

# Surveyor Implementation Guide (2017)

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## Overview

ECS has developed resources for our clients to assist with the new survey process (beginning November 28<sup>th</sup>, 2017). This includes an Easy Access screen specifically for Surveyors, as well as a Survey Entrance Checklist to assist the facility in obtaining necessary information directly from ECS.

Your ECS program has been updated to include the following new tools in ECS

- **Topics located within Clinical Access tab:**
  - Survey (2017)
  - Survey Entrance Checklist
- **View tasks:**
  - Surveyor - Activity Notes (New)
  - Surveyor - ADL Status (New)
  - Surveyor - Advance Directives (New)
  - Surveyor - Bowel and Bladder (New)
  - Surveyor - Change in Condition (New)
  - Surveyor - CNA Charting (New)
  - Surveyor - Dialysis (New)
  - Surveyor - Elopement (New)
  - Surveyor - Falls (New)
  - Surveyor - Hospice (New)
  - Surveyor - Hospitalization (New)
  - Surveyor - Infections (New)
  - Surveyor - Nurses Notes (New)
  - Surveyor - Nutrition (New)
  - Surveyor - Physician Notes (New)
  - Surveyor - Pressure Ulcers (New)
  - Surveyor - Restorative Charting (New)
  - Surveyor - Social Services Notes (New)
- **General Report Task:**
  - Surveyor - Entrance Conference Worksheet (New)
- **General Reports:**
  - Alphabetical Resident Census (New)
  - Daily Census Report (New)
  - Surveyor - EHR Information (New)
  - Surveyor - Entrance Conf. Worksheet (1) (New)
  - Surveyor - Entrance Conf. Worksheet (2) (New)
  - Surveyor - List of Smokers (New)
  - Surveyor - PASRR (New)
  - QAPI Plan (New)

To learn more about the new survey process, refer to the CMS site <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes.html>.

## Implementation

### Survey User Group

If your system does not already have a Survey or NH-Survey group in place, one will need to be created. Please watch our January Tip If you need assistance creating the surveyor user group, please contact clinical support at [clinical@american-data.com](mailto:clinical@american-data.com) or 1-800-464-9942. On the Easy tab, be sure to switch out the current Easy topic of Surveyor to instead be linked to the new topic titled Surveyor (2017).

### Easy Access

From the Main Access screen, if your facility has buttons to access the Surveyor screen or QIS Tools, those can be re-linked to the new screens. Re-link the Surveyor button to Surveyor (2017) and re-link QIS Tools to Survey Entrance Checklist (rename button as well). Instructions on how to complete this task are listed below.

Main Access Screen

Main Access						
	Admissions	Medical Records	Assisted Living	Human Resources	Marketing	LeadingAge WI
	Administration	MDS - Care Coordinator	Independent Living	Facility Services	Fundraising	Public Health
	Nursing	Survey Entrance	Adult Day Services	Beauty Shop	Financial	
	Departments	QA / Risk Review	Home Health	Surveyor	ECS System Supervisor	

An Access Screen has been provided for the surveyors to use when they request access to your EHR system. This topic is titled Survey (2017) and will be located within the Clinical Access tab.

Surveyor Main Access Screen

Surveyor							
Hide ECS	Pressure Ulcers	Falls	Elopement	PASARR	MDS	All Nurses Notes	Physician Charting
	Dialysis	ADL Status	Change of Condition	Advanced Directives	CAAs	CNA Documentation	MARs
	Infections	Bowel and Bladder	Physician Orders	Hospice	Care Plans	Restorative Charting	TARs
	Nutrition	Hospitalization	Diagnoses	Social Services Charting	Face Sheet	Activity Charting	View Chart

