

Purpose:

To provide a process for cancellation and/or rescheduling of a Pennsylvania Trauma Systems Foundation (PTSF) site visit due to the absence of one or more survey team members. This includes consultative and accreditation visits.

See "Additional Information" section of this policy offering further clarification for level III and level IV trauma centers.

Procedure:

1. Level I and II Trauma Centers:

- a. In the event one surveyor is unable to attend the visit—for any reason—and notifies PTSF greater than 24 hours prior to the site visit, the trauma center will be able to choose between Option #1 and Option #2, outlined below.
- b. In the event one surveyor is unable to attend the visit—for any reason—and notifies PTSF *less than* 24-hours prior to the site visit and other team members have already begun to arrive in Pennsylvania (i.e., flight cancellation due to weather/disaster), the process in Option #1, outlined below, will be required.

2. Level III Trauma Centers:

- a. Since level III survey teams have only one surgeon, if the Trauma Surgeon Team Leader is unable to attend the visit—for any reason—the process in Option #2, outlined below, will be required.
- b. If the Emergency Medicine Physician or Registered Nurse surveyor was unable to attend the visit—for any reason—and notifies PTSF greater than 24 hours prior to the site visit, the trauma center will be able to choose between Option #1 and Option #2, outlined below.
- c. If the Emergency Medicine Physician or Registered Nurse surveyor was unable to attend the visit—for any reason—and notifies PTSF *less than* 24 hours prior to the site visit, and other team members have already begun to arrive in Pennsylvania (i.e., flight cancellation due to weather/disaster), the process in Option #1, outlined below, will be required.

3. Level IV Trauma Centers:

- a. Since level IV site visit teams have only two members, if one of the team members is unable to attend, the process in Option #2, outlined below, will be required.

4. In the event all surveyors are unable to attend the visit—for any reason—the process in Option #2, outlined below, will be required.

Cancellation/Rescheduling Options:

1. Option One (#1):

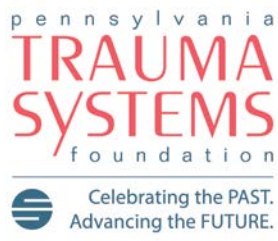
Level I, II and III Trauma Centers: Continue with the scheduled visit with the remaining survey team members. PTSF staff member(s) would then return for an additional site visit, along with the remaining team member.

- a. This additional, rescheduled visit would occur during the current deliberation cycle.
- b. Every attempt would be made to have the previously scheduled surveyor; however, if this surveyor were unable to return to the trauma program site, adherence to Policy AC-119 "Surveyor Selection Criteria" would occur.
- c. The return visit would "mirror" the site survey day in every aspect possible, including the time schedule.
- d. The surveyor on the return visit would have the opportunity to review the previous survey team member's written comments on assigned significant issues, requested queries and overall summary comments.
- e. A conference call would be scheduled (during the return site visit) between the surveyor on-site and the survey team members that participated in the scheduled site visit.
- f. This entire process would be confirmed/outlined in writing prior to the return visit.
- g. Only one hospital per day would be visited by the solo surveyor.
- h. No additional costs/fees/expenses will be incurred by the trauma program

2. Option Two (#2):

Cancel the previously scheduled visit and reschedule to a later date. PTSF staff members and surveyors will complete the site visit on the rescheduled date.

- a. The rescheduled date would occur during the current deliberation cycle. If this were not possible, the PTSF Board of Directors (Board) and/or PTSF Executive Committee would meet to discuss further options, if necessary.
- b. Every attempt would be made to have the previously assigned surveyors at the rescheduled date; however, if any survey team member were unable to attend the site visit on the rescheduled date, adherence to Policy AC-119 "Surveyor Selection Criteria" would occur.
- c. The rescheduled date would follow all aspects of the "Site Survey Guidebook."



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- d. This entire process would be confirmed/outlined in writing prior to the rescheduled date.
- e. No additional costs/fees/expenses will be incurred by the trauma program.

Approved by PTSF Board of Directors:

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Juliet Altenburg, MSN, RN—Executive Director