



Are You Ready?...How to Prepare for Your Next Joint Commission Survey

**Hosted by:
Association for Healthcare Foodservice - NY Chapter**

***Date:* Thursday, April 22, 2021**

***Time:* 3:00 to 4:00 pm**

Presenters:



Patrick D. LaMont, MBA
Director, Food and Nutrition
Brookdale Hospital and
Medical Center



Mimi Wang, MA, RD, CDN
Chief, Nutrition &
Food Services
U.S. Department of
Veterans Affairs



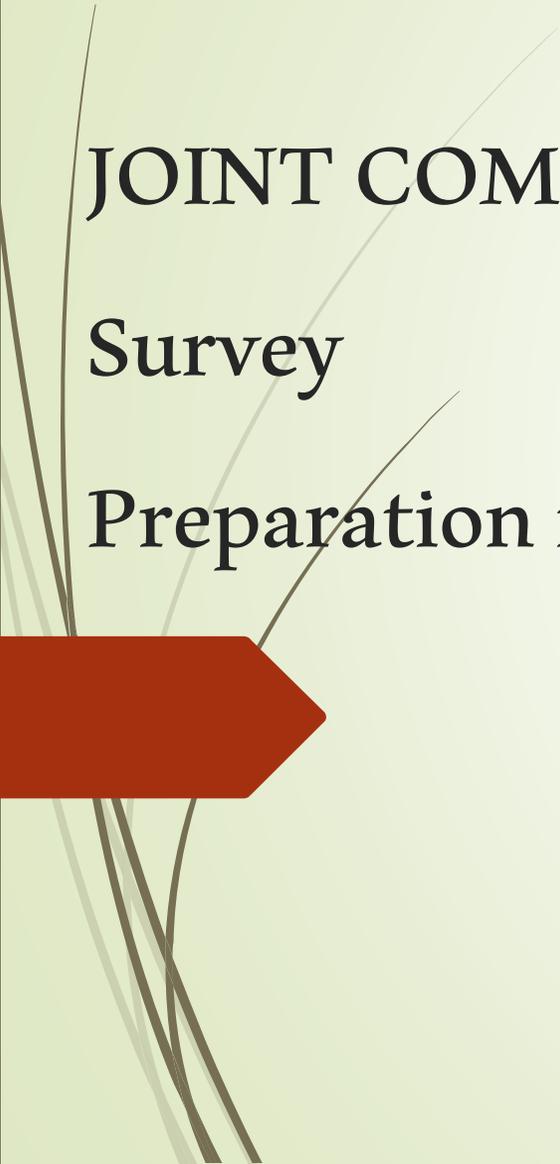
Ninel Novak, MS, RD, CDN
Clinical Nutrition Manager
Maimonides Medical Center

Moderator:



Veronica McLymont,
PhD, RDN, CDN
Director, Food and
Nutrition Services
Memorial Sloan
Kettering Cancer Center

**1.0 CE from Association of Nutrition & Foodservice Professionals for CDM,
and from Academy of Nutrition & Dietetics for RD**



