

DAY 1: MONDAY, 31st OCTOBER 2022

SURVEYOR	GUIDE	SCRIBE	ACTIVITY	CCAD REPRESENTATIVES	VENUE
ALL SURVEYORS	All	All	07:45 - 08:00 Team Meeting with Survey Coordinator to discuss logistical support issues and requirements.	Dr Samer Ellaham, Cassandra Horack, Dr Jeffrey Chapman, Davina Lewis	C-P2-938
			08:00 - 08:20 Opening Conference, Introduction and Agenda Review	C-Suite Members, All Institute Chairs and Department Chiefs, All Directors, All Managers, Institute Administrator, Unit Nurse Managers, Asst. Nurse Managers (All in Leadership Monthly meeting) Clinical Improvement Team	Auditorium/ Ms Teams
			08:20 - 09:00 Orientation to the Organization's Services		
			09:00 - 10:00 Leadership for Quality and Patient Safety – and Culture of Safety - Part One	C-suite Members, Dr Samer Ellaham, Cassandra Horack, Dr Jeffrey Chapman, Davina Lewis	C-07-302
			10:00 - 12:00 Document Review	Dr Samer Ellaham, Cassandra Horack, Dr Jeffrey Chapman, Davina Lewis	C-P2-938
12:00 - 13:00 SURVEYORS WORKING LUNCH					
Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	13:00 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	13:00 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Mr. Robert Christmas Administrator Surveyor	Sara AlAmeri	Lina Jadallah, Hussam Jaber	13:00 - 16:00 Facility Management and Safety Document Review and Facility Tour	All EOC Committee Members All FMS Chapter Leaders, Mohammed Khan, Sara Alameri, Hussam Jaber, Lina Jadallah, DL-EOCCOMMITTEE, Deepak Nair	Hospital Ballroom
ALL SURVEYORS	-	-	16:00 - 16:30 Meeting with Survey Coordinator	Dr Samer Ellaham, Cassandra Horack, Davina Lewis	C-P2-938
DAILY DEBRIEFING	ALL	ALL	16:30 - 17:00	Dr Samer Ellaham, Cassandra Horack, Davina Lewis, Dr Jeffrey Chapman, Noreen Tejano, Jessy Correa, Sophia Sebo, Sheikha Alhanaee	C-P2-926

JOINT COMMISSION INTERNATIONAL (JCI) SURVEY AGENDA, Cleveland Clinic Abu Dhabi
31st OCTOBER – 4th NOVEMBER 2022

DAY 2: TUESDAY, 1st NOVEMBER 2022

SURVEYOR	GUIDE	SCRIBE	ACTIVITY	CCAD REPRESENTATIVES	VENUE
ALL SURVEYORS	ALL	ALL	08:00 - 09:00 Daily Debriefing	C-Suite Members, All Institute Chairs and Department Chiefs, All Directors, All Managers, Institute Administrator, Unit Nurse Managers, Asst. Nurse Managers (All in Leadership Monthly meeting) Clinical Improvement Team	Auditorium/ Ms Teams
Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	09:00 - 12:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	09:00 - 12:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Mr Robert Christmas Administrator Surveyor	Sara AlAmeri	Lina Jadallah, Hussam Jaber	09:00 - 12:00 Facility Management and Safety Document Review and Facility Tour	All EOC Committee Members All FMS Chapter Leaders, Mohammed Khan, Sara Alameri, Hussam Jaber, Lina Jadallah, DL-EOCCOMMITTEE, Deepak Nair	Hospital Ballroom
12:00 -13:00 SURVEYOR WORKING LUNCH					
Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	13:00 – 15:00 Medical Staff Education Qualification Session - OPSA	Dr Nizar Zein; Dr Mumtaz Khan; Pascale Anglade; Amina Al Ibrahimy; Alaa AlQadi; Meenu Mynam; Dr Mahdi Shkoukani; Brian Alvarado; Saniya Khan; Minna Kemppainen; All Institute Chiefs	C-07-302
			15:00 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	13:00 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Mr Robert Christmas Administrator Surveyor	Adam Bennett, Dr Jeffrey Chapman	Louise Stoner, Elizabeth Spyropoulos	13:00 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
ALL SURVEYORS	-	-	16:00 - 16:30 Meeting with Survey Coordinator	Dr Samer Ellaham, Cassandra Horack, Davina Lewis	C-P2-938
DAILY DEBRIEFING	ALL	ALL	16:30 - 17:00	Dr Samer Ellaham, Cassandra Horack, Davina Lewis, Dr Jeffrey Chapman, Noreen Tejano, Jessy Correa, Sophia Sebo, Sheikha Alhaneaee	C-P2-926