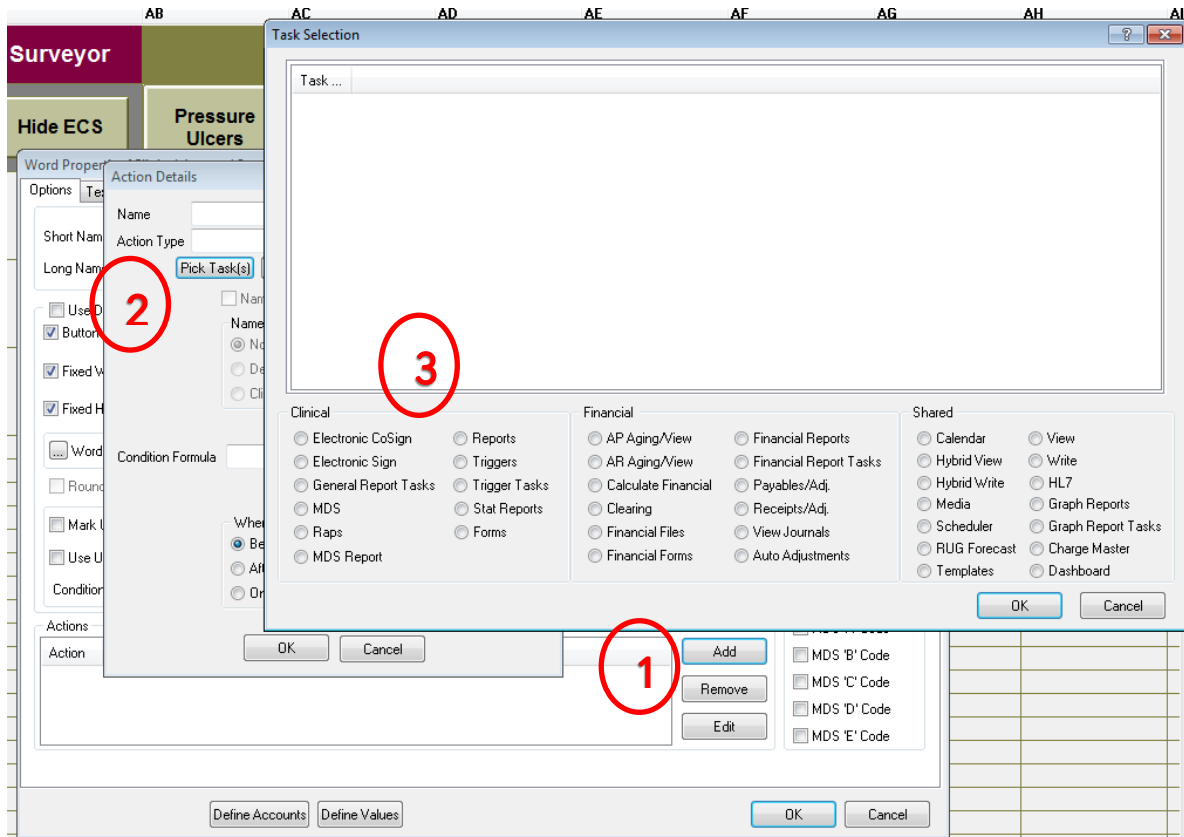
The following Access Screen buttons will need to be linked manually by the facility

1. Physician Orders
2. Diagnoses
3. CAAs
4. Care Plans
5. Face Sheet
6. MARs
7. TARs

To link Access Screen buttons

1. Enter the word properties of the button you are looking to link.
2. Click **Add** in the Actions portion of the Options tab.
3. Click onto **Pick Task(s)**.
4. Dependent on which task you need to link in, you may have to place the dot in **Reports**, **View**, or **General Report Tasks**. Once one of the above options is selected, all tasks will display.
5. Highlight the task that you'd like to link up and click OK.
6. Place a checkmark in **Name Selection** (keep it set at Default) and a dot in **On Click**.
7. Click **OK** and **OK** again to save all changes.

**\*Note:** on the MARs/TARs buttons, be sure to also place a checkmark in **Control**.



### Special Considerations for Multi-Site Databases

If your ECS database is used for multiple facilities that do not share the same report(s) (e.g. Face Sheet Report), each report will need to be linked up separately on its own line. Once a surveyor is presented with their login information, they should only be given access to the necessary site/service.

