



If the time for your TJC survey is getting close...

We know the TJC window of vulnerability is 18 – 39 months and there is no longer a guarantee that your unannounced survey will occur in any particular year. Still, common sense would suggest that the further you progress into that window, the more likely (i.e. sooner) you are to be surveyed. In that context, we would like to suggest the following steps for using your SHCC membership resources as part of your preparation

SHCC Feature	Descrip	Suggested Action
23 months after your last survey:		
PSQ Analysis	Aggregate analysis of the unique database of state hospital-only post survey data	Review the most recent PSQ analysis for identification of high-risk standards relevant to state hospitals
SHCC Highlight Pages	List of most relevant compliance articles for each chapter of standards for the last 12 months	Distribute copies of relevant Highlight Pages to each PPR team for review prior to the PPR process for more informed and accurate evaluation
30 months after your last survey:		
Reader Alerts & References (Pearls)	The most important/urgent compliance issues identified at the top of the SHCC Reader (beginning of month) and the Pearls e-mail (mid-month)	Review these for head up on latest point of TJC interest and surveyor emphasis
Recent PSQ	Post survey questionnaires from sister hospitals surveyed within the last 6 months	Review recent PSQ for non-compliance patterns and for guiding mock tracers

33 months after your last survey:		
Member Directory	Exclusive directory of members with coding for the identification of similar size, pt populations and special programs.	Use the coding to identify hospitals of similar size and pt population who have recently had a survey. Then contact representatives from those facilities for insights on any areas of concern.
During Survey		
SHCC Advisory: DS01	Strategy suggestions for management of the survey process & RFI mitigation	Review the alert the afternoon of the first survey day
Surveyor Profiles	Feedback on surveyors from sister hospitals	A - Review profile comments for your surveyors and identify their most recent surveys to look for citation patterns B - <i>Be sure to download TJC profiles and pictures of surveyors from the TJC intranet before the end of survey</i> when they are removed (to later add to SHCC surveyor profiles)
SHCC Hotline:	1 hour of free Q&A because SIG is unavailable to you during survey	Notify SHCC of survey in process to have associate put on call for interpretation, clarification and strategy suggestion on any potential finding or process concern
Immediately After Survey		
SHCC Advisory: AS01	Strategy suggestions for the management of the post-survey period & RFI mitigationhh	Review the alert
SHCC Accreditation Defense	Consultative support with responses to CON and/or PDA.	If you initially receive a CON or PDA, consider obtaining professional assistance with the response and possible reduction of such findings.