

Puzzled by the 'Survey Process'????

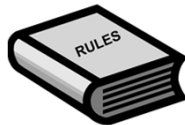
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Know the Rules (Regulations):

- ▶ Appendix J (State Operations Manual) – Revised April 2018.
- ▶ Title 22 California Code of Regulations for your facility type. (ICF/DD; ICF/DD-H and ICF/DD-N)



Teamwork: A Must to Survive

Work together, support each other. A perception of selves as a team – WE.

Self esteem both as a group and as individuals with respect, trust and support of each member.

Clear Expectations;
Context (Assure team members understand where its work fits in the total context of the organization's goals, principles, vision and values);
Commitment;
Competence;
Control (Self-Management);
Collaboration;
Communication;
Creative Innovation;
Consequences (Responsibility);
Coordination; and
Cultural Change.



Policies and Procedures:

Develop and implement all required policies and procedures.



- ❑ Policies governing the release of client information, including consents;
- ❑ Policies that prohibit mistreatment, neglect or abuse of the client;
- ❑ Policies for the management of conduct between staff and clients;
- ❑ Policies that govern the management of inappropriate client behavior;
- ❑ Detailed written plans to meet all potential emergencies and disasters – fires, weather, and missing clients;
- ❑ An active programs for the prevention, control and investigation of infection and communicable diseases;
- ❑ A record of incidents and corrective actions related to infections; and
- ❑ Menus actually served must be kept on file for 30 days.

Individual Program Planning...

Develop and implement person centered program plans, which have attainable goals and objectives... the **key** to the ICF/IID program

- Based on identified needs and abilities of each individual.
- Include provisions for choice and self-management.
- Be directed toward each individual's acquisition of the skills necessary for maximum independence.

"Active treatment means the aggressive, consistent implementation of a program of specialized and generic training, treatment, health, and related services directed toward the acquisition of the behaviors necessary for the individual to function with as much self-determination and independence as possible. It includes the prevention or deceleration of regression or loss of current optimal functional status."

(State Operations Manual, Chapter 2, The Certification Process.)



Day Programs



- Outside program service providers must meet the needs of each individual as identified by the interdisciplinary team.
- Programs and services are coordinated/integrated and consistent with those provided by the facility.

Training...

Staff training for individualized program plans.

The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.



Clean Your House...

Safe; Clean with good infection control practices in place.

The environment promotes the health and safety, independence and learning of the individuals who reside there.

Comfortable and Homelike.

No risk to health and safety due to environmental conditions.



Dietary Services...

Clean and safe kitchen;
and
Assistance with eating.



- Form of the food consistent with developmental level of the client
 - chopped, pureed, ground, etc.) and in average portion sizes.
- Appropriate utensils or adaptive devices;
- Substitutions offered, when possible; and
- Food choices offered, when possible.



Quality Assurance...

Structural Standards

Physical and organizational structures within which the care is rendered e.g. number of staff, policies, buildings and equipment.

Process Standards

Actual rendering of care.

Quality - defined in a few short words:

"Doing the right thing right, right away"



BE AWARE
BE PREPARED

EXIT...

- Follow your survey.
- Document concerns discussed by Evaluator staff.
- Discuss concerns with Evaluator staff prior to exit.
- Request opportunity to provide additional information.

Remember: ALL findings are preliminary and final compliance determinations will be made by the survey office.