DAY 3: WEDNESDAY, 2nd NOVEMBER 2022

SURVEYOR	GUIDE	SCRIBE	ACTIVITY	CCAD REPRESENTATIVES	VENUE
ALL SURVEYORS	ALL	ALL	08:00 - 09:00 Daily Debriefing	C-Suite Members, All Institute Chairs and Department Chiefs, All Directors, All Managers, Institute Administrator, Unit Nurse Managers, Asst. Nurse Managers (All in Leadership Monthly meeting) Clinical Improvement Team	Auditorium
Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	09:00 - 11:00 Organ and Tissue Transplant Services Interview and Tracer	Abeer AlBlooshi, Dr Luis Campos, Dr Giuseppe Iuppa, Dr Shiva Kumar, Dr Baraa Abduljawad, Dr Cristiano Quintini, Liliana Camilo, Salwa Hashhash, Dr Ammar Abdulbaki, Bashir Sankari, Basima Al Kaddah, Israa Hadaib, Dr Usman Ahmad, Dr Fadi Hamed, Dr Feras Bader, Richard Ferrer, Jincy Pappy, Lanny Moisii, Darren Parry, Jacqueline Yammine, Maha AlHassan, Sandra El Hajj, Arun Kumar, Fazil Ashiq, Jennifer Newman, Zeina Kassem, Jacqueline Yammine	C-08-302
			11:00 - 12:00 Research Program Interview	DL-ResearchTeam	C-08-302
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	09:00 - 11:00 Nursing Staff Education Qualifications Session	CCNO Nursing Education; Clinical and Nursing Education Team; Elizabeth Govero; Alaa AlQadi; Meenu Mynam; Unit managers (to be determined on the day), Minna Kempainen, Brent Whitaker, and Nursing Directors	C-07-302
			11:00 - 12:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Mr. Robert Christmas Administrator Surveyor	Adam Bennett, Dr Jeffrey Chapman	Louise Stoner, Elizabeth Spyropoulos	09:00 - 11:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
			11:00 - 12:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor

12:00 -13:00 SURVEYORS WORKING LUNCH

Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	13:00 - 15:00 Medication Management System Tracer	Rabih Dabliz, Antoine Cherfan, Mohammad Aslam Siddiqui, Mohamad Masri, PharmacyManagers, DL-iSMART, Fatima Alsubaihi, Omar Chehab, Colin Fleming, Rania El Lababidi, Steve Hornby, Wael Labib, Raya Zayadeen, Joud Fansa, Ahmad Chaker, Talar Aynedjian, Patrice Began, Katherine Thomas, Shu'aib Mahomed, Bassam Atallah, Michelle Park	C-08-302
			15:00 - 16:00 Medication Management Tracer Chemotherapy Service	Siobhan Healy, Katherine Thomas, Hassan Abdel Jabber, Chemotherapy Infusion Clinic Caregivers, other medication administration sites	Chemotherapy Infusion Clinic Other areas selected by Surveyor
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	13:00 - 15:00 Infection Prevention and Control System Tracer	Infection Control Team; Infection Control Committee	C-07-302
			15:00 - 16:00 Patient and System Tracer Activity Isolation Rooms Management	Infection Control Team; All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Isolation Rooms in units selected on the day by Surveyors
Mr. Robert Christmas Administrator Surveyor	Adam Bennett, Dr Jeffrey Chapman	Louise Stoner, Elizabeth Spyropoulos	13:00 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
ALL SURVEYORS	-	-	16:00 - 16:30 Meeting with Survey Coordinator	Dr Samer Ellaham, Cassandra Horack, Davina Lewis	C-P2-938
DAILY DEBRIEFING	ALL	ALL	16:30 - 17:00	Dr Samer Ellaham, Cassandra Horack, Davina Lewis, Dr Jeffrey Chapman, Noreen Tejano, Jessy Correa, Sophia Sebo, Sheikha Alhanea	C-P2-926

