

# Virtual Survey Guidebook

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PENNSYLVANIA TRAUMA SYSTEMS FOUNDATION

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p e n n s y l v a n i a  
**TRAUMA**  
**SYSTEMS**  
f o u n d a t i o n

# VIRTUAL SURVEY GUIDEBOOK

The information in this guidebook assists Trauma Centers with virtual site survey preparations, and acts as a supplement to the Site Survey Guidebook. This material was gathered based on Pennsylvania Trauma Systems Foundation (PTSF) staff observations, comments received from hospitals, suggestions received from site surveyors, and recommendations from the PTSF Board of Directors. In addition to this guidebook, please refer to the following additional resources:

- [Site Survey](#) page on the PTSF website
- [Site Survey Guidebook](#) with additional details about meeting participants and policy compliance
- [Trauma Accreditation Resources](#) page on the PTSF website
- [Home page](#) of the PTSF Central Site Portal; login required

The PTSF hopes that with advance preparation by both the hospital and Site Survey Team, the survey day will flow smooth, provide surveyors with the opportunity to engage in open dialogue, and allow Surveyors to gather information on the Trauma Program, system operations, clinical care, and performance improvement (PI). The collection of this information, and the surveyors' recommendations are provided to the PTSF Board of Directors (Board). The Board ultimately determines if the Trauma Center meets the PTSF Standards of Accreditation.

Please share this guidebook with everyone involved in site survey preparations and the actual site survey. Feel free to contact the Pennsylvania Trauma Systems Foundation (717-697-5512) if you have any questions.

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## PRIOR TO VIRTUAL SURVEY

### Virtual Survey Eligibility

Virtual survey participation is optional. A virtual survey is offered to eligible Trauma Programs during the scheduling process, which occurs approximately one year prior to an expected survey. Eligibility requirements include the following:

1. The Trauma Center has been continuously accredited by the PTSF for  $\geq 10$  years.
2. The previous deliberation outcome granted the Trauma Center a three-year accreditation certificate.
3. The last Accreditation Report does not contain significant issues in the following categories:
  - a. Clinical Care
  - b. Performance Improvement and Patient Safety Process (lack of issue identification, actions, or event resolution)
  - c. Commitment
4. The previous survey was completed on-site.

Refer to Policy AC-141: Level I, II & III Virtual Survey for additional details.

### Trauma Center Fees

Fee details are available on the PTSF website in the [Fee Schedule](#) section of the Resources page. The PTSF Board of Directors approves fees annually. Invoices are emailed to hospitals annually (November).

### Required Submissions

In addition to the AFS, hospitals must submit the following forms to the PTSF prior to survey:

1. Virtual Site Survey Schedule & Participants – Provides logistical, meeting link, and participant information. The Virtual Site Survey Schedule & Participants form is due to the PTSF via email three weeks prior to the survey date. The PTSF Staff provides this document to the Trauma Center.
2. Alternate Pathway Provider Medical Record Form – Applicable only for hospitals with providers granted a temporary or permanent approval for an Alternate Pathway. This document highlights the medical records (from the list of preselected medical records) that include instances of Alternate Pathway Provider involvement in patient care. The form is due to the PTSF, via email, one week prior to the survey date.
3. Copy of the Hospital Presentations - PDF format, due to the PTSF staff, via email, one week prior to the survey date.

### Participants

The meeting participants are identical to a traditional site survey.

## VIRTUAL SURVEY SCHEDULE

The following section contains time schedule samples for the survey day. **Please keep in mind that the times may change on the survey day based on the time it takes for the Surveyors to accomplish their tasks for each session.** If there are any changes to the survey time schedule, the PTSF staff will communicate these changes with the trauma center staff as soon as possible. In some circumstances, the Survey Team is ready to begin survey day sessions early, therefore, hospital participants should be prepared to begin a session early.

