On-Site ANNUAL Survey Steps

Step 1: Once you receive the ***Annual Survey Visit Alert*** email, submit the following materials to the CAHC office:

- Provider Profile
- Copy of current agency license
- Copy of Director of Nursing license and resume
- Current organizational chart
- New or revised policies or job descriptions

Step 2: The CAHC surveyor will call your agency to schedule specific dates for the on-site survey. Please do not order any food or beverages for the surveyor on the day of the survey.

Step 3: Prior to the survey date, complete the following to prepare for the visit:

- Conduct a pre-audit survey of files and documents to make sure all client and personnel files and documents are signed, filed and organized
- Test your on-call system
- Review your agency Policy Manual
- Choose a staff member person to answer questions and provide information on the day of the survey
- Make sure surveyor has directions, parking instructions and any other location specifics
- Set aside a quiet,comfortable room for the surveyor to work
- If using electronic records, choose a staff member to assist during the survey
- Ensure the staff member is well versed how to access the electronic records

Step 4: On the day of the survey, have the CAHC Manual and the following materials set aside for the surveyor:

- Updated employee statistics including dates of first case (DOFC) for CHHA's & first day of work for Nursing Supervisors
- Client census including number of current clients, their funding or billing source, first date of care (SOC)
- Original HCSF license
- Liability insurance policy
- WR-30 form for most recent quarter
- Agency advertising and marketing materials
- Agency Policy Manual
- Copies of any new or revised policies, forms or job descriptions
- In-service schedules and sign-in sheets
- On-call schedules/On-call Documentation Log
- Performance Quality Improvement documentation
- Risk Management documentation

Helpful Tip:

Use a tab system or file folder to organize client and personnel files so documents are easier to find! Documents in client and personnel folders should be filed in the same order.