



Iowa Center for Home Care

## **IC Remote Surveys Entrance – 4/15/20**

*The Department has provided general guidance to surveyors when completing a focused review of the critical elements associated with the transmission of COVID-19. HHA surveyors have been instructed to identify those survey activities which can be accomplished off site and to minimize the impact on providers while working with administrators for getting the information.*

*Many times when the surveyor initiates the survey, they will contact the agency and ask for the administrator. When the administrator is working remotely or not available and the surveyor will leave a message for the administrator to contact them, when convenient.*

*Random interviews of patients and each discipline that provides services for the HHA are conducted; and surveyors will leave a message for the interviewer and ask that the staff/patient contact the surveyor at a time that is convenient for them.*

*Frequently the surveyors have received a text message back in response with what time would be best for the person being interviewed to be contacted.*

*Thank you for everything you are doing to keep your patients/staff safe!!!*

Have you performed a self-assessment? If yes, please send a copy of your self-assessment with the items we are requesting.

We are performing the surveys offsite for Infection Control to limit interruptions to the care you provide. This requires us to have you send us via email the following things:

1. A list of all current staff with phone numbers and staff's titles (both direct employees and contract staff)
2. A list of all current patients with dx, services provided, and phone numbers
3. An email address, who to correspond with
4. Staff education provided regarding infection control/Covid-19
5. Written standards, policies, and procedures regarding: undiagnosed respiratory illness and Covid-19
6. Emergency Preparedness policy for a Pandemic
7. Policy for when to implement emergency staffing
8. Policy for cleaning and disinfecting
9. Complaints related to infection control for the past 3 months
10. QAPI report related to undiagnosed respiratory illness and Covid-19 for past 3 months

We understand that this may take some time to gather, but would like this information to us as soon as possible. If possible, we would like the current staff list and the current patient list first, so interviews can be initiated.