JOINT COMMISSION

Survey

Preparation for Food Service Operations

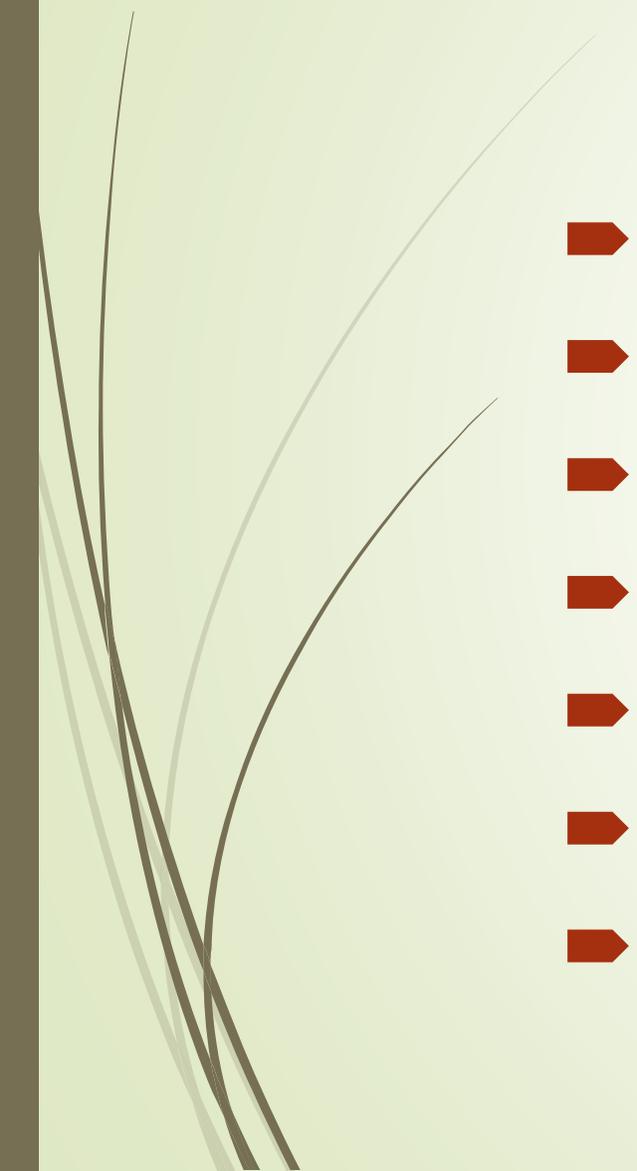
Presented by:

**Mimi Wang, MA, RD, CDN, LTC (Ret. Army)
Chief, Nutrition & Food Service, NY Harbor Healthcare
System, U.S. Department of Veterans Affairs**

April 2021



Survey Focus

- **Food Service Polices**
 - **Physical Environment**
 - **Refrigerators & Freezers**
 - **Dry Storage**
 - **Questions from the Surveyor**
 - **Observation –What surveyors observe**
 - **Life Safety**
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FOCUS ON:

➤ Food Service Policies

- Meal frequency
- Diet order/Patient tray delivery system
- Hygiene practices
- Kitchen sanitation
- Safe food handling
- Emergency supplies
- Diet Manual



FOCUS ON:

➤ **Physical Environment**

- Kitchen equipment Ex: dishmachine, food carts, ovens etc.
- Storage of cookware & dishware
- Storage shelving
- Garbage/refuse handling



FOCUS ON

➤ Refrigerators & Freezers

- Temperatures – frequency
- General cleanliness
- Frost burns on food in freezers
- Cooked and uncooked food storage
- Expired items; open containers dating; prepared food dating
- Safety of unlocking (Walk-ins)



FOCUS ON:

➤ Dry Storage

- Humidity and temperature control
- Expired items
- Dating and labeling
- Canned food – Check dents; broken seals
- Disaster preparedness
- Clean; dry; good ventilation; mold/bacteria growth prevention



FOCUS ON

➤ Questions

- Foodborne illness
- Sick employees; employees with open wounds
- Thawing and cooling of food



FOCUS ON

► Observations

- Hand hygiene
- Glove use
- Hairnets/beard guards/masks
- Temperature logs
- Temperature checks of hot and cold foods
- Cutting boards and food preparation surfaces
- Dishwasher temps/chemical monitoring
- Final cooking temperatures



FOCUS ON:

▶ Life Safety

- ▶ Kitchen – Good repair (no flaking walls, broken tiles etc.)
- ▶ Sprinkler heads – 18'' clearance
- ▶ Eyewash stations
- ▶ Emergency shut of valves for gas and other equipment
- ▶ Grease disposal
- ▶ Fire safety inspections records
- ▶ SDS – current
- ▶ Hood system safety cleaning and safety checks
- ▶ No egress to electrical panels and emergency exits

