SAMPLE TEMPLATE
Behavioral Health Care and Human Services

DAY 1

Time	Survey Activity
8:00 – 9:00 a.m.	**Surveyor Arrival and Preliminary Planning Session** • Surveyor arrives at approximately 7:45-7:50 a.m., unless business hours indicate later opening time. • Organization staff should be prepared to: o Check their Joint Commission *Connect* extranet site to validate the survey event. o Find an area for surveyors to work and keep their belongings. o Share with the surveyor any current organization safety or security concerns and how the surveyor should respond if necessary. o Gather and begin providing documents to the surveyor for review including: ▪ Organization chart, if available ▪ Name, phone number, extension of organization representative assisting the surveyor(s) during the survey ▪ Map/Building Drawings for organization, if applicable/available ▪ Infection Control Plan ▪ Environment of care related documents: ▪ Fire drill records and critiques ▪ Reports of injuries to individuals served ▪ Reports of occupational illnesses and staff injuries ▪ Property damage or security incident reports ▪ Reports of environmental monitoring for deficiencies, hazards, or unsafe practices ▪ Emergency management plan and evaluations of exercises and responses to actual emergencies ▪ Reports or recommendations from external authorized agencies, such as accreditation, certification, or regulatory bodies. Regulatory body reports include, but are not limited to, licensing reports and local/state fire inspections. ▪ Annual, objective evaluation of organization's financial ability to provide care, treatment or services. ▪ Most recent culture of safety assessment and quality evaluation plan/data, if available
9:00 – 10:00 a.m.	**Opening Conference and Orientation to Organization** • Surveyor and organization leadership and staff introductions • Review the survey agenda and answer any organization questions • Learn more about the organization to help focus survey activities including, but not limited to: o Organization governance, management, and operations, o Leaders' planning and improvement priorities, o Resource allocation, and decision-making processes, o Contracted services, if applicable o Characteristics of the population and individuals being served, o Community involvement initiatives, o Assessing organization culture and safety.

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Time	Survey Activity
10:00 – 12:00 p.m.	**Individual Tracer Activity and Building Tour** The surveyor will evaluate your organization's compliance with standards as they relate to the care, treatment, or services provided to the individuals you serve by: • Touring and observing the environment evaluating the conditions and safety of individuals served and staff. • Selecting individuals to follow their course of care, treatment, and services from preadmission through post-discharge as applicable to the organization's programs. • Tracing the experience of individuals served through review of records of care, interviews with staff, interviews with the individual when possible, and observing the planning process and provision of care, treatment, and services.
12:00 – 1:00 p.m.	**Surveyor Lunch**
1:00 – 3:00 p.m.	**Individual Tracer Activity** • See description above
3:00 – 4:00 p.m.	**Infection Control, Environment of Care and Emergency Management Session** Surveyors will assess the organization's compliance with relevant standards and identify vulnerabilities and strengths in organization systems through discussion/review of: • Infection prevention and control planning and processes • Environmental safety, security, utilities • Information management – record-keeping systems and accessibility • Hazard vulnerability analysis • Emergency management planning, preparation, practice
4:00 – 4:30 p.m.	**Special Issue Resolution or Surveyor Planning/Team Meeting**

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DAY 2

Time	
8:00 – 8:30 a.m.	**Daily Briefing** Surveyors briefly summarize the survey activities completed the previous day, note potential non-compliance, and emphasize performance patterns or trends of concern that could lead to findings of non-compliance.
8:30 – 9:30 a.m.	**Leadership and Data Use Session** Surveyors will evaluate compliance with standards through discussion of organization-specific examples of: • Leaders guiding and overseeing the collection and use of data for monitoring the safety and quality of care, treatment, and services provided to individuals served. • Progress on the journey to high reliability in terms of leadership's responsibility for creating and maintaining a culture of safety. • Leadership's commitment to improving organization systems and processes. • Performance improvement efforts such as ongoing monitoring, in progress and completed projects and results.
9:30 – 11:00 a.m.	**Individual Tracer Activity**
11:00 – 12:00 p.m.	**Competence Assessment Session** The surveyor will want to discuss and learn about the organization's qualifications, orientation, education, training, and competence assessment processes for staff working at the organization (employees or under contract) Surveyors will request a sample of staff files for review and validation of the discussion and to follow-up on information gathered during tracer activity.
12:00 – 1:00 p.m.	**Surveyor Lunch**
1:00 – 2:00 p.m.	**Individual Tracer Activity (as needed)**
2:00 – 3:30 p.m.	**Surveyor Report Preparation** Surveyors compile, analyze, and organize the data collected during the survey into a report reflecting your organization's compliance with the standards.
3:30 – 4:30 p.m.	**CEO Exit Briefing and Organization Exit Conference** Surveyors will: • Review the survey findings as represented in the Summary of Survey Findings Report. • Discuss any concerns about the report with the CEO/Administrator. • Determine if the CEO/Administrator wishes to have an Organization Exit Conference.

Please Note: The Life Safety Code® Building Assessment will be incorporated into Individual Tracer Activity, as applicable.