

Survey Etiquette

Things you must know

- ID badges must be worn at all times and at eye level; observe CCAD dress code.
- Practice rules of courtesy and confidentiality.
- Be professional and use appropriate terminology.
- Show them you are interested, knowledgeable and proud of the work you are doing.
- Do not memorize any information, you just need to know where to find it if needed.
- Know the location of CCAD's Mission/Vision Statement, Policies and Procedures, Material Safety Data Sheets (MSDS).
- Know the IPSGs, your department's performance measures/KPIs, improvement projects.
- Know your patient's Plan of Care, Pain Assessment and Reassessment, General /Informed Consent, Patient Education, Admission History, Notes on Epic and learn to navigate with ease.

How to respond to Surveyors

- Perform a hand-off communication of your patient to your colleague.
- Hand your vocera to your manager or caregiver
- Respond with confidence and keep the conversation professional.
- Ask questions if you do not understand.
- Keep answers focused to the question and do not volunteer additional information.
- NEVER argue with the surveyors or appear defensive.
- If you don't know, don't guess. Tell them you don't and refer them to someone who knows.
- Support your co-workers, feel free to add any relevant information when they are questioned.
- For the Managers - Please do not volunteer to answer on behalf of your caregivers.

Quick Contact List

- Access control Ext. 19019
- Contact Center Ext. 19999 / 80082223
- EVS Ext. 82090
- Facilities Helpdesk Ext. 19020
- Food services Ext. 67777
- Hospital Transfer Ext. 20014
- IT Service Desk Ext. 44357 / 02 4045545
- Clinical Engineering Ext. 44357 / 02 4045545
- Nursing Operation Managers 055 3028275
- Patient Experience Ext. 68686
- Patient Transporters Ext. 67177 / 67173
- Security Ext. 19111
- Supply Chain 055 3028256

Vocera contacts

- Access Control Access Control
- Clinical Informatics Informatics Support ED
Informatics Support Ambulatory
Informatics Support Inpatient
Informatics Periop
- EVS EVS Helpdesk
- Food Services Food Service Helpdesk
- Infection Control Infection Control Practitioner
- Patient Transporter Transporter
- Security Security Command Centre

Connect to vocera via CCAD landline : 80000

Connect to vocera via landline/mobile : 02 5019598

JCI Command Center (during survey)

- Cassandra Horack 055 378 4496
- Davina Lewis 056 491 4419
- Noreen Tejano 050 180 5766
- Sophia Sebo 050 311 9788
- Sheikha Alhanaee 052 188 8638



JCI Pocket Guide

Survey Dates

October 31—November 4, 2022

Survey Team:

- Mr. Robert Christmas, Team Lead
- Ms. Rasa Kasniunas, RN
- Dr. Eveline Hitti

CCAD Primary Contacts:

- Accreditation@ClevelandClinicAbuDhabi.ae
- Dr. Samer Ellaham, Accreditation Director
- Cassandra Horack, Executive Director, QPSI
- Davina Lewis, Accreditation Manager

Survey Agenda and Tip sheets location:

[Connect Homepage > Functions > Chief of Staff > Quality & Safety > JCI Survey](#)



Quality & Patient Safety Institute

September 2022_Version.1

Surveyor questions start with

- Show me how.....?
- Tell me why do you do.....?
- Show me where you recorded.....?
- What improvements have you made.....?
- What quality improvement or activities are you involved in.....?
- Why did you choose that Quality improvement activity?

Infection Prevention

1. **Hand Hygiene**
 - 5 moments of hand hygiene
 - Hand rub/gel cannot be used on hands visibly dirty or caring for C-diff patients
2. **Blood or bodily fluid spills**
 - Secure area, call EVS
3. **Correct waste segregation**
 - Anatomical & Pathological—Red bags
 - Sharp objects—Yellow or Red containers
 - Pharmaceutical—Yellow bags
 - General Clinical waste—Yellow bags
 - General waste—Black bags
4. **Disinfectant contact times**
 - Cavi wipes—1 minute
 - Clinell wipes—2 minutes
 - Cavi Bleach—3 minutes
5. **Verbalize care of patient in Isolation**
 - Reasons for isolation, PPE based on isolation, transporting patients in isolation, etc.
5. **Negative pressure rooms**
 - Know locations of negative pressure rooms in your area
 - What to do if alarm goes off?

Clinical Alarms

1. Acknowledge and address any clinical alarm in your area per policy

International Patient Safety Goals (IPSGs)

1. **Patient Identification**
 - Patient's name & Date of birth
2. **Improve Effective Communication**
 - Handover, Readback, Use of SBAR
3. **Improve Safety of High-Alert Medications**
 - High-alert Labels, Independent Double Check
4. **Ensure Safe Surgery**
 - Site Marking, Time out & Sign out, Universal Protocol Surgical Safety Checklist
5. **Reduce Risk of Healthcare Associated Infections**
 - 5 Moments of Hand Hygiene
6. **Reduce Risk of Patient Harm Resulting from Falls**

Clinical Documentation

1. Nursing assessments are to be completed within 24 hours of admission or earlier
2. Care plans need to be customized to patient and documented once per shift

Universal Protocol

1. Surgical safety checklist at CCAD includes
 - Pre-procedure check in
 - Sign in
 - Time out
 - Sign out
 - Documentation

Pain Management

1. Routinely assess every 4 hours
2. For IV pain relief, reassess within 30 minutes
3. For PO pain relief, reassess within 60 minutes
4. If PRN pain relief is not enough, escalate to Physician
5. Refer to Pain Management Policy on PolicyTech

Falls Prevention

1. Document falls assessment every shift
2. Ensure correct interventions are in place

Fire Safety

1. **Code Red/Fire—RACE**
 - **R**escue, **A**larm, **C**ontain, **E**xtinguish
 - Know your fire exits
2. **Fire extinguisher use—PASS**
 - **P**ull the pin, **A**im the nozzle, **S**queeze handle, **S**weep the base of the fire
3. **Medical gas zone valve box shut off**
 - Nurse Manager/Designee and/or RTs responsible to shut off in clinical areas
 - Anesthesia Provider/Designee responsible for shut off in OR/Procedure, Cath/EP and IR rooms
 - Be aware of patients on oxygen requiring immediate backup

Environment

1. Ensure planned preventative maintenance (PPM) for medical equipment is up to date
2. Do not leave patient information and documents unattended
3. Do not leave medications and needles unattended
4. Remove unwanted and expired items

Facilities

1. Appropriate signages for all doors
2. Laminate paper signs & information sheets
3. No corrugated boxes in patient care areas
4. If medication fridge temperature is out of range, contact FM Helpdesk

Quality Improvement/Boards

1. Walk surveyor to quality Board
2. Speak to unit-specific quality improvement
3. Know your outcome measures
4. Speak to actions for improvement
5. Speak of improvement you have done that you are proud of
6. CCAD's Improvement Model—PDCA