



Accreditation & Licensure

WHAT TYPES & COMPLIANCE

Surveys

▶ Accreditation

- ▶ Currently MCH uses DNV as our accrediting organization
- ▶ They do onsite/virtual surveys every year (last survey Nov 2020)
 - ▶ New survey expected between July and September 2021
 - ▶ Initial DNV Stroke Certification survey expected in March 2021

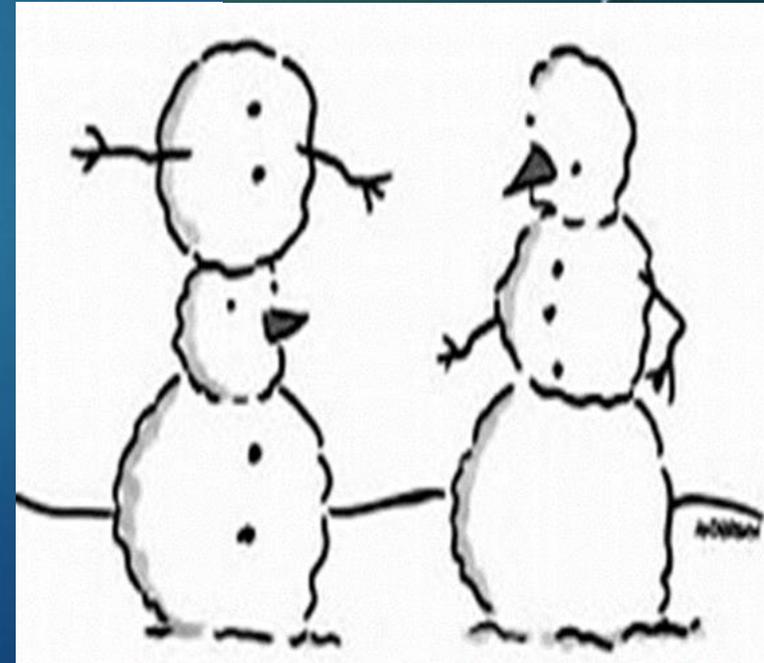
▶ Other

- ▶ Surveys for disease specific programs & our trauma services
- ▶ Also the state can come in for *complaint surveys at anytime*

What can you do?

- Look around your area –
- It's the **small things** that in our environment that go unnoticed
- However, **these are the things that are noticed** by patients and families
- Think of yourself in a restaurant, waiting & looking around...
 - Yeah, it's **those things...**

▶ IF it doesn't look right – let someone know



All these things were cited by DNV in November and/or during other previous surveys

- ▶ Tape residue on carts
- ▶ PPE in designated “clean” areas (ie food/drink areas)
- ▶ Exit paths not clearly marked
- ▶ Compressed gas cylinders not individually secured
- ▶ Emergency pull cords in bathrooms – found looped around the assist bars
- ▶ Nutrition rooms should be clean and tidy & labels on patient food
- ▶ Expired Broselow Tape on carts

Report a Patient Safety Event

Do you have a patient safety event or concern about a health care organization?

How do you file a concern?

- ▶ <https://www.dnvglhealthcare.com/patient-complaint-report>
- ▶ Fax: 513-947-1250
- ▶ Phone: 866-496-9647



ANY
QUESTIONS?

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