓	60 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	60 / 60
Standard 3: Clinical governance ✓	2 (8%)	3 (8%)	30 (80%)	1 (3%)	0 (0%)	3 / 36
Standard 4: Risk management - general ✓	0 (0%)	7 (33%)	14 (67%)	0 (0%)	0 (0%)	0 / 21
Standard 5: Risk management - health and safety ✓	1 (11%)	3 (33%)	1 (11%)	4 (44%)	0 (0%)	5 / 9
Standard 6: Risk management - fire safety ✓	0 (0%)	0 (0%)	21 (100%)	0 (0%)	0 (0%)	0 / 21
Standard 7: Risk management - infection control ✓	0 (0%)	0 (0%)	35 (100%)	0 (0%)	0 (0%)	0 / 35
Standard 8: Risk management - waste management ✓	0 (0%)	0 (0%)	14 (100%)	0 (0%)	0 (0%)	0 / 14
Standard 9: Risk management - security ✓	0 (0%)	0 (0%)	13 (100%)	0 (0%)	0 (0%)	0 / 13
Standard 10: Risk management - resuscitation/reanimation ✓	0 (0%)	0 (0%)	18 (100%)	0 (0%)	0 (0%)	0 / 18
Standard 11: Risk management - management of medicines ✓	0 (0%)	0 (0%)	43 (100%)	0 (0%)	0 (0%)	0 / 43
Standard 12: Risk management - management of clinical records ✓	0 (0%)	0 (0%)	19 (100%)	0 (0%)	0 (0%)	0 / 19
Standard 13: Human resources ✓	0 (0%)	0 (0%)	50 (100%)	0 (0%)	0 (0%)	0 / 50
Standard 14: Human resources - nursing service ✓	0 (0%)	0 (0%)	9 (100%)	0 (0%)	0 (0%)	0 / 9
Standard 15: Human resources - medical service ✓	0 (0%)	0 (0%)	29 (100%)	0 (0%)	0 (0%)	0 / 29
Standard 16: Human resources - volunteer service ✓	0 (0%)	0 (0%)	7 (100%)	0 (0%)	0 (0%)	0 / 7
Standard 17: Human resources - occupational health ✓	0 (0%)	0 (0%)	17 (100%)	0 (0%)	0 (0%)	0 / 17

The surveyor's journey...



Validation-

Report to Awards Panel only highlights partial and non-compliance.


Therefore the written comment from the surveyor must relate to the criterion.

Use the guidance, ask the Client Manager, bear in mind the size and scope of the organisation, do not make personal comment...

The surveyor's journey...

 [Edit]	7.35 (P) A Doc. Req.	Full <input type="radio"/> Part <input type="radio"/> Non <input checked="" type="radio"/> n/a <input type="radio"/>
	<p>There is a dated, documented procedure on the investigation and root cause analysis of incidents, adverse events and near misses. The procedure has been written/reviewed within the last three years.</p>	<div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <div style="text-align: right;"> Update »</div> <div style="text-align: center; margin-top: 10px;">Check spelling</div>
NEW		
	ISO	

The surveyor's journey...



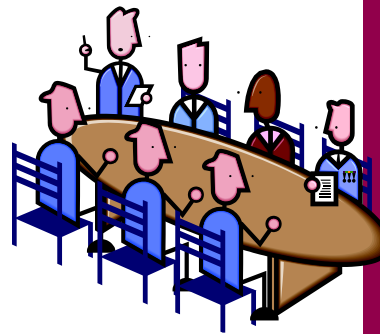
52.1 (Q)	A
Percentage of staff who have received training in health and safety issues in the last 12 months (or as specified nationally or locally), relevant to their area of work. Linked to criterion 52.78	
<i>(Old criterion: XXX)</i>	

N.B. Where indicators/ rates required you need to note the actual %

The surveyor's journey...

Feedback prep-
Team, themed effort!

Delivering feedback





Speed dating...

- ✓ Choose a 'date' and take your seat
- ✓ You have 4 min each to tell your 'date' one or two quality improvement and one or two commendation you would make to CHKS about the whole survey/surveyor process
- ✓ I will call to swap over after four minutes and your 'date' can discuss
- ✓ At eight minutes swap over and find another partner and we'll start over again
- ✓ Do write down your commendations and QI's please and hand up at the end of the session

And now...

Almost time for drinks and
dinner!!

