

## Long-Term Care Survey Alert

### **SURVEY MANAGEMENT: Use A One-Stop Approach To Securing Medical Director Documentation**

**Here's a way to access everything you need in the heat of the survey.**

When surveyors start taking notes about your medical director's poor performance, show them you have a notebook of your own to dispel their notions.

**TSW Management Group** is developing a notebook format for its nursing facilities that will consolidate a number of items, including a sheet the medical director signs each time he or she comes to the facility. Other items in the notebook will include:

- Any new policies and procedures, which the medical director will sign at the bottom acknowledging that he or she reviewed and approved it.
- Quality assurance committee minutes and any new suggestions for protocols.
- The overall pharmacy review for the facility.

"The medical director will review and sign off on what's in the book," says **Kathy Hurst, JD**, director of healthcare operations for Anaheim Hills, CA-based nursing home management company. "That way, when surveyors say the medical director isn't involved, we can say yes he/she is, here's the notebook showing that the person signed off on x, y and z," she adds.

The notebook will also sidestep the problem where the medical director can't recall if the staff conferred with him some time ago about a policy and procedure or other issue, says Hurst. "The notebook is intended to protect both the facility and the medical director."