PATRICK D LAMONT, MBA

**DIRECTOR OF FOOD AND NUTRITION
ONE BROOKLYN HEALTH
BROOKDALE HOSPITAL**

TIPS IN PREPARING FOR JC IN A COVID ENVIRONMENT

- WORKING WITH YOUR CNA'S TO SERVE AND PASS TRAYS SAFELY TO PATIENTS
 - PPE'S NEEDED TO PASS TRAYS SAFELY- Work with Infection control
 - DISPOSABLE VS. REUSABLE
 - RETRIEVAL OF SOILED TRAYS AND THE PROCESS
 - PROTECTING YOUR DISH ROOM STAFF
 - RETRIEVAL OF FOOD CART FROM FLOOR
 - SANITIZING CART BEFORE RETURNING TO DISH ROOM
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ELECTROSTATIC SPRAY- HH OR BP



'Environmental FOG'- Electrostatic sprayer that sprays to create a chemical fog to decontaminate environmental surfaces & disinfect air. The entire kitchen and offices will be fogged every Wednesday afterhours.

SANI WIPES VS. RED & GREEN SANITIZING BUCKETS METHODS



2021 HOSPITAL ACCREDITATION STANDARDS

- CROSS WALK IN THE 2021 JC STANDARDS FOR CMS AND JC SIDE BY SIDE
 - CHECK YOUR POLICY AND PROCEDURE TO MAKE SURE YOU HAVE A POLICY FOR ALL THE STANDARDS
 - UPDATE YOUR P&P TO REFLECT COVID IMPACT ON CHANGES IN YOUR ORGANIZATION DUE TO COVID
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JC AND CMS COVID IMPACT

- LOOKING FOR CHANGES IN YOUR PRE-COVID POLICIES
 - DISPOSABLE VS. REUSABLE
 - MEAL DELIVERY- WHO PASSES TRAYS
 - SOILED TRAY RETRIEVAL PROCESS
 - HOW DO YOU PROTECT THE DISH ROOM STAFF
 - KEEPING THE ENVIRONMENT SAFE
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Are You Ready?...How to Prepare for Your Next Joint Commission Survey *Clinical Component*

**Ninel Novak, MS, RD, CDN
Clinical Nutrition Manager
Maimonides Medical Center**

Kitchen Tracer Survey Guide

Clinical Component

Kitchen Tracer Survey Guide – This guide is the same as surveyors use when conducting their evaluation of the kitchen environment and dietary services.

The clinical component covers the clinical aspect of patients' receiving appropriate diets based on their nutritional needs.

Does the organization have the following written policies CMS 482.28 A-6018

1. Meal frequency? PC.02.01.01 EP 1 and PC.02.02.03
2. Diet ordering/patient tray delivery system? PC.02.02.03 EP7
Food and nutrition products are consistent with each patient's care, treatment, and services.
3. Non-routine occurrences? e.g. parenteral nutrition, change in diet orders. early/late trays PC.01.02.01 EP3
4. Orientation, assignments, supervision & personnel performance? HR.01.04.01, HR.01.06.01 HR.01.07.01
5. Menu planning, purchasing, & essential record retention?

Kitchen Tracer Survey Guide cont., Clinical Component

6. Does staff have appropriate competencies/skill sets for food/nutrition services? Consider patient assessments, care plans, etc. HR.01 .06.01 EP 5 and HR.01.05.01 EP 6

7. **Diet Manual:** approved by medical staff/dietitian & current? Needs to have been published/revised within last 5 years PC.02.02.03 EP 22

For hospitals that use Joint Commission accreditation for deemed status purposes: A current therapeutic diet manual approved by the dietitian and medical staff is available to all medical, nursing, and food service staff.

8. Do menu options meet patient needs & consider personal preferences? PC 02.02. 03 EP9

When possible, the hospital accommodates the patient's cultural, religious, or ethnic food and nutrition preferences, unless contraindicated.

