

HFAP Most Commonly Occurring Deficiencies 2008

Patient Rights

15.01.03, 15.01.08, 15.01.09-the Grievance Process

Surveyor Comments:

- ◆ **The policy lacks the required elements**
- ◆ **The policy is in place but not followed**
- ◆ **Documentation of follow up lacking**
- ◆ **The number to call is not posted in Patient Rights document**

Physical Environment

11.07.05, 11.07.06, 11.07.07, 11.07.08, 11.07.09-Weapons of Mass Destruction (WMD)

Surveyor Comments:

- ◆ **No policy regarding WMD**
- ◆ **No education for medical staff**
- ◆ **Minimal education for employees**
- ◆ **Lack of integration with community (e.g. law enforcement, fire department, local health department)**

Medical Records

10.01.05-Legible and Complete

Surveyor Comments:

- ◆ **Orders and progress notes not timed**
- ◆ **Orders not authenticated within required timeframes**
- ◆ **Entries not legible**

10.01.12-Consultations

Surveyor Comments:

- ◆ Reason for consultation not indicated
- ◆ Level of involvement not indicated

Physical Rehabilitation

26.01.09, 26.02.09, 26.03.09-Treatment Plan

Surveyor Comments:

- ◆ Treatment plan initiated prior to approval of ordering physician

Surgical Services

30.00.06-First Assistants

Surveyor Comments:

- ◆ No policy
- ◆ Policy does not define hazardous cases

30.00.14-Risk Assessment

Surveyor Comments:

- ◆ No policy
- ◆ No standardized risk assessment tool used to identify level of risk for acute ischemic cardiac event during surgery