DAY 4: THURSDAY, 3rd NOVEMBER 2022

SURVEYOR	GUIDE	SCRIBE	ACTIVITY	CCAD REPRESENTATIVES	VENUE
ALL SURVEYORS	ALL	ALL	08:00 - 09:00 Daily Debriefing	C-Suite Members, All Institute Chairs and Department Chiefs, All Directors, All Managers, Institute Administrator, Unit Nurse Managers, Asst. Nurse Managers (All in Leadership Monthly meeting) Clinical Improvement Team	Auditorium/ MS Teams
Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	09:00 - 11:00 Closed Patient Medical Record Review (a separate work area or separate room needed for each surveyor)	Jeffrey Bird, Dunia Al Awlaqi, HIMS Committee, Dr Mahmoud Hawamdeh, Select Clinical Caregivers to Navigate the EMR, June Petre, Jennifer Miller, Vitor Moreira, Anthony Cartwright, Rhamzell Pingol, Surya Surendran, Anne Cabahug, Lina Isaac, Ramy Boles, Racheena Tolentino, Rachel John, Nimeh Mahmoud, Rowena Tinumpit, John Raymond Rubio, Kristine Joy Gozum, Sadia Misbach	Sim Centre (computer room)
			11:00-12:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers and Unit Caregivers	Selected on the day by Surveyor
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	09:00 - 11:00 Closed Patient Medical Record Review (a separate work area or separate room needed for each surveyor)	Jeffrey Bird, Dunia Al Awlaqi, HIMS Committee, Dr Mahmoud Hawamdeh, Select Clinical Caregivers to Navigate the EMR, June Petre, Jennifer Miller, Vitor Moreira, Anthony Cartwright, Rhamzell Pingol, Surya Surendran, Anne Cabahug, Lina Isaac, Ramy Boles, Racheena Tolentino, Rachel John, Nimeh Mahmoud, Rowena Tinumpit, John Raymond Rubio, Kristine Joy Gozum, Sadia Misbach	Sim Centre (computer room)
			11:00-12:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers and Unit Caregivers	Selected on the day by Surveyor
Mr. Robert Christmas Administrator Surveyor	Adam Bennett, Dr Jeffrey Chapman	Louise Stoner, Elizabeth Spyropoulos	09:00 - 10:30 Staff Education Qualifications Other Professionals	Dr Mumtaz Khan, Alaa AlQadi, Meenu Mynam, Diana Tannous, Adam Bennett, Saira Latif, Issam Abedrabbo, Sadia Misbach, Fella Ahmed Thabit, Soraya Kemel, Kasper Kulak	C-07-302
			10:30-12:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers and Unit Caregivers	Selected on the day by Surveyor
12:00 -13:00 SURVEYORS WORKING LUNCH					

Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	13:00 - 14:30 Quality Program Interview – Clinical Measures	QPSI, Improvement Project Leads, Pharmacy Quality, Imaging Quality, Lab Quality, Clinical Practice Guideline Leads, Dr Victoria Mifsud, Rhamzell Pingol, John Tote, Patrice Began, Raya Zayadeen, Rabih Dabliz, Joanne Bruton, Louise Stoner, Elias Tannous, Claire Nolan, Niamh Breen, Abeer AlBlooshi, Gissel Tapper, Nicolas Turin, Sara AlAmeri, Dr Nizar Zein, Cipriano Mayor, Debrina Madison, Dr Manuel Algora, Dr James Rodriguez	Auditorium
			14:30 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	13:00 - 16:00 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Mr. Robert Christmas Administrator Surveyor	Adam Bennett, Dr Jeffrey Chapman	Louise Stoner, Elizabeth Spyropoulos	13:00 - 14:30 Supply-Chain Management and Evidence-Based Purchasing Interview and Tracer	Marc Petre; Fatima Alsubaihi; Operations Leadership; Aneesa AlHadhrami; Adel AlJunaibi; Richard Opara; Adrian Metcalfe; Khalil Abu Sair; Stephen Bridgman; Ryan Lindborg; Sara Alameri; Shaista Sait; Dr Mahdi Shkoukani; Lubna Sait; Francois Van Zyl; Rana AlMheiri	C-07-302
			14:30 – 16:00 Quality Program Interview – Hospital Operations	QPSI, Improvement Project Leads, Imaging Quality, Lab Quality, Pharmacy Quality	Auditorium
ALL SURVEYORS	-	-	16:00 - 16:30 Meeting with Survey Coordinator	Dr Samer Ellaham, Cassandra Horack, Davina Lewis	C-P2-938
DAILY DEBRIEFING	ALL	ALL	16:30 - 17:00	Dr Samer Ellaham, Cassandra Horack, Davina Lewis, Dr Jeffrey Chapman, Noreen Tejano, Jessy Correa, Sophia Sebo, Sheikha Alhanaee	C-P2-926

JOINT COMMISSION INTERNATIONAL (JCI) SURVEY AGENDA, Cleveland Clinic Abu Dhabi
31st OCTOBER – 4th NOVEMBER 2022

DAY 5: FRIDAY, 4 th NOVEMBER 2022					
SURVEYOR	GUIDE	SCRIBE	ACTIVITY	CCAD REPRESENTATIVES	VENUE
ALL SURVEYORS	ALL	ALL	08:00 - 09:00 Daily Debriefing	C-Suite Members, All Institute Chairs and Department Chiefs, All Directors, All Managers, Institute Administrator, Unit Nurse Managers, Asst. Nurse Managers (All in Leadership Monthly meeting) Clinical Improvement Team	Auditorium/ MS Teams
Dr Eveline Hitti Physician Surveyor	Dr Samer Ellaham, Dr Mahmoud Hawamdeh	Gissel Tapper, Nicolas Turrin	09:00 - 10:30 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Ms. Rasa Kasniunas Nurse Surveyor	Elizabeth Govero, John Tote	Niamh Breen, Cipriano Mayor	09:00 - 10:30 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
Mr Robert Christmas Administrator Surveyor	Adam Bennett, Dr Jeffrey Chapman	Louise Stoner, Elizabeth Spyropoulos	09:00 - 10:30 Patient and System Tracer Activity	All Unit Directors, Unit Nurse Managers, Asst. Nurse Managers	Selected on the day by Surveyor
ALL SURVEYORS	-	-	10:30 - 12:00 Leadership for Quality, Patient Safety, Ethics and Culture of Safety, Part Two	C-suite Members, Dr Samer Ellaham, Dr Jeffrey Chapman, Cassandra Horack, Davina Lewis	C-07-302
12:00 -14:00PM SURVEYORS WORKING LUNCH (FRIDAY PRAYERS)					
ALL SURVEYORS	-	-	13:00 - 14:30 Survey Integration and Report Preparation	-	C-08-216
ALL SURVEYORS	-	-	14:30 - 15:00 Meeting with Hospital Leadership to Review Exit Report Findings	C-suite Members, Dr Samer Ellaham, Dr Jeffrey Chapman, Cassandra Horack, Davina Lewis	C-07-302
ALL SURVEYORS	ALL	ALL	15:00 - 15:30 Meeting with Hospital Staff to Review Exit Report Findings	C-Suite Members, All Institute Chairs and Department Chiefs, All Directors, All Managers, Institute Administrator, Unit Nurse Managers, Asst. Nurse Managers (All in Leadership Monthly meeting) Clinical Improvement Team, Everyone CCAD	Auditorium/ MS Teams