For example, the Actions section of the button for sites who do not share reports would be setup as seen below.

Actions							
Action	Type	Condition	When	Name Sel.	Show Control		
Face Sheet 1	General Reports		On Click	x		Add	
Face Sheet 2	General Reports		On Click	x		Remove	
Face Sheet 3	General Reports		On Click	x		Edit	

### View Tasks

Each of the merged in View Tasks will need to be reviewed by someone at the facility for accuracy. They are linked within our default database; however, once they are merged into a facility's database, there may be topics that do not link up due to customizations.

#### To check your View Tasks for accuracy

1. Click into the green **View** icon (or navigate using the menu options: **American Data-ECS>View>Entry**).
2. Click **OK** on the name selection screen.

3. Select **Tasks** and navigate to the ones which start with Surveyor.
4. Highlight a task and select **Edit**.
5. Check the **Formula** tab for unknowns. If there are unknowns, link them to the appropriate areas in your database.
6. To link up new words, click onto **Topic/Word** and navigate to the appropriate section/topic. Select specific word(s) or topic(s) and click OK to add them into your formula tab.
  - a. **Note:** most of the view tasks by default are setup to look back the past 460 days (as this is the maximum time between survey windows). If you would like this adjusted, simply click onto the "If Any of" and select **Days** to adjust how far back the task should look at that charting.
7. If you do add new topics into any of the view tasks, be sure to also set the days (if applicable).

### View Task setup suggestions

**Note:** due to facility customization capabilities, you may not see all the below options within your database.

- Surveyor - Activity Notes
  - Department Notes
    - Activity Assessment, Activity Visits/Notes, Activity Interests (F), Activity Attendance, Resident Interview (460-day lookback).
- Surveyor - ADL Status
  - Person Centered CP
    - Basic Care Needs/Baseline CP> I REPOSITION IN BED, I TRANSFER, I EAT, I USE THE BATHROOM, I MOVE ABOUT THE UNIT, I DRESS, I DO HYGIENE/GROOMING TASKS, ORAL CARE, I BATHE, REPOSITIONING (no days set).
  - Nursing Care Plans
    - ADLs/Functional Status> ORAL CARE, BED MOBILITY, GROOMING, DRESSING, BATHING, EATING, TOILETING, AMBULATION, LOCOMOTION, TRANSFERRING, REPOSITIONING (no days set).
- Surveyor - Advance Directives
  - Physician Orders
    - Code Status>POLST (no days set).
  - Face Sheet
    - Personal Information>ADVANCED DIRECTIVES, SCANNED DIRECTIVES (no days set).
    - Scanned Docs>POLST (no days set).
- Surveyor - Bowel and Bladder
  - CNA
    - AM/PM/Night Voiding/Output, AM/PM/Night Stool Output, AM/PM/Night Scheduled Toileting, AM/PM/Night B & B Record (460-day lookback).
  - Nurse Charting
    - Digestive Condition> DIGESTIVE FINDINGS, DIGESTIVE SYSTEM INFECTION, BOWEL SOUNDS, STOOL, STOOL OUTPUT,

PROCEDURE DONE, RATE, SITE, TEACHING DONE, PROCEDURE RESULTS, ACTION (460-day lookback).


