

# What to expect during your ABC Onsite Survey



**W**HILE THE Centers for Medicare & Medicaid Services require that your survey be unscheduled and unannounced, what happens during your survey is not.

*Here's what you can expect.*

## INTRODUCTIONS

When the ABC Surveyor arrives, he or she will introduce themselves and present their photo ID badge. This badge will have the surveyor's name and photo as well as the ABC logo on it. If you do not see these items, do not allow the individual into your facility and call ABC. After the surveyor has identified himself or herself, he or she will take some time to:

- ▶ Discuss the purpose of the survey and go over the schedule for the day
- ▶ Ask for the general layout of your facility
- ▶ Determine if there are any details about your facility or staff of which they should be aware
- ▶ Answer any questions you may have regarding the survey process

## THE SURVEY

The surveyor will be verifying that you have met the requirements of ABC's accreditation standards. In order to do this, they will need to access and review your facility's documentation, including the following:

- ▶ Personnel files
- ▶ Patient records
- ▶ Accounting and bookkeeping records
- ▶ Contracts with vendors, physicians' offices, staff, etc.
- ▶ Fire safety and emergency management plans and documentation
- ▶ Patient satisfaction surveys and the compiled results from those surveys
- ▶ Your Policies and Procedures Manual

The surveyor will also conduct staff and patient interviews and will look at other areas of your business as they relate to the standards.

## CLOSING CONFERENCE

At the conclusion of your survey, the surveyor will review their findings with you. The closing conference is your opportunity to:

- ▶ Clarify or present any information that may not have been available during the survey
- ▶ Talk to the surveyor one on one and learn what insights or suggestions they may have to help you improve your business processes

Keep in mind that the surveyor will not know whether you passed the survey and therefore will not be able to discuss results with you.

## Survey Results

After your survey is complete, your surveyor will submit their findings to ABC for review and validation before a final score is determined. You will receive your accreditation results by email within 4-6 weeks. Your accreditation decision letter and certificate (if applicable) will also be mailed to you.

If any deficiencies are found, you may be given the opportunity to submit a Corrective Action Plan (CAP). A CAP is your proof that you have corrected any deficiencies and that you are now in compliance with all of the Standards.

For more information regarding accreditation decisions and the CAP process, please reference the *Patient Care Accreditation Guide* or contact us directly at 703-836-7114 or [accreditation@abcop](mailto:accreditation@abcop).