Pandemic Best Practices
Prepare Your Food and Nutrition Staff for the CMS COVID-19 Infection Control Surveys

Objectives
Provide an important brief overview of the CMS COVID-19 Focused Survey Process

• Offsite Survey Activities
• Onsite Survey Activities
• Entrance Conference Worksheet
• Focused Survey Tool
• Resources & Handouts

QSO Memo 20-20-Prioritization of Survey Activities

On March 23, 2020, CMS announced the release of a focused survey that can be used to identify and correct deficient practices in order to control and prevent the transmission of the virus.
COVID-19 Focused Survey Protocol

COVID-19 Focused Survey Protocol is to be used in facilities with and without COVID-19

- The Survey Protocol used to prioritize survey activities, with an emphasis on performing as much offsite as possible, as well as what activities must be performed onsite.
- For facilities without COVID-19, the use of this Survey Protocol and Focused Survey Tool will help identify and correct deficient practices in order to prevent the transmission of the virus.

Offsite preparation includes:
- The review of facility reported information;
- The review of CDC, State/Local Public Health Reports (if available);
- The review of available hospital information regarding residents transferred to the hospital; and
- Complaint allegations

If a facility has an active COVID-19 case, the survey team will contact their State Agency, State Health Department, and CMS Regional Location to coordinate the survey activities.

Surveyors must be medically cleared & have PPE that could be required onsite.

Summary Table of the COVID-19 Focused Survey for Nursing Homes

<table>
<thead>
<tr>
<th>HELPS determine CMS's expectations for an infection prevention and control program during the COVID-19 pandemic:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNS Staff potential involvement (Food &amp; Nutrition Services)</td>
</tr>
<tr>
<td>Self-Assess your FNS Department</td>
</tr>
<tr>
<td>When asked can you and your staff respond to these items?</td>
</tr>
<tr>
<td>IF NOT, educate, educate, educate!</td>
</tr>
</tbody>
</table>
COVID-19 Focused Survey Protocol

Is there compliance with:

• F-tag F880, Infection Prevention and Control
• F-tag E0024 Emergency Preparedness for policies and procedures that address staffing during an emergency

🌟 Best Practice: Use as your facility’s self-assessment

Critical Elements Associated with the Transmission of COVID-19

These areas include:

• Standard and Transmission-Based Precautions;
• Resident care;
• Infection prevention and control standards, policies and procedures;
• Infection surveillance;
• Visitor entry;
• Education, monitoring, and screening of staff;
• Staffing in emergencies

🌟 Best Practice: A facility can use the survey tool as a self-assessment of infection prevention and control practices to prevent the development and transmission of COVID-19.

COVID-19 Focus Survey Entrance Sheet

Information needed from the facility immediately upon entrance:

1. Census number
2. An alphabetical list of all residents and room numbers (note any resident out of the facility)
3. A list of residents who are confirmed or presumptive positive for COVID-19.
4. Name of facility staff responsible for Infection Prevention and Control Program

Entrance Conference

5. Conduct a brief entrance conference with the Administrator
6. Signs announcing the survey that are posted in high-visibility areas
7. A copy of an updated facility floor plan, if changes have been made.
# COVID-19 Focus Survey Entrance Sheet

## Information Needed About Facility: Where Have You Been?

1. The usual working schedule for licensed and regulated surveyor and for the survey team.
2. Type of facility (assisted living, skilled nursing, etc.).
3. Name, address, and phone number. Name contact (e.g., health services).

Provide each surveyor with access to health records - do not include any information that should be part of the facility's medical record. Provide specific information on how the medical record is kept and where to find it. Please complete the attached form on page 2 which is titled, Electronic Health Record Information.

**NOTE:** Access the facility's electronic health record (EHR) and/or other electronic medical record systems to review medical history, medications, allergies, and vital signs. Discuss with the facility the best option to get needed medical record information, such as in fax, access web-based, excepted email, etc.

12. Radio Policies and Procedures:
   - Establish Policies and Procedures for entrance and procedures, to include the Surveillance Plan.
   - Establish Policies and Procedures to include response to outbreaks.

**NOTE:** A comprehensive review of policies should be completed offline.

---

# COVID-19 Critical Elements

**Survey(s) reviews for:**

- The overall effectiveness of the Infection Prevention and Control Program (IPCP) including IPCP policies and procedures;
- Standard and Transmissible Diseases Precautions;
- Quality of care practices, including those with COVID-19 (laboratory positive case, if applicable);
- The surveillance plan;
- Visitor policy and facility screening practices;
- Education, monitoring, and screening practices of staff, and
- Facility policies and procedures to address staffing issues during emergencies, such as transmission of COVID-19.

---

# COVID-19 Critical Elements

**COVID-19 FOCUSED SURVEY FOR NURSING HOMES**

### General Standard Precautions

- Wash hands frequently.
- Wear masks when possible.
- Wash hands thoroughly.
- Clean and disinfect objects and equipment when contaminated.

### Hand Hygiene

- Use soap and water for at least 20 seconds.
- Use alcohol-based hand rubs.
- Use gloves appropriately.

### Personal Protective Equipment

- Use PPE appropriately.
- Use appropriate PPE for each situation.

### Personal Protective Equipment

- Use face masks as appropriate.
- Use eye protection as appropriate.

### COVID-19 Prevention

- Practice social distancing.
- Avoid touching your face.
- Cover your mouth and nose when coughing or sneezing.

### COVID-19 Response

- Isolate patients with COVID-19.
- Contact the local health department.
- Use personal protective equipment.

**NOTE:** This is a summary of the above. For more detailed information, please refer to the specific guidelines provided by the CDC and the World Health Organization.
COVID-19 Critical Elements

1. Resident Care
   - Whether community transmission is ongoing or has ceased, the facility is in the facility resident's home. Is the home in the facility resident's care? (Yes/No)
   - Resident care activities are provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)

2. Infection Control
   - Has the facility resident been isolated in a separate room or unit? (Yes/No)
   - Is the resident care activities provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)

3. Environmental Services
   - Are the resident care activities provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)

4. Personal Protective Equipment (PPE)
   - Are the resident care activities provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)

5. Training and Education
   - Are the resident care activities provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)
   - Are the resident care activities provided only in the resident's home. (Yes/No)

COVID-19 FOCUSED SURVEY FOR NURSING HOMES

COVID-19 Critical Elements

COVID-19 Critical Elements

COVID-19 Critical Elements
## Quick Review

Surveyors will use the Survey Tool to focus on the critical elements associated with the transmission of COVID-19:

- Standard and Transmission Based Precautions;
- Quality of Resident Care Practices, including COVID-19;
- IPCP Policies, and Procedures;
- Infection Surveillance Plan;
- Visitor Entry and Facility Screening Practices;
- Education, Monitoring, and Screening Practices of Staff; and

While the primary focus is COVID-19, surveyors are instructed to investigate any other areas of potential noncompliance where there is likelihood of IJ.

---

### QA

Barbara Thomsen, CDM, CFPP, RAC, QCP
Education & Regulatory Outreach Consultant
Association of Nutrition & Foodservice Professionals
Phone: 800.323.1908 | Extension 130
bthomsen@ANFPonline.org | regs@ANFPonline.org