JCAHO Unannounced Survey
“Hit List”

Team Leads/Shift Leads - as soon as you hear the “Welcome JCAHO” message over the intercom:

1. Identify organizational and service line leaders available on Campus or Known designee in their absence. (See Departmental Readiness Plan).

2. Have available the following for each staff member to review:
   a. Mock Tracer Tool (w/completed responses),
   b. Current Patient Safety Goals
   c. JCAHO Action Plan
   d. PI Model with unit specifics

3. Walk all areas of department and correct any existing Environment of Care (EOC) and safety issues – use EOC survey as reference tool. Delegate corrective measures to support staff (See Action Plan for appropriate delegates).

4. Review all sterilization records for complete documentation and follow-up.

5. Remind staff about:
   a. Resource links on computers (Infection Control, Hospital Policies and Procedures, Patient Care Services Policies and Procedures)
   b. MCGHI Mission, Vision and Values
   c. Customer Service Standards