- PRN Meds> constipation, gastrointestinal upset, hemorrhoidal pain, no BM (460-day lookback).
- Surveyor - Change in Condition
  - CNA
    - Stop and Watch (460-day lookback).
  - INTERACT or Re-hospitalizations
    - SBAR for RN/LPN/LVN (460-day lookback).
  - Nurse Charting
    - All “sudden onset” words, all “ability decreasing” words in ADL topics, all “recent change in” words within Hearing, Speech, & Vision; all “change from baseline words” (460-day lookback).
- Surveyor - CNA Charting
  - All topics within CNA tab (460-day lookback).
- Surveyor - Dialysis
  - Nurse Charting
    - Endocrine Condition> hemo
    - -dialysis, peritoneal dialysis (460-day lookback).
    - Lab/X-ray> Potassium, Sodium (460-day lookback).
  - Physician Orders
    - Treatments> hemodialysis, peritoneal dialysis (no days set).
    - Weights/Vitals/Tx> hemodialysis, peritoneal dialysis (no days set).
- Surveyor - Elopement
  - Nurse Charting
    - Falls and Incidents> elopement (460-day lookback).
- Surveyor - Falls
  - Nurse Charting
    - Falls and Incidents> fall, observed on floor (460-day lookback).
    - Follow Up Falls/Incidents> fall, observed on floor (460-day lookback).
- Surveyor - Hospice
  - Nurse Charting
    - Special Treatments/Programs> hospice (460-day lookback).
    - Near End of Life (460-day lookback).
  - Physician Orders
    - Consults> MAY RECEIVE HOSPICE SERVICES (no days set).
- Surveyor - Hospitalization
  - Nurse Charting
    - Discharge/Transfer/LOA> emergency department, acute care hospital (460-day lookback).
  - Face Sheet
    - NH Status (or Status or SNF Status)> Acute care hospital (under Transferred To and Discharged To) (460-day lookback).
- Surveyor - Infections
  - Nurse Charting
    - INFECTION words in each of the body system topics (460-day lookback).

