

What to Expect During the NYSDOH Survey



The New York State Department of Health (NYSDOH) surveyors will be on-site sometime in late February to March. The survey will likely last an entire week.

Surveyors will

- Go on joint patient visits with staff of all disciplines.
 - Patient/caregiver will be contacted to give consent prior to visit.
- Interview staff, patients, managers, administrators and board members.
- Review
 - Patient charts
 - Staff HR records
 - Policies and procedures, quality plan, etc.
- Visit various office locations

During patient visits pay close attention to:

- **Infection Control** – PPE protocols, hand hygiene, bag technique, standard and transmission based precautions.
- **Following the Paraprofessional Plan of Care.**
- **Safety** – fall risk, oxygen safety, electrical/fire hazards, etc.
- **Equipment** – appropriate use and in good condition.
- **HIPAA** – do not discuss patient information in a public space.

Remember to wear your uniform and your ID badge above the waist.

If you are interviewed:

DO

- Introduce yourself – name, title, and role.
- Smile and welcome the surveyor.
- Speak up, project your voice.
- Answer questions truthfully and succinctly.
- Give definite answers.
- If you are not sure, say ***"I'm not certain but I can always call my supervisor."***

DON'T

- Overshare – focus on answering only what is asked.
- Answer "yes" or "no" only – explain whenever possible.
- Lie or guess.
- Suggest we are not following protocols by saying *"we should be doing..."* instead say: ***"The protocol is..."***
- Interrupt the surveyor's question.
- Bring up personal problems.
- Speak negatively about your colleagues or place of employment.
- Ask the surveyors for advice – they are not consultants!
- Use your phone in front of the surveyor unless it is about your patient's care.