9. Does the organization have a full-time qualified dietitian or other qualified professional? If a dietitian or other qualified professional is not fulltime, interview staff to determine adequacy of the dietary director's qualifications. HR.01 .02.05 EP2

10. Determine the relationship between the Dietary Director, & Lead Dietitian if the director is not a dietitian. Review the job descriptions-are their responsibilities clearly defined? CMS requirement for both roles to have necessary experience to serve population HR.01.01.01 EP 1 and HR.01.01.01 EP 3

Highlights from the other facilities recent surveys

Facility #1:

Surveyor interviewed the FS director

- ▶ Reviewed diet orders list
- ▶ Asked what is done for food allergies (gluten free)
- ▶ Kosher diets
- ▶ Asked to see the diet manual and if doctors reviewed the manual
- ▶ Consults timeliness
- ▶ Nutrition Screening
- ▶ How menu planning was completed for the patients
- ▶ QA projects
- ▶ How management communicates with staff – huddles, meetings

Highlights from the other facilities recent surveys

Facility #2:

- Dietary orders and food allergies
- Reviewed MD orders, how allergies identified (i.e. shellfish allergy)
- Discussed collaboration with PT, OT, Nursing addressing nutritional markers
- Asked about supplements requiring orders
- Discussed about virtual platform?
- Discussed market for staff during COVID-19
- Discussed menus
- Religious /cultural alternatives
- Discussed alternative menus based on allergies and/or preferences
- Discussed bringing nutritional knowledge to community
- Discussed working toward bringing elderly outreach nutrition into community

TALKING WITH SURVEYORS

If you are selected to speak with a surveyor the following points will help you respond appropriately.

DO'S

Stay calm — take deep breaths. Be proud of the great work you do every day!

Welcome the surveyor(s) to your area.

Be courteous and respectful.

Keep your communication short and positive. Answer questions truthfully in clear, simple terms based on your everyday practice.

Ask for clarification if you don't understand what the surveyor is asking.

It's ok if you don't know the answer to a question. Don't guess. Simply say, "I don't know but this is how I would find the answer." It's important to know your resources (e.g., manager, supervisor, clinical manuals, etc.).

Allow others to participate in the conversation. You collaborate with others in your work. If appropriate, include others to effectively answer the question being asked.

Be a good listener and thank the surveyor(s) for their time.

TALKING WITH SURVEYORS

DON'TS

Don't panic.

Do not volunteer extra information (answer only the question that is being asked — no more, no less).

Do not guess if you don't know the answer.

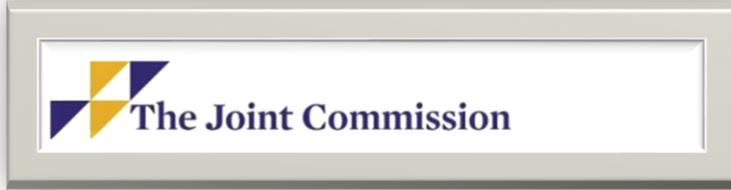
Don't perform a running negative monologue while searching for documentation (i.e., "I don't think it's here, I don't think s/he documented that, we don't document that all the time...").

Do not say "What I am supposed to do is ..." — this indicates that you do not follow the policy.

Do not give answers you know are incorrect under any circumstances.

Don't use the words "always" or "never" in the answers to questions. Instead, talk about

Do not argue with a surveyor. If an issue arises, ask your hospital's representative who is with the surveyor or your supervisor for assistance.



WHAT'S NEW?

- The Joint Commission resumed on-site surveys and reviews in June, with additional safety protocols to protect customers, patients, and surveyors.
- The Joint Commission is committed to working closely with health care organizations, with safety being the first and foremost priority.
- They continue to review a variety of factors and criteria for determining which organizations are safe to survey.

Final Words

- Create cheat sheet for each of your work areas
- Create booklet of likely survey questions
- Do a dry run in your area
- Do regular walk throughs in vulnerable areas
- Talk to others who were recently surveyed
- Do a crosswalk of the standards and your policies
- Ask your Regulatory Affairs Dept to allow you to join TJC Breakfast Briefings.
- Train you staff

Thank you for attending. Questions?