### TYPICAL Virtual Site Survey Schedule: Level I, II and III

DAY 1		
TIME	ACTIVITY	Meeting Link
0800 - 0900	Private PTSF & Survey Team Meeting	PTSF provides link
0900 - 0930	Hospital Opening Conference & Virtual Tour	Hospital provides link
0930 - 1015	Significant Issue Presentation (if applicable) and Performance Improvement Overview	Hospital provides link
1015 – 1030	Break and transition time	
1030 – 1115	Physician Group Meeting	Hospital provides link
	Nursing & Collaborative Services Group Meeting	Hospital provides link
1115 – 1120	Transition Time	
1120 – 1300	Medical Record Review	Hospital provides 1 link per surveyor, and 1 additional link
1300 – 1330	Lunch Break	
1330 – 1400	Private PTSF & Survey Team Meeting	PTSF provides link
1400 – 1700	Medical Record Review Continues	Continue above links from MRR
DAY 2		
TIME	ACTIVITY	Meeting Link
0800 – 1100	Medical Record Review Continues	Continue above links from MRR
1100 – 1200	Private PTSF & Survey Team Discussions	PTSF provides link
1200 – 1230	Leadership Closing Meeting	Hospital provides link

## VIRTUAL SURVEY SCHEDULE

There is a considerable amount of information to cover on survey day. Surveyors are oriented to Pennsylvania's survey process, time schedule, and their individual responsibilities prior to survey day. Please share this information regarding the time schedule with all staff participating in the site survey process. While open dialogue is encouraged, please provide clear, concise responses to questions. Provide documentation and/or examples to answer the question or to resolve issues. Please recognize that the Surveyors adhere to a strict time schedule and may find it necessary to move on to another issue.

There are occasions when Surveyor(s) require additional time to complete the review. If the Survey Team anticipates that additional time is required with a schedule adjustment, hospital staff are notified as soon as possible.

The PTSF staff will provide the Trauma Program with the survey schedule. The Survey Team may modify the schedule to accommodate an earlier/later start time, additional time for a session, or to include special survey schedule items based on the applicant hospital's status. Schedules often change for hospitals without significant issues or for hospitals with multiple significant issues. Please contact your PTSF Site Survey Lead to request modification of the provided survey schedule, if applicable.

### Virtual Survey Day Schedule Details

Virtual surveys occur with the use of video conference platforms, for example, ZOOM, Microsoft Teams, WebEx, GoToMeeting, etc. Trauma Centers may utilize their preferred video conference platform for all sessions that include the hospital and Survey Team. The trauma center will provide the links for the Survey Team to the PTSF Site Survey Lead approximately 10 days (two-weeks) prior to the survey date. The PTSF will utilize their own video conferencing platform link for private sessions with the survey team. To facilitate a smooth flow to the day here are some recommendations:

- Assign one person as the Video Meeting Coordinator (VMC) for each meeting (not the TPM or TPMD. The PTSF recommends IT personnel, administrative assistant, etc. for this role. This person helps to ensure that remote participants are on time, connected, and have functioning video/audio capabilities.
- Participants must join virtual meetings 15 minutes prior to meeting start. This allows time for the VMC to ensure the participants' video/audio function properly.
- During the Physician Group Meeting and the Nursing and Collaborative Group Meeting, all participants will turn on their video camera.
- Participants not presenting, or not answering a question, are requested to keep their microphone muted to eliminate background noise.
- Ensure remote participants are as engaged as they would be if they were in person. For example, limit multitasking and ensure attention is devoted to the survey meeting.

### Hospital Opening Conference & Virtual Tour

The virtual tour is not a live tour. Either a photo tour or pre-recorded video tour is acceptable. The

tour must include the resuscitation room/trauma bay. The PTSF also recommends the inclusion of the helipad, operating room, inpatient units where trauma patients are admitted, and radiology.

### Significant Issue and Performance Improvement Overview

Please use the same video conferencing link used for the Opening Conference & Virtual Tour.

### Physician Group Meeting/Nursing & Collaborative Services Group Meeting

These meetings occur simultaneously, therefore, the meetings require two separate meeting links. One PTSF staff member will be present in each meeting. Each participant must appear on video; therefore, each participant must sign in separately, and not participate together in one room.

### Medical Record Review

Selected medical record information must be available electronically. This includes pre-hospital documentation and PI documentation. In a virtual survey, the surveyors will view medical records and PI documents through the video conference platform. The hospital must assign a chart navigator for each Surveyor (three chart navigators total). The chart navigator will have the electronic medical record and electronic copies of PI documents open on their computer and share their screen on the video conference platform. With the assistance of the chart navigator, the Surveyor will view the electronic medical record and PI documents. If the video conference platform has the capability to share control of the mouse, the PTSF prefers for the Surveyor to have control of the mouse. This will facilitate their ability to efficiently review medical records as they would be able to scroll through pages and documents as if on-site. The chart navigator other hospital personnel must remain on the video conference platform through the entire medical record review.

