

# Policy AC-133

## Survey Team Member Attendance/Cancellation for Surveys

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### Purpose:

To provide a process for modifying or rescheduling a Pennsylvania Trauma Systems Foundation (PTSF) survey or consultative visit due to the absence of one or more survey team members. This includes virtual surveys, on-site surveys, consultative visits, and mid-cycle panel reviews, all of which will be referred to as an “event” in this policy.

### Procedure:

1. In the case one or two surveyors are unable to participate in person, but are able to participate virtually:
  - A. The hospital has the option to have the remote surveyor(s) participate virtually, with the PTSF staff and remaining surveyor(s) on site.
    - i. Meetings: The hospital may select the video conferencing platform (audio and video capabilities) or utilize a PTSF platform for all meetings.
    - ii. Medical record review:
      - a. The hospital may elect to proceed with same day virtual medical record review.
      - b. The hospital may elect to reschedule the virtual medical record review to another day at the agreement of the PTSF, surveyor and hospital. This must occur within two weeks.
      - c. The surveyor will sign the PTSF HIPPA and Virtual Agreement document.
      - d. A PTSF staff member will facilitate the virtual medical record review portion.
  - B. If the hospital chooses not to have the surveyor(s) participate virtually, the process outlined below in #2 will be followed, having the surveyor(s) reschedule to another day to participate in person.
2. In the case one (Level I-IV) or two (Level I-III) surveyors are unable to participate in a scheduled event either in person or virtually:
  - A. Continue the scheduled event with the remaining survey team member(s). PTSF staff would then return at a later date along with the remaining survey team member(s).
    - i. Every attempt would be made to find a replacement surveyor for the original date to avoid a repeat visit.
    - ii. This additional, rescheduled event 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.
    - iii. Every attempt would be made to have the previously scheduled surveyor(s) attend the additional event; however, if unable to attend, a new surveyor(s) would be selected in adherence to policy AC-119: Surveyor Selection Criteria.
    - iv. The additional event would mirror the original event in every aspect possible, including the time schedule.
    - v. The surveyor(s) on the additional event would have the opportunity to review the previous survey team members' comments on assigned significant issues, requested queries and overall summary comments.
    - vi. A conference call would be scheduled between the surveyor(s) at the additional event and the survey team members who participated in the original event to discuss findings.
    - vii. This entire process would be confirmed/outlined with the trauma program prior to the return event.

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- viii. No additional costs/fees/expenses will be incurred by the trauma program.
- 3. In the case all surveyors are unable to participate in the scheduled event either in person or virtually:
  - A. Cancel the previously scheduled event and reschedule to a later date. PTSF staff and surveyors will complete the event on the rescheduled date.
    - i. The rescheduled event would occur during the current deliberation cycle. If this were not possible, the PTSF Board or PTSF Executive Committee would meet to discuss further options.
    - ii. Every attempt would be made to have the previously assigned surveyors at the rescheduled event however, if any survey team member were unable to attend the event on the rescheduled date, a new surveyor would be chosen in adherence to policy AC-119: Surveyor Selection Criteria.
    - iii. The rescheduled event would adhere to a normal time schedule and will follow all aspects of the appropriate "Survey Guidebook."
    - iv. The entire process would be confirmed/outlined with the trauma program prior to the rescheduled date.
    - v. No additional costs/fees/expenses will be incurred by the trauma program.

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Approved by PTSF Board of Directors and/or Executive Committee:

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