

On-Site INITIAL Survey Steps



Step 1: After your completed application is submitted and reviewed, the CAHC office will email the ***Initial Survey Confirmation letter*** with the name of your surveyor.

The surveyor (not the CAHC office) will contact you to schedule the time and date of your survey.

Please do not order any food or beverages for the surveyor on the day of the survey.

Step 2: To prepare for your survey, complete the following prior to 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 on day of survey
- Ensure the staff member is well versed how to access your electronic records

Step 3 : On the day of the survey, have the CAHC Manual and the following materials set aside for the surveyor:

- Updated current employee list 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 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.