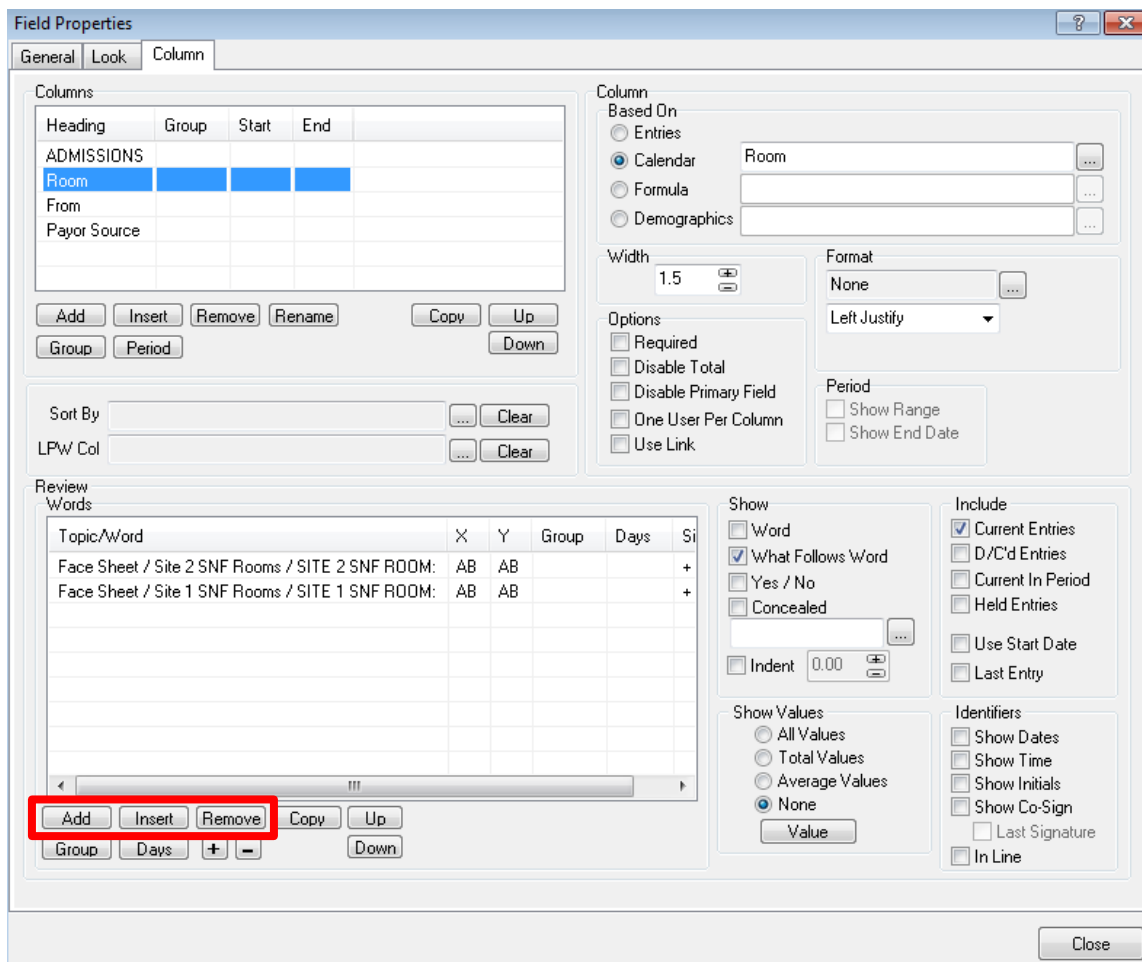
- McGeer's Criteria (460-day lookback). \*If you do not have this topic, but are interested in receiving it, please contact [clinical@american-data.com](mailto:clinical@american-data.com) approving the billable time of 15-30 minutes. We will then work on getting it merged into transferred in and integrated within your current nurse charting module.
    - Physician Orders
      - All the Antibiotic Categories (the list of these categories can be found within the Medications screen all the way off to the right-hand side). These should link up automatically if you are utilizing MediSpan (460-day lookback).
- Surveyor – Nurses Notes
  - All the Nurse Charting topics.
- Surveyor – Nutrition
  - Department Notes
    - Tray Cards (460-day lookback).
    - Dietary Notes (460-day lookback).
    - Dietary Assessment (K) (460-day lookback).
    - Nutrition Risk Assessment (460-day lookback).
    - Nestle MNA (460-day lookback).
  - Physician Orders
    - Diet/Supplement (no days set).
  - CNA
    - Breakfast, Lunch, AM Snack, PM Snack, Dinner (460-day lookback).
- Surveyor – Physician Notes
  - Department Notes
    - Physician Visits (460-day lookback).
    - Physician Assessment (460-day lookback).
- Surveyor – Pressure Ulcers
  - Nurse Charting
    - Wound Charting (or Wound Assessment)> PRESSURE INJURY, PRESSURE INJURIES ON ADMIT, AREA 1-AREA 10 (460-day lookback).
  - Physician Orders
    - Treatments (or Skin)> Wound Debridement (460-day lookback).
- Surveyor – Restorative Charting
  - Nurse Charting
    - Restorative Nursing Assessment (460-day lookback).
  - CNA
    - All RNA Plan topics (460-day lookback).
    - AM/PM/Night RNA (460-day lookback).
- Surveyor – Social Services Notes
  - Department Notes
    - Social History (460-day lookback).
    - Soc. Service Notes (460-day lookback).
    - Cognitive Patterns (460-day lookback).
    - Mood (460-day lookback).
    - Cornell Scale for Depression (460-day lookback).
    - Geriatric Depression Scale (460-day lookback).
    - SLUMS Exam (460-day lookback).

## Reports

Each of the merged in Reports will need to be reviewed by someone at the facility for accuracy. They are linked within our default database; however, once they are merged into a facility's database, there may be topics that do not link up due to customizations.

### To check your Reports for accuracy

1. Navigate using the menu options: **American Data-ECS>Setup>Report>Report Maker.**
2. Click the **Open** icon  and find the report that you'd like to edit and highlight it. Click **OK** to load it within the Report Maker screen.
3. Double click onto fields to check for accuracy.
4. If additional words need to be added or removed, use the **Add** or **Remove** button in the lower portion of the Field Properties.