GUIDE TO SESSIONS

- **Document Review:** The purpose of the document review is to survey standards that require some written evidence of compliance, such as timeframes for procedures, a consent document, patient education or discharge summary and instructions. The surveyors will review policies, procedures, forms, educational materials, and audit forms, as well as data related to the International Patient Safety Goals, clinical pathways and protocols, and performance measures.
- **Individual Patient Tracer Activity:** The surveyor will follow the patient's experience, looking at services provided by various individuals and departments within the organization, as well as “hand-overs” between them. The surveyor(s) will select patients from an active patient list to “trace” their experience throughout the organization.
- **Staff Education and Qualifications Session:** Policies and procedures related to human resources/personnel management, staff credentials, and staff orientation and education. The program’s orientation and ongoing education and training curriculum that is specific to the program’s disease, condition and/or clinical program. A sample of program personnel files and health care practitioner staff credential files.
- **Closed Patient Medical Record Review:** The survey team leader may request 5 to 10 closed records for review.
- **Quality System Tracer:** The purpose of the Quality Program Interviews is to identify how leadership and the quality program staff support the overall program for quality and patient safety. There are two components: a review of the clinical indicators and improvements of the program and the hospital operations interview.
- **Supply Chain System Tracer:** The purpose of this session is to identify how hospital leadership uses evidence to make decisions related to purchasing and the use of technical and human resources.
- **Medication Management System Tracer:** This session explores the hospital’s medication management process as well as potential risk points in the system.
- **Infection Control System Tracer:** During the discussion of the infection prevention and control program, the surveyor(s) and hospital will be able to accomplish the following:
 - Identify strengths and potential areas of concern in the infection prevention and control program
 - Begin determining actions necessary to address any identified risks in infection prevention and control processes
 - Begin assessing or determining the degree of compliance with relevant standards
 - Identify infection prevention and control issues requiring further exploration
- **Leadership for Quality, Patient Safety, Ethics, and Culture of Safety:** The purpose of this session is to identify leadership’s approach for measuring, assessing, and improving quality and patient safety, including the process for selecting organization wide strategic priority improvements.

Survey Requirements:

- Review the 7th Edition Hospital Manual along with the 7th Edition Survey Process Guide which will display the descriptions of the various survey activities and required documents.
- It is not necessary for individual units/departments to prepare any type of formal presentations for our patient care visits. However, each unit and department/service should be prepared to discuss their specific quality improvement and performance measure information (KPIs) during the entire survey week. As per the agenda, we together will determine which units/areas will be visited.

JCI recently launched an exciting new initiative called Survey Analysis for Evaluating Risk (SAFER Matrix).

SAFER Matrix Placement	Strategic Improvement Plan (SIP) Required
High/Limited High/Pattern High/Widespread	<ul style="list-style-type: none"> • Not Met and Partially Met MEs require a SIP
Moderate/Pattern Moderate/Widespread	<ul style="list-style-type: none"> • Not Met MEs require a <u>SIP</u> • Partially Met MEs may require a SIP (based on the JCI Central Office review)
Moderate/Limited Low/Pattern Low/Widespread	<ul style="list-style-type: none"> • Not Met and Partially Met MEs may require a SIP (based on the JCI Central Office review)
Low/Limited	<ul style="list-style-type: none"> • No SIP required

SAFER Matrix provides a comprehensive visual representation of the survey observations to help organizations prioritize and focus corrective actions by measuring the likelihood of harm to patients/staff as well as the scope of these observations.

Additional survey requirements:

- The required policies, procedures, and other written documents in English, listed in the 7th Edition Survey Process Guide and 7th Edition Hospital Manual
- An entire sample of forms normally found in our patient inpatient and outpatient records
- A daily list of out-patients scheduled for surgery and/or other invasive procedures, with the planned procedure and time scheduled
- A list of all staff providing direct and indirect patient care, including name, date of hire, job title and primary location of work in the Hospital