August 2, 2016

TO: Emergency Management Advisory Committee Members

FROM: Debby Rogers, VP Clinical Performance and Transformation

SUBJECT: CDPH Licensing and Certification Hospital Relicensing Survey

SUMMARY

Relicensing Survey Information
The California Department of Public Health Licensing and Certification (L&C) program has developed and implemented a new general acute care hospital relicensing survey (GACHRLS). The new survey will evaluate the facility's compliance with statutory and regulatory requirements addressed in Title 22 and the Health and Safety Code. CDPH states the survey will focus on quality of care.

Each survey will consist of a review of nursing and pharmacy as well as identified past compliance concerns. L&C will review 3 years of past compliance including deficiencies and associated plans of correction; all of which could be areas of focus during the survey.

The survey will review the basic services provided by the hospital and any supplemental services or outpatient services. Hospitals should be prepared to provide a full list of services and locations to the survey team including outpatient services. The survey will also review any flex approvals the hospital has been granted to ensure the hospital and L&C have the same flexes.

The survey is intended to evaluate compliance with statutory and regulatory requirements and can include any requirement in Title 22 or the Health and Safety Code. Each survey will also review staffing when visiting nursing units to evaluate if requirements are met. Review and verify supplemental services listed in the facility’s file and on license. The survey team may visit any location within the hospital or any of its outpatient services locations including: various department services and locations, inpatient/outpatient care areas, complex outpatient care/supplemental service locations and observations of care/services provided. In addition, surveyors will interview staff, physicians and others to verify survey team observations and will perform document and record review.

CDPH L&C has developed a public website with available resources on the new survey process: http://www.cdph.ca.gov/programs/LnC/Pages/GeneralAcuteCareRelicensingSurvey.aspx
**Hospital Preparation**

Hospitals should review all past compliance issues (including all 2567s, plans of corrections, etc.). In addition, review every complaint, entity-report incident or breach of medical information reported. Review all plans of correction (POC) for compliance with the POC accepted by L&C.

Hospitals should review all policies and procedures (P&P) as L&C will hold the hospital and staff accountable to follow the P&P. Staff may be interviewed about situations to identify that staff know and follow the P&P. Hospitals are encouraged to review the Medication Error Reduction Program (MERP) survey process (and past compliance), Patient Safety Licensing Survey (and past compliance) and nurse staffing. Hospitals should review all flexes and all supplemental services and be prepared to share them with L&C.

CHA’s California Hospital Survey Manual – A Guide to the Licensing & Certification Survey Process is another resource for hospitals to better understand the survey process manual includes:

- Details on procedural changes in the survey process
- Key components of a survey, and related processes and procedures
- Preparing for state and federal surveys
- Possible outcomes, adverse actions, plans of correction and more

**ACTION REQUESTED**

- To discuss and review CDPH relicensing survey information.