**Field Properties**

General | Look | Column

Columns

Heading	Group	Start	End
ADMISSIONS			
Room			
From			
Payor Source			

Column Based On

Entries

Calendar Room

Formula

Demographics

Width: 1.5

Format: None

Left Justify

Options

Required

Disable Total

Disable Primary Field

One User Per Column

Use Link

Period

Show Range

Show End Date

Review Words

Topic/Word	X	Y	Group	Days	Si
Face Sheet / Site 2 SNF Rooms / SITE 2 SNF ROOM:	AB	AB			+
Face Sheet / Site 1 SNF Rooms / SITE 1 SNF ROOM:	AB	AB			+

Show

Word

What Follows Word

Yes / No

Concealed

Indent: 0.00

Show Values

All Values

Total Values

Average Values

None

Value

Include

Current Entries

D/C'd Entries

Current In Period

Held Entries

Use Start Date

Last Entry

Identifiers

Show Dates

Show Time

Show Initials

Show Co-Sign

Last Signature



In Line

Close

### Special considerations for Reports

- The **Daily Census Report** may already be in your system. If so, relink the Easy Access button to your current Daily Census Report rather than re-linking the newly merged in report. This button can be found within the Survey Entrance Checklist topic and is titled **^Census number**.



- The **EHR Information Sheet** specifies how to navigate to each area in the record, however, there is a portion that can be “hard coded” by the facility if they so choose. This is the bottom portion that asks for IT Contact and IT Backup Contact. To add this information onto your report, load the report using the above steps. Click onto the **Add New Field** icon  and select **Text**. Type in the information needed and click **Close**. Move the field to overlay on the lines to the right-hand side of IT Name or the Backup IT Name. Click the **Save** icon  to save changes made.

## Using the Survey Entrance Screen

Survey Entrance	Upon Entrance	Within 4 hours	End of Day 1	Within 24 hours	Exit
^ Survey Resources CMS Website	^ Census number (defaults to today)	^ 802 Matrix for all residents 802 Roster Matrix	^ EHR Information Sheet Select any name to load	^ 672 Census/Condition Survey Report - 672	
^ Entrance Conf. Worksheet Select any one name to load (08/2017)	^ 802 Matrix for new admits 802 Roster Matrix (Narrow client list down based on admit common task)	^ QAPI Plan Select QAPI name to load			
	^ Alpha. Resident Census (defaults to today)				
	^ Residents who are smokers (based on nursing's Smoking Assessment)				

## Miscellaneous Resources

- **Survey Resources**
  - Takes the user directly to the CMS website where all necessary survey tools are located. This includes the updated F-Tags, CE Pathways, etc.
- **Entrance Conference Worksheet**
  - This should be run on any one resident and is to be used as an informational tool. This gives facilities the guideline as to what is required to be provided to the survey team.

## Upon Entrance

- **Census Number**
  - This should be run on all Active and Hold residents. This will display the Daily Census Report which has graphs at the bottom to give facilities their total census number for the day it is ran on.
- **802 Matrix for new admits**
  - Once within the 802, click onto Clients and select all. The 802 at this time only needs to be provided on those residents whom have admitted within the last 30 days. Narrow down the clients to only those, by checking the box for **Admit Past 30 Days**.
- **Alpha. Resident Census**

- This should be run on all Active and Hold residents. This will display an alphabetically list of all residents to include their room number, unit, and current status. This report defaults to the day that it is ran on.
- **Residents who are smokers**
  - This report should be run on all Active residents. This will display all residents who are smokers based on the Nurse Charting>Smoking Assessment topic. There are two columns in this report that are not currently asked in the Smoking Assessment that we recommend facilities add into their existing one. The two new words would be: Designated Smoking Location and Designated Smoking Time(s).

### Within 4 Hours

- **802 Matrix for all residents**
  - Once within the 802, click onto Clients and select all.
- **QAPI Plan**
  - If your facility is using QAPI within ECS, this report can be run on the resident which the plans are documented on (typically a "QAPI" resident). This report will display only the plan itself and not include any of the evaluation/monitoring).

### End of Day 1

- **EHR Information Sheet**
  - This should be run on any one resident and is to be provided to the survey team. Surveyors also require instructions on how to log in and use ECS. You can refer to the **Surveyor Training Handout** for these instructions.

### Within 24 Hours

- **672 Census/Condition**
  - Once within the 672, click onto Clients and select all.