The hospital will provide a video conference link for each Surveyor for the medical record review. and The PTSF staff will also require a link to view the PI documents if another method for sharing PI documents with the PTSF staff is not utilized. An alternative method for sharing PI documents with the PTSF staff can be arranged with your PTSF Site Survey Lead. Participants on each of the three surveyor links include:

- 1 Chart Navigator from the hospital
- 1 Surveyor
- 1 PTSF Staff Member
- Additional hospital staff as determined by the Trauma Program

## Medical Record Review

Participants on the PTSF staff link include:

- 1 Chart Navigator from the hospital
- 1 PTSF Staff Member

The TPM and TPMD must be available to participate in discussions and able to answer questions with any of the three Surveyors or the PTSF staff during medical record review. The PTSF recommends that all chart navigators and computers are in the same room, or in close proximity, to ensure ease of movement and communication. Chart navigators must be prepared to consult the TPM, TPMD, or other hospital personnel at the Surveyors' request. If the chart navigator uses a headset (combined headphone and microphone), the PTSF recommends a second headset for each computer so the TPM, TPMD, or other individual may periodically participate in the conversation.



## PI DOCUMENTS

PI documents must be available electronically for the Surveyor to view. At a minimum, an electronic PI folder for each selected medical record must include a PDF file of the OUTCOMES: Survey Summary Printout (preferred) or another Case Summary from Pa V5 Outcomes. Please ensure any documents that support loop closure are included in the PI folder. Paper PI documentation must be scanned and saved to the computer as a PDF file. Additional supporting PI documentation may be saved either in PDF format in the electronic PI folder or combined with the Case Summary into one PDF file. Please clearly label all PI documents.

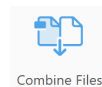
Chart navigators in each separate conference link need access to view PI documents for all selected medical records. The PTSF recommends each medical record file be named with the patient's trauma number. The PTSF staff also need access to view PI documents when processing the completed medical records in the Site Survey Software. Access may be granted remotely by the hospital to a cloud-based folder (for example, Microsoft SharePoint, Google Drive, etc.). The trauma center must provide, in an email prior to site survey day, the remote access via a fourth video conference platform link. During the site survey, the chart navigator assigned to the PTSF staff will share their screen with the PI documents. The trauma center and the PTSF Site Survey Lead will finalize the method for sharing PI documents during preparation for site survey day.

In preparation for the site survey, the Outcomes: Survey Summary Printout and the Case Summary from Pa V5 Outcomes Report Writer will initially open in a text program such as Microsoft Word. If necessary, you may edit the document while it is in Microsoft Word format. Edits may include highlighting issues to make them easier to find. To save the finalized Microsoft Word document as a PDF file choose one of the following:

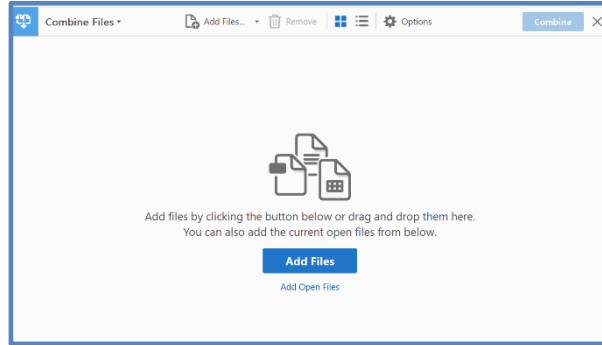
- Go to "File," then choose "Save as Adobe PDF"
- Go to "File," choose "Print," from the Printer dropdown menu select "Print to PDF"


If all PI documents are combined into one PDF in Adobe Acrobat, the process for labeling each portion includes the following steps:

- In Adobe Acrobat go to "Tools"
- Choose "Combine Files"



- Add all documents and click "Combine"



- Tab the new combined PDF
- In Adobe Acrobat go to “View,” then go to “Show/Hide,” then go to “Navigation Pane,” choose “Bookmarks”
  - a. An alternate way to get there: Click F4
  - b. An alternate way to get there: Click on the arrow on the left side of the screen
- Each file that was combined will be listed here in the Bookmarks
- You can change the title of each file here by double clicking on it
- Do not see a bookmark on a file where one needs to be? While on the page that you want to bookmark, choose  from the Bookmarks toolbar
- Example of final bookmarks:



## CONCLUSION

This publication provides details specific to the PTSF virtual survey process and is a supplement to the 2023 Site Survey Guidebook. The PTSF staff is available to answer questions regarding the virtual survey process as the Trauma Program prepares for survey day.