JCAHO Unannounced Survey
“Hit List”

Charge Nurses - 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 delegees).

4. Review all open and closed patient records for appropriate documentation and follow-up to include: history and physicals, surgical consent(s), nursing assessment(s), advanced directives, smoking cessation, appropriate abbreviations, teaching documentation, verbal orders and critical value identification.

5. Review departmental HR files for competency records, licensure, and performance appraisals.

6. Remind staff about:
   a. Resource links on computers (Infection Control, Hospital Policies and Procedures, Patient Care Services Policies and Procedures)
   b. MAXSYS – Method used for verifying physician privileges
   c. Order Comm – To send physician orders or requisitions to hospital based services (Lab, Pharmacy, Radiology, etc.)
   d. Downtime procedures – What paper work to use for documentation during computer outages.
   e. PowerChart – Medical records on line (old records, lab results, patient demographics, etc.)
   f. MCGHI Mission, Vision and Values
   g